



Queensland Independent
Disability Advocacy Network

Data Manual

Version 5

October 2025

Working together to achieve positive change for people with disability

Purpose

The purpose of the QIDAN data manual is to provide one source of information for consistent reporting across organisations that received Queensland Disability Advocacy Program (QDAP) funding from the Department of Families, Seniors, Disability Services and Child Safety (the Department).

As part of funding agreements between QDAP organisations and the Department, QDAP organisations are required to report on certain aspects of advocacy program delivery as per the Service Reports provided by the Department.

The Department has advised that this reporting will be used to understand the unmet demand for disability advocacy and inform future advocacy programs and budgets. To ensure the most accurate information is available to the Department, QIDAN organisations agreed to implement a sector-wide data manual to increase consistency. From October 2022, all QIDAN organisations began implementing data consistency processes.

Consent

It is the responsibility of each funded organisation to inform every individual receiving advocacy assistance that data about them will be sent to the funding department. The individual can be informed that as part of this reporting:

- The information sent to the funding department is de-identified and does not include full name or address or any personal contact details;
- There is an option for information in the service report to be de-identified further by using an estimated date of birth; and
- The funding department uses the de-identified information for statistical purposes, program improvement and funded agency performance reporting only.

The data report should be person-lead and respect the individual and what they would like to have recorded. If the individual does not want their de-identified information under

any option provided to the department, advocacy assistance provided to them can be excluded from the report and therefore not counted in the reporting period.

Disclaimer

When collecting and storing personal information about individuals we suggest that you have a privacy statement. This statement could include:

“We collect personal information that is necessary to provide advocacy support and meet our obligations to funding bodies. We have a privacy policy that explains how we collect, store, use and disclose personal information in line with the Australian Privacy Principles in the Privacy Act 1988 (Cth). It’s available on our website or we can provide you with a copy.

If you do not wish to answer all of the questions, that is okay and will not impact the advocacy we can provide to you. We provide de-identified information like your post code, DOB and other demographics, but never details about the issue we are helping you with or your medical information. Your information is stored electronically on a secure database.”

A note on language

The use of language in the sector in contrast to government can be different in various contexts. The term advocacy or advocacy activities / actions / assistance are preferred by the sector. However, advocacy services are the language currently used by the government. In communication with the funding bodies, sector members will continue to encourage aligned language to best reflect advocacy.

Definitions

Advocacy Program	The organisation or program delivering advocacy assistance.
Advocacy Assistance	The service provided. This could include advocacy advice (short-term advocacy) ¹ or ongoing advocacy.
Individual	A person with disability who is receiving/or seeking disability advocacy assistance.

QDAP reporting template

Columns shaded in grey indicate that there is either prefilled or auto-generated data in those columns.

Reporting period

Select the relevant quarterly reporting period from the drop-down box.

Funding stream

Funding stream is either regional or specialist depending on QDAP funding guidelines. This will automatically generate when the reporting period is selected and can be overridden if required.

Organisation name

Select the organisation name from the drop-down box.

Outcome

Select the most appropriate outcome for each individual and issue from the drop-down box. Service and referral assistance is recorded on the 'Individual Advocacy' tab and waitlist, and unmet demand are recorded on the 'Unmet Demand & Waitlist' tab.

¹ Victorian Council of Social Services, July 2022, *Building a stronger foundation: VCOSS submission to the National Disability Advocacy Framework 2022-2025*, <https://vcoss.org.au/wp-content/uploads/2022/07/2022-VCOSS-National-Disability-Advocacy-Framework-Submission.pdf>, p. 9.

Service	Your organisation provided QDAP funded advocacy assistance. This is reported on the 'Individual Advocacy' tab.
Referral	The individual was referred either internally to another program (that is not QDAP funded such as NDAP advocacy or ILC) or externally to another organisation. A referral can be recorded even if the outcome of the referral is unknown. This is reported on the 'Individual Advocacy' tab.
Waitlist	The individual has been put on a wait list or is waiting for an appointment to speak with an advocate as at the final day of the reporting period. Not all organisations hold waitlists. This is reported on the 'Unmet Demand & Waitlist' tab.
Unmet	Your organisation was unable to provide any assistance to the individual or unable to refer to other services, internally or externally for advocacy. NB a referral cannot result in an outcome of unmet. This is reported on the 'Unmet Demand & Waitlist' tab.

Selecting an 'Outcome' will trigger the automation process for subsequent reporting periods, funding streams, organisation names and service outlet reference numbers.

Service outlet number

Record the service outlet number used for departmental funding. Subsequent lines will be auto generated.

Service region (reported)

Select from the drop-down box the region or statewide for specialist services where the individual required advocacy.

New or existing service user

Select from the drop-down box.

New	The individual is accessing advocacy for the first time through QDAP funding at your organisation, or The individual is a returning client, and your organisation has started providing <i>new</i> advocacy assistance (e.g., advocacy assistance for a new issue) to an individual in this reporting period.
Existing	Your organisation has continued to provide advocacy from a previous reporting period to the individual through QDAP funding for <i>the same</i> advocacy issue.

Referred from

Select from the drop-down box how the individual found out about your organisation.

Community service	Referrals that come from community-based support services.
Family and friends	Referrals that come from information supports such as family and friends.
Federal government departments	Referrals that come from federal government departments such as the Department of Social Services, Services Australia.
Foundational support	Referrals that come from a foundational support provider.
Legal service	Referrals that come from a community legal centre, legal aid or private law firm.
NDIA/LAC	Referrals that come from the NDIA or Local Area Coordinator such as APM, Benevolent Society, BUSH Kids, Carers Queensland, EACH, Ferros Care, Mission Australia, UnitingCare Communities.

Non-QDAP provider	Referrals that come from any other advocacy that is not QDAP or Pathways such as DASH or NDAP providers.
Online	Referrals that come from online sources such as Disability Gateway, Qld Government Website, Pathways website.
Pathways	Referrals that come from Pathways.
Queensland Disability Advocacy Program (QDAP)	Referrals that come from any QDAP funded organisation (i.e., ADAA, Amparo, CCA, TASC, Mackay Advocacy, PWDA, RIA, QAI, SUFY).
Queensland government department	Referrals that come from Queensland government departments such as the Department of Education, Child Safety, Disability Services, Housing, Employment.
Self-referral	Referrals that come directly from the person with disability.
Service provider	Referrals that come from an NDIS or QCSS service provider.
Website	Referrals that come from your organisations website.

NDIS participant

Select from the drop-down box.

Yes	The individual is a participant of the NDIS.
No	The individual is not a participant of the NDIS.
Not stated	If unknown, or the individual declines to answer.

Service user's initials

Enter the first letter of the person's first name and the first letter of the person's last name (for example: Jane Smith record as JS) in this column. If the person's last name and/or first name is missing or not available, then insert the number '2' for all missing letters (for example: if Jane's last name is unknown insert J2) alternatively, this may be the ID that your database assigns the individual.

Suburb

Enter the suburb the individual lives in.

Postcode

Enter the postcode the individual lives in.

Date of Birth

Enter the individual's date of birth or estimated date of birth if unable to obtain. For an estimated date of birth enter 01/01/<estimated year>. The date should always be in Australian date format DD/MM/YYYY.

Age

No input required. Age will automatically generate after entering DOB.

Gender

Select from the drop-down box.

Gender diversity is important data for the disability advocacy sector especially as it interrelates with many other factors addressed by advocates. Lack of information about specific cohorts has been unhelpful in serving all people with disability. Likewise knowing the diversity of people who access advocacy services across Queensland is valuable information. This ensures we meet the needs of people with disabilities. For more information on gender terminology, please visit [QC's Language Guide](#).

Female	Individual self-identifies as female.
Intersex	Individual self-identifies as intersex.
Male	Individual self-identifies as male.
Non-binary	Individual self-identifies as non-binary.
Not stated	Individual has not specified or was not asked or preferred not to answer.
Other	Individuals self-identifies in another way; this might include a diversity of identifies not outlined above.
Transgender	Individual self-identifies as transgender.

Person reference

No input required.

This reference is used to assist counting for a unique person (individual) receiving advocacy for the reporting period. It is a non-identifying reference and is not retained for any other purpose than reporting. The field populates automatically using 'Service user's initials', 'Date of Birth', 'Postcode' and 'Gender'.

Primary disability type

Select the most appropriate primary disability from the drop-down box.

For people who live with multiple disabilities, the primary disability should be the disability that is a factor for the issue the individual is seeking advocacy assistance. For people who live with complex health conditions that has a functional impact on their day to day life, select the disability that is most relevant to the impacts they experience.

E.g., Jane Smith is seeking advocacy for assistance obtaining a ramp to her home. Jane also identifies as having a physical and psychosocial disability. The primary disability type selected should be physical. The secondary disability should be psychosocial.

Acquired Brain Injury	Disabilities that arise from damage to the brain after birth	
	Acquired brain injury	Traumatic brain injury
	Stroke	Aneurysm
Autism (including Asperger's syndrome and Pervasive Developmental Delay)	Disabilities on the autism spectrum	
	Autism spectrum disorder (ASD)	Asperger's syndrome
	Pervasive developmental delay	Fragile X syndrome
Developmental delay (apply to 0-5 year olds only)	Disabilities that affect a child's development	
	Developmental delay for 0-5-year-old only	
	Disabilities that impact cognitive and adaptive functioning	

Intellectual (including Down syndrome)	Intellectual impairment	Intellectual disability
	Down syndrome	Prader-Willi syndrome
	Foetal alcohol spectrum disorder	
Neurological (including epilepsy and Alzheimer's disease)	Disabilities that impact the nervous system	
	Cerebral palsy	Epilepsy / seizure disorder
	Multiple sclerosis	Motor neuron disease
	Parkinson's disease	Alzheimer's disease / dementia
	Muscular dystrophy	Spinal muscular atrophy
	Amyotrophic lateral sclerosis (ALS)	Bells palsy
	Neurofibromatosis	Tourette syndrome
	Huntington's disease	Rett syndrome
Physical	Disabilities which impact the ability to perform physical activities	
	Ataxia	Arthritis
	Amputation	Para/ tetra/ hemi/ quadriplegia
	Spina bifida	Spinal cord injury
	Cystic fibrosis	Skeletal dysplasia (dwarfism, small statured)
	Musculoskeletal injury	Fibromyalgia
	Myalgic encephalomyelitis/ chronic fatigue (ME/CFS)	Wheelchair user
	Ehlers danlos syndrome (EDS)	

Psychosocial	Disabilities also known as psychosocial disability and impact personal functioning	
	Anxiety disorders	Depression disorders
	Bipolar affective disorder	Post-traumatic stress disorder
	Schizophrenia/ schizoaffective disorder	Dissociative disorders
	Obsessive-compulsive disorder	Psychosis
	Tardive dyskinesia	Substance abuse disorders
Sensory - Dual	Disabilities that affect both the vision and hearing systems.	
	Deaf blindness	Dual sensory impairment
Sensory - Hearing	Disabilities that affect the hearing system	
	Sensorineural hearing loss	Conductive hearing loss
	Mixed hearing loss	Deafness
Sensory – Vision	Disabilities that affect the vision system.	
	Vision impairment	Blindness
Specific learning / Attention Deficit Disorder	Disabilities that affect the ability to learn	
	Dyslexia	Dyscalculia
	Dysgraphia	Attention deficit hyperactivity disorder (ADHD)
Speech	Disabilities that affect speech	
	Apraxia	Aphasia
	Dysarthria	Muteness
Other/ Not specified	The individual identifies as having a disability but does not disclose the disability or does not fit into another category.	

Not stated	The individual was not asked if they have a disability.
Not applicable	The individual does not disclose having a disability or secondary disability.

Secondary disability type

Select the most appropriate secondary disability from the drop-down box.

Options are the same as primary disability type.

Aboriginal and Torres Strait Islander

Select from the drop-down box.

This question provides data around the advocacy service used by the Aboriginal and Torres Strait Islander communities broadly.

Aboriginal and Torres Strait Islander	Individual self-identifies as Aboriginal and Torres Strait Islander
Aboriginal	Individual self-identifies as Aboriginal
Torres Strait Islander	Individual self-identifies as Torres Strait Islander
No	Individual does not identify as Aboriginal and/ or Torres Strait Islander. South Sea Islander people.
Not stated	This information is unknown or unclear

Culturally and Linguistically Diverse background

Select from the drop-down box.

The term CALD generally encompasses people with diverse languages (non-English speaking), ethnic backgrounds, nationalities, traditions, societal structures, and religions. It is used to denote people who have cultural backgrounds different from the majority of 'Anglo-Celtic' Australian culture. This includes:

- Individuals and communities who communicate in languages other than English, either exclusively or alongside English.

- Communities with diverse languages, ethnic backgrounds, nationalities, traditions, societal structures, and religions.
- People born overseas, in countries other than those classified by the Australian Bureau of Statistics (ABS) as ‘main English-speaking countries’. The main English-speaking countries include Australia, Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America.

This definition acknowledges that people born in these main English-speaking countries may still identify with another culture or country and may face language and other barriers when interacting with government departments and service providers. This includes asylum seekers, migrants to long standing cultural groups. ²

E.g., Six-year-old with a disability, born in Australia. Both parents were born in Sudan and identify their ancestry as Somali. The main language spoke at home is Somali however, they do not require an interpreter. The person with disability should be identified as CALD.

E.g., Individual with disability communicates with Auslan and was born in Australia. They live with their family who speak Burmese at home. The person with disability should be identified as CALD.

E.g., Individual with disability was born in the USA and main language spoken at home is English. Individual identified as their parents’ ancestry as American. The individual with disability should not be identified as CALD.

Yes	Individuals whose main language spoken at home is a language other than English.
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² Ethnolink, 2024, *What is CALD? A Comprehensive Guide to CALD Communities*, <https://www.ethnolink.com.au/blog/cald-culturally-and-linguistically-diverse/>

	Individuals who were born outside of Australia, New Zealand, the United Kingdom, Ireland, the USA, Canada, or South Africa³. Individuals whose parent's ancestry (ethnicity) is not Australian, New Zealand, the United Kingdom, Ireland, the USA, Canada, or South Africa.⁴
No	Individuals whose main language spoken at home is English with ancestry that is Australian, New Zealand, United Kingdom, the USA, Canadian, or South African. Aboriginal and Torres Strait Islander people who do not meet above criteria. Individuals who identify with the Deaf community but don't meet the any of the above characteristics.
Not stated	This information is unknown or unclear

Identify as LGBTQIA+SB

Select from the drop-down box.

This is a generic question to provide some data around the advocacy service use of LGBTQIA+ communities broadly. For more information on sexuality terminology, please visit [QC's Language Guide](#).

Yes	Individual self-identifies as LGBTQIA+SB.
No	Individual does not identify as LGBTQIA+SB.
Not stated	This information is unknown or was not asked.
Prefer not to say	Individual does not want to share this information.

³ National Disability Insurance Agency, 30 June 2019, *Culturally and Linguistically Diverse participants*, <https://data.ndis.gov.au/media/1946/download>, p.3.

⁴ Australian Bureau of Statistics, 22 February 2022, *Standards for Statistics on Cultural and Language Diversity*, <https://www.abs.gov.au/statistics/standards/standards-statistics-cultural-and-language-diversity/latest-release>.

Domestic and Family Violence Indicator

Select from the drop-down box.

Family, domestic, sexual violence (FDSV) refers to any behaviours, or patterns of behaviours that can cause harm to a person of any age. Violence can occur in the form of assault, threats, abuse, neglect, coercion, exploitation, harassment, sexual, or physical and be a single incident or many events, occur in family and nonfamily contexts.⁵

People with disability can experience the same forms of FDSV as the general population. However, they may also experience distinct types of violence, violence across a wider range of settings (e.g., in institutions, group homes, and long-term hospital stays) and from a greater range of people (e.g., carers and support workers).⁶

Yes	Individual has advised they have historically experienced, or they are currently experiencing domestic or family violence, or the individual discloses experiences of DFV. This can be both survivors and persons who use violence.
No	Individual has advised they have not experienced domestic or family violence.
At Risk	Individual has described experiences that sound like DFV but has not explicitly stated they are experiencing DFV.
Not stated/Unknown	Individual has not provided the information.

Living situation

Select from the drop-down box.

This is a risk indicator and should be completed at initial point of contact or if an individual's living situation or risk of experiencing homeless changes. Please carefully

⁵ Australian Institute of Health and Welfare, 2024, *What is FDSV?*, <https://www.aihw.gov.au/family-domestic-and-sexual-violence/understanding-fdsv/what-is-fdsv>

⁶ Australian Institute of Health and Welfare, 2024, *People with disability*, <https://www.aihw.gov.au/family-domestic-and-sexual-violence/population-groups/people-with-disability>

consider the confidentiality of the individual and their families when inputting this information.

Many of these situations are considered experiences of homelessness, the purpose of this data is to identify the circumstances around homelessness and housing issues.

Private accommodation (not listed below)	Including private rentals, living with family or in a home they own etc. where there is no risk of homelessness.
Residential Services – Tier 1 & 2	A residential service provides accommodation to 4 or more residents, who occupy 1 or more rooms and individually pay rent and share facilities. Typically, each resident has the right to occupy 1 or more rooms but not the whole premises. Residents in a residential service share facilities such as a bathroom, kitchen, common areas and laundry. Residential services level 1 are commonly referred as “boarding houses”, while residential services level 2 provide accommodation and meals.
Residential Services – Tier 3 (supported accommodation)	Supported Accommodation (also known as Personal Care Residential Service Level 3) has 4 or more residents who share facilities. Residents pay for rent and for personal care or support services such as help with cleaning, medication, personal hygiene or financial management.
Specialist Disability Accommodation	SDA funded by the NDIA.
Homeless	When a person does not have suitable accommodation alternatives, they are considered homeless if their current living arrangement: • is in a dwelling that is inadequate; or

	• has no tenure, or if their initial tenure is short and not extendable; or • does not allow them to have control of, and access to space for social relations. Unsuitable accommodation such as crisis accommodation, emergency shelters, couch surfing, custody, watchhouses or youth detention centres, transitional housing, social or public housing, mental health facilities, people living in cars and tents, living with friends or relatives, etc. This may include NDIS related accommodation where the person is not adequately funded (e.g. People being funded for 1:3 or less when they need 1:1).
At risk of homelessness	An individual who will imminently lose their primary residence (within 14 days), provided that no subsequent housing has been identified and the individual lacks support networks or resources needed to obtain housing.⁷ Risk factors include financial or housing affordability stress, inadequate or inappropriate dwelling conditions, previous accommodation ended, child abuse, family, sexual and domestic violence, and relationship or family breakdown.⁸ For example, struggling to pay rent, end of lease with nowhere to go next, young person about to turn 18 with no accommodation organised, person has received eviction notice.

⁷ Substance Abuse and Mental Health Administration, 2024, *SOAR Definitions of Homelessness and At Risk of Homelessness*, <https://soarworks.samhsa.gov/article/definitions-of-homelessness>

⁸ <https://www.aihw.gov.au/reports-data/australias-welfare/summaries/glossary>

Child in state care	The young person (under 18) and The Department of Child Safety has been granted custody of the young person under a care agreement, assessment order, temporary custody order, or a child protection order. This includes foster and kinship care, intensive foster care, residential care, Indigenous safe houses and supported independent living.
Child in voluntary out of home care	Voluntary out of home care is a placement for children (under 18) agreed upon by parents and a registered agency to provide care away from their usual home due to family circumstances, not a child safety order.
Child in youth detention	The young person (under 18) is detained in a correctional facility including watch houses, Brisbane Youth Detention Centre, Cleveland Youth Detention Centre or West Moreton Youth Detention Centre.
Prison	The adult is detained in a correction facility including watch houses or prisons.
Not stated/Unknown	The individual has not provided the information.

Financial Disadvantage indicator

Select from the drop-down box.

Yes – client is a child	Individual is 18 years or younger
Yes – Centrelink benefit	Individual receives a Centrelink benefit such as the Disability Support Pension (DSP), Carer Payment, Jobseeker Payment, Youth Allowance, Age Pension
Yes – Other	Individual is experiencing financial disadvantage for other reasons i.e. receives minimum wage, is unable to work and not receiving Centrelink or is temporarily not able to access their finances

No	Individual does not experience financial disadvantage
Not stated/Unknown	Individual did not provide this information.

Interpreter services required

Select from the drop-down box.

Yes – For spoken language other than English	Individual requires an interpreter for a spoken language other than English. This should include where an interpreter is required for complex decisions/ processes even if do not require an interpreter for less formal discussions.
Yes – Auslan	Individual requires an Auslan interpreter.
Yes – Other	Individual requires communication support by another person for example, a person trained to support their communication with a communication device.
No	No interpreter required.
Not stated/Unknown	This information is unknown.

Additional circumstances

Select from the drop-down box.

This is used to indicate whether additional circumstances applied, in line with government priorities and interests.

Provided advocacy to parent(s) with cognitive disability	Parents with cognitive disability includes people with cognitive disability who are parents or are becoming a parent. Cognitive disability 'arises from the interaction between a person with cognitive impairment and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others.' People with cognitive disability may include, but are not
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	limited to, people with intellectual disability, learning disability, dementia or acquired brain injuries, and some people with autism.
Not applicable	The above circumstances are not applicable.
Not stated/Unknown	This information is unknown.

Time spent on delivering outcome

Total time spent on delivering outcomes should be recorded for all advocacy, waitlist, referral and unmet services. The total time spent is for the **reporting period** and should encompass all time spent working on an individual's matter.

Total time spend on delivering outcomes should be recorded in quarter hour intervals and displayed in decimal hour time format. E.g., One hour and fifteen minutes should be recorded as 1.25 hours (not 1.15 hours or 75 minutes). Two hours and thirty minutes should be recorded as 2.5 hours (not 2.30 hours or 150 minutes). One hour and forty-five minutes should be recorded as 1.75 hours (not 1.45 hours or 105 minutes).

Total time reported for the period should include:

- Initial / intake phone call
- Pre advocacy discussions
- Arranging meetings with individuals and stakeholders whether by phone or email
- Travelling to and from meetings
- Meeting with the individual and stakeholders
- Developing advocacy plans
- Writing file notes / file administration
- Seeking advice or problem solving with colleagues / supervisor on how to progress a matter / de-briefing
- Researching specific information in relation to the advocacy issue
- Preparing written correspondence such as written submissions, drafting complaints, application forms

- Preparing advice / letters
- Providing information or advice
- Making referrals to other services

Reporting for individual advocacy should **not** include routine professional development or training, external supervision, or staff meetings.

If an advocate is assisting an individual with more than one issue, then there should be a service recorded for each issue. This ensures accurate reporting on the different issues advocates are assisting with.

E.g., Bob received 10 hours of support in reporting period 1, 8 hours in reporting period 2, and 10 hours in reporting period 3. Each reporting spreadsheet should reflect this, rather than report 1 10 hours, report 2, 18 hours and report 3, 28 hours.

E.g., Jane received 3 hours of support in relation to a housing issue and 5 hours of support in relation to an employment issue. This should be recorded as two instances on the reporting spreadsheet with the hours allocated to the issue.

Primary issue

Select from the drop-down box.

The predominant type of issue the individual is seeking advocacy support for.

NDIS Issue	A problem type relating to the NDIS
Mainstream access issue	Any other problem type

Type of issue: NDIS related

If the advocacy issue is a NDIS issue, select the most appropriate type of issue from the drop-down box.

Access to Scheme	Initial access request support	
Service provision	Sourcing service providers	
Plan review	Preparing for a plan review	Attending a plan review

Decision making support (DMS)	Support for all aspects of the NDIS due to DMS being required	
	Understanding the NDIS application process	Understanding the NDIS planning process
	Choosing a service provider including screening/interviewing	Assistance with finding a support coordinator
External review	Assisting with an external appeal for NDIS Plan decisions	Assisting with an external appeal for NDIS Access decisions.
Internal review	Internally reviewing a plan	Internally reviewing an Access decision
Issues with service providers	Making complaints in relation to service provision including with NDIS Q&S commission complaint process	Terminating service provision
N/A – Mainstream access issue	The advocacy issue is not related to the NDIS	

Type of issue: Mainstream access related

If the advocacy issue is a mainstream access issue, select the most appropriate type of issue from the drop-down box.

To determine the most appropriate drop down for a mainstream access issue, the advocate should assess the fundamental need the advocate is assisting with, and the system the advocate is primarily engaging with. In many instances, the individual will be experiencing discrimination, however rather than choosing 'discrimination' as the issue, the system should be chosen.

For example, if an individual is experiencing discrimination at their workplace, 'employment' should be chosen, rather than 'discrimination'. This will enable QIDAN to see clearer trends of where advocacy is required.

Choosing options such as 'other not specified' should be avoided unless there is absolutely no other option.

Abuse/ neglect / violence	Assistance with abuse, neglect or violence	Assistance to navigate DFV services
	Assistance to remedy financial abuse	Assistance with reporting restrictive practices
Administrative (includes complaints/ appeals process / tribunal	Complaints to any government department	Advocacy support to attend a tribunal where another option is not more appropriate
	Advocacy to initiate appeals process where another option is not more appropriate	
Child protection	Assistance with all aspects of child protection	
Commonwealth entitlements/ payments	Assistance obtaining a commonwealth entitlement	Assistance with related aspects of commonwealth entitlements such as medical certificates or interviews
Community inclusion, participation and access	Advocacy regarding equitable inclusion, participation and access	(Local clubs, events etc)

Decision making support	Supported decision making for issues that are not NDIS	
Disaster and emergency services	Complaint about the delivery of emergency service i.e. Ambulance, Fire Services, Fire investigations, Police, Rescue services, State Emergency Services (SES), Surf lifesaving, Volunteer Marine Rescue Association Queensland.	Advocacy to access disaster response services i.e. COVID relief, flood relief, emergency housing, fire relief.
Discrimination	Advocacy surrounding discrimination if system is not present in drop down	
Domestic and family violence	Advocacy for people who are victim-survivor of DFV navigating DVF services or systems	Advocacy for people who are accused of perpetrating DFV navigating DVF services or systems
Education	Advocacy in early childhood settings	Advocacy in primary school settings
	Advocacy in secondary school settings	Advocacy in tertiary education settings (TAFE, university)
Employment	Advocacy in an employment setting	Advocacy in a volunteer/ job placement setting
	Advocacy with DES provider	

Financial	Advocacy with banking institutions	Advocacy with NLS
Guardianship/ administration/ EPOA/capacity	Advocacy with the Public Trust (PTQ) or an appointed administrator	Advocacy with the Office of the Public Guardian (OPG) or an appointed Guardian
	Complaint about a Guardian or Administrator	QCAT hearing for Guardianship and/ or Administration
	Information about appointments of Guardians and/ or Administrators	Assistance with navigating or communicating with EPOA's
Health	Advocacy with all health institutions in relation to general health matters	
Housing	Advocacy with Department of Housing around modifications or issues/ disputes in housing	Advocacy with Social Housing service providers modifications or issues/ disputes in housing
	Advocacy around accessing supports for people experiencing homelessness	Advocacy with body corporates
Immigration/visa/citizenship	Advocacy to assist a person access legal and other supports for immigration/ visa/ citizenship	
Justice	Advocacy to assist a person access legal and	Advocacy for people who are incarcerated in prison, watch

	other supports relevant to the justice system	houses and youth detention centres
Legal issues	Assisting with legal aid applications	Assistance to navigate legal processes
Mental health	Advocacy with all health institutions in relation to mental health matters	
Other not stated	Matters not listed elsewhere	
Physical access	Advocacy surrounding the built environment	
Queensland Community Support Scheme	Advocacy in relation to all aspects of QCSS	(Access point, service providers etc)
Service provision	Advocacy in relation to service providers not covered by NDIS or QCSS	
Tenancy	Advocacy with private rentals	Advocacy to access Department of Housing
Transport	Advocacy with Queensland Transport & Main Roads	Advocacy with taxi services
	Advocacy with private transport (uber, didi etc)	
N/A – NDIS issue	The advocacy issue is a NDIS issue	

Referred to

If the individual was referred to another organisation for advocacy services, select from the drop-down box.

Community service	Referrals that come from community based support services.
Federal government department	Referrals that come from federal government departments such as the Department of Social Services, Services Australia.
Foundational support	Referrals that come from a foundational support provider.
Legal service	Referrals that come from a community legal centre, legal aid or private law firm.
NDIA/LAC	Referrals that come from the NDIA or Local Area Coordinator such as APM, Benevolent Society, BUSH Kids, Carers Queensland, EACH, Ferros Care, Mission Australia, UnitingCare Communities.
Non-QDAP provider	Referrals that come from any other advocacy that is not QDAP or Pathways such as DASH or NDAP providers.
Pathways	Referrals that come from Pathways.
Queensland Disability Advocacy Program (QDAP)	Referrals that come from any QDAP funded organisation (i.e., ADAA, Amparo, CCA, TASC, Mackay Advocacy, PWDA, RIA, QAI, SUFY).
Queensland government department	Referrals that come from Queensland government departments such as the Department of Education, Child Safety, Disability Services, Housing, Employment.
N/A - No referral	No referral provided or possible

Reason for referral or Reason for unmet/waitlisting

If the individual was referred to another organisation for advocacy assistance, select from the drop-down box.

No capacity	Unable to provide any advocacy due to capacity	Unable to provide ongoing advocacy due to capacity
	Limiting the scope of program and not providing advocacy to an individual due to a lack of capacity	
Not in funded region/cohort	The person does not reside in the organisation's serviceable location or meet the cohort criteria	
Not an advocacy issue (service provision need, early-stage complaint, formal guardianship)	Matters where the individual wants legal assistance, not support to engage with a legal process	
Issue outside of scope	Matters that require specialist advocacy skillsets due to the issues the individual is presenting, and the organisations do not have the funding or resources to assist e.g., NDIS AAT appeal for access or plan review	
Other	This option should only be used when necessary and could include reasons such as a conflict of interest, or where the individual has been excluded from the service.	
N/A – No referral	This option is for 'Reason for referral' only. No referral provided or possible	
Unable to contact	This option is for 'Reason for unmet/waitlisting' only. This option can be used when advocacy has not been provided as the individual is not able to be contacted.	

Referral outcome

If the individual was referred to another organisation for advocacy assistance, select from the drop-down box if it is known if the referral was accepted by the organisation.

Accepted	Referral accepted by another organisation.
Not accepted, referred to other	Referral not accepted by the organisation and another referral was made.
Not accepted, unmet	Referral not accepted by the organisation and no further referral possible.
N/A - No referral	No referral provided or available.
Unknown	The outcome is unknown.

Primary Service delivery method

Select the predominate way advocacy services were delivered to the person from the drop-down box.

Email/Written	Most of the advocacy was delivered via written / email correspondence.
In-person	Most of the advocacy was delivered in-person.
Phone	Most of the advocacy was delivered over the phone.
Other	Most of the advocacy was delivered via another form.
Video	Most of the advocacy was delivered via video call.

Outreach

Outreach includes connecting with and informing or delivering advocacy within the community to build understanding, share information and improve community awareness of advocacy.

This information documents the organisations presence and/ or promotion in the region.

Type of Outreach activity

Select from the drop-down box the option that best describes the type of outreach that was conducted. Use a new line for each type of outreach activity.

Community education	Activities that empower people, promote learning and social development. Activities could include a presentation at a workshop/ meeting or group training around self-advocacy. Use a new line for each outreach activity.
Stakeholder engagement	Activities that involve engagement with others with the goal of achieving better outcomes for people with disability, their family members and carers. Activities could include meeting with community centre/ neighbourhood centres, attending sessions to improve others/ own understanding of community/ issues etc., other networking opportunities. Use a new line for each outreach activity.
Community awareness	Activities that raise awareness within the community of the rights of people with disability and improve participation. Activities could include attending an event, such as NAIDOC and engaging with others, meeting with organisation/ group to discuss a systemic issue and resolution options, social media posts/ website activity to raise awareness. Use a new line for each outreach activity.

Service region

Select from the drop-down box the funded service region for the area where the outreach activity(s) took place. Use a new line for each service region.

Number of Outreach activities

Enter the number of outreach activities conducted as identified in the 'Type of Outreach Activity' field. For example, if "community education" was selected and three outreach activities of this type occurred during the reporting period, please enter "3"

Comments (optional)

This is where you can provide additional details about the activity conducted (max 25 words). For example, if you attended a neighbourhood centre meeting to discuss a specific issue, you could note: "Attended a neighbourhood centre meeting to raise awareness about disability advocacy and address concerns about accessible housing."

P2i

The following naming convention should be used to label service reporting when uploading to P2i:

- 1) Con Number: con_XXXXX
- 2) Reporting Period: Mmm-Mmm YY
- 3) Organisation Name: As an Acronym
- 4) Report Type: Service Report (SR), Milestone Report (MS) or Case Study (CS)

Example: con_12345_Jan-Mar 25_DFSDSCS_SR

Service Users

This is a measure against the contract targets. This number should reflect the number of unique individuals who received an advocacy or service in the reporting period. The total should not include waitlist or unmet demand. The total should count each individual once, even if multiple advocacy services were provided for different issues.

Hours

This is a measure against the contract targets. This number should reflect the total number of hours spent delivering the advocacy program including total time for services and referrals. This total should not include hours for waitlist and unmet.

Item Code	Item Description				
T324-U7015	Support - Advocacy (T324) - People with disability, their family members and carers (U7015)				
Output					
Measure Code	Description	Achieved Value	Target Value	UOM	Comments
A01.1.06C	Number of Service Users who received a service during the reporting period A01.1.06C	0	29	Service Users	
A01.1.06H	Number of hours provided during the reporting period A01.1.06H	0	352	Hours	

Pathways additional fields

In addition to sections above, the following information is required for Pathways.

Date of service provision

Input the date the individual contacted Pathways for information and/ or referral.

Other issues

If there is an additional advocacy issues, select the most appropriate type of issue from the drop-down box. Problem types should be categorised as above.

If referral not accepted what action was taken

Select from the drop-down box.

Referral to another organisation for service provision	Warm referral to another organisation for service	Contact details for another organisation provided
Referral to a complaints process	Referral to the NDIA's complaints process	Referral to NDIS Quality & Safeguards Commission
	Referral to statutory complaints bodies	
Referral to OPG	Referral to OPG for investigation	Referral to OPG's community visitor program
Provided general information	Information was provided via telephone/email	Factsheets, brochures and resources provided

No further assistance was possible	When no further assistance is possible or available	
Referral to Qld Human Rights Commission	Referral to QHRC	