



Newsletter edition 29

In this edition of the TEI Program Reform newsletter we will be looking at the TEI priority groups, the TEI commissioning process, as well as providing details of the Sector Assistance survey.

TEI Priority Groups

As outlined in the *Targeted Earlier Intervention Program Reform, Reform directions-local and client centred* report, the TEI priority groups are:

- Young parents
- Children aged 0-3
- Aboriginal children, young people and families

These groups have been selected as state-wide priorities for the reform as they represent the best opportunity to provide support early in life and early in need, ensuring that children are kept out of the statutory child protection system.

While the TEI reform has identified young parents, children aged 0-3, and Aboriginal children, young people and families, as the State-wide priorities, they are not the only priority groups, nor are they the only groups which TEI services are available to. Districts have been encouraged, during local planning, to identify regional priorities for service provision. These could, for instance, include refugee communities, youth or older children.

The three priority groups have been chosen to ensure the resources available to the TEI program are being targeted to make the greatest possible difference. However, TEI services exist to provide holistic support to those who need it, irrespective of whether they fit into the three priority groups or not. With this in mind, TEI services will continue, as they have done before, working to create more integrated, engaged communities, and providing holistic support all those in need.

Commissioning under the TEI reform

FACS has committed to becoming a commissioning organisation. FACS already commissions more of its services than any other NSW government agency. Our goal is to apply commissioning consistently and at a high level across all our work.

Commissioning is a better model to adopt for meeting positive outcomes for vulnerable families, children and young people.

The Commissioning Framework is one element of the Targeted Earlier Intervention (TEI) reform. It is a shift to a service system that is well designed with a common agenda, shared measurement, aligned activities, good governance and collaborative momentum. This will increase the impact of services in preventing those potentially at risk from later entry into the child protection system. This represents a change in the way FACS operates in the targeted earlier intervention service system and how it develops its partnerships with:

- vulnerable individuals, families and children and young people
- local communities
- funded service providers and unfunded service providers
- other Government Departments involved in TEI.

This also represents a change to how the views of vulnerable people inform the way the system looks now and into the future.

How will commissioning be applied to TEI?

All TEI Service Providers will be offered a 3 year contract dependent on the Service Provider participating in the TEI commissioning, planning and transition processes. The Service Provider must actively participate in the local planning process with their local FACS district and other Government Agencies, as required.

The local planning process will require the Service Provider to actively participate in meetings (planning workshops, co-design sessions or other activities as directed by FACS) with the relevant FACS District(s) to assess the needs and resources of clients, agree on outcomes for clients required under the Targeted Earlier Intervention (TEI) program, design responses and services for clients, and agree with FACS on the best practice for transitioning those clients to the Targeted Earlier Intervention program (TEI program).

The TEI planning process has started in all districts but each district may approach it in a different way and be at a different stage. All TEI Service Providers are invited to participate in the local planning process. The first stage was to determine district priorities and outcomes by analysing local data and stakeholder input. Service Providers are asked to provide feedback on district priorities, client outcomes and any future service design. Districts will then work with TEI Service Providers and key stakeholders to design a response for each of these priorities and outcomes.

The response could be:

- changes to the local service system;
- contracting a service option from the TEI Program Guidelines;
- an innovative solution;
- a pilot program;
- service provision from another agency; and/or
- an education strategy.

Better local planning will assist services to adapt to the changing needs of communities, especially those affected by population and demographic change.

All TEI Service Providers will be sent an Agency Capability Assessment to begin the process of identifying which of the District Priorities their services could address and how they would like to be considered in the new program. District staff will then meet with Service Providers to discuss this in more detail.

Following collaborative local planning some districts and services may decide there is a need to reorient what is being delivered in their local area to better target identified needs.

For some TEI services, this may mean negotiating a change to their client groups or the service types they deliver to better target the identified district priority groups, or where services are delivered. These negotiations will inform the development of a transition plan that will allow time for Service Providers to make these adjustments. The transition plan will form part of the contract, within the Service Delivery Schedule.

Progress against transition plans will be reviewed before the end of the 3 year contract to determine whether a new contract will be offered from 1 July 2020 onwards. More information about the transition plan template and the monitoring and review processes will be provided shortly, in a separate Factsheet.

What is the timeline for TEI Commissioning?

A Commissioning Timeline is currently under development and will be available shortly on the [NSW Family and Community Services website](#).

What assistance do you need to transition to the new TEI Commissioning Process?

The Department of Family and Community Services (FACS) is developing a Sector Assistance Strategy to assist existing funded services transition to the new Targeted Earlier Intervention (TEI) Program.

The Strategy will have two phases; the first phase will support and assist services to transition through the TEI reform, and will include engagement with the TEI commissioning process, involving activities like local planning, contracting, and transition planning and implementation under TEI.

The second phase will support other activities within program implementation, such as establishing new data collection and reporting systems; improving cultural capabilities, as needed; building the TEI service delivery evidence base; and working with the sector to embed evidence informed practice within the program.

As part of developing phase one of the strategy, FACS has engaged ARTD consultants to survey existing TEI funded services on what type of assistance will be important for them to participate effectively in the TEI commissioning process and transition through the TEI reform. This survey will help ARTD develop a Sector Assistance Strategy to best meet your needs in relation to TEI commissioning, local planning and transition. It will also provide a starting point for the future development of the second phase of the strategy.

Your organisation will receive a short 10 minute online survey from ARTD in May 2017. Surveys are confidential and your input will not be linked to your organisation.

This is an opportunity to have your say in what support TEI organisations need to transition through the TEI commissioning process, into the new TEI Program. Surveys close 14 June 2017.

To access the survey, [click here](#).

If you have questions about TEI reform or the commissioning process, please contact your FACS contract manager. If you have questions about completing the survey please contact Erum Rasheed erum.rasheed@artd.com.au.

More information

For more information about this reform visit www.facs.nsw.gov.au/teiprogramreform or email the FACS Families and Place branch at TEIReform@facs.nsw.gov.au.

Questions and Answers

Q&As are available on the [FACS](#) and [Community Services](#) websites.

As always please email any comments or questions to TEIReform@facs.nsw.gov.au