



Newsletter edition 26

In this edition of the TEI Program Reform newsletter we will be looking at the TEI program structure, the tiers of vulnerability and how the TEI service options align with them.

TEI Program Structure

TEI Program Structure			
TEI Service Options			
Program Streams	Tier One Service Options		
Community Strengthening	Service option 1: develop community connections		
Wellbeing and Safety of Children, Young People and Families	Service option 2: provide a community centre	Tier Two Service Options	Tier Three Service Options
	Service option 3: provide community support	Service option 4: provide targeted support	Service option 5: provide intensive or specialist support
	Potentially Vulnerable	Known Vulnerabilities	Experiencing Crisis
Quality practices delivered across all TEI program streams and tiers	Assessment, supported referrals and information		
	Pathways and partnerships		
	Aboriginal, CALD and disability accessibility and capability		

Program Streams

Community Strengthening

The Community Strengthening program stream encompasses activities aimed at facilitating greater community cohesion, inclusion and wellbeing, and empowerment of Aboriginal communities. Community Strengthening activities seek to maximise social engagement, as well as provide social supports to ensure greater

opportunities for both individuals and families within the community, as well as the community as a whole.

Wellbeing and Safety of Children, Young People and Families

The Wellbeing and Safety program stream encompasses activities aimed at supporting families and individuals, and providing opportunities for personal development.

Wellbeing and Safety activities are focused on ensuring that individuals and families are supported, regardless of whether they are potentially vulnerable or experiencing crisis, to lead fulfilling and engaged lives, with their families, peers and communities.

Tiers of Vulnerability

The program aims to provide adaptive local service systems for children, young people and families depending on their vulnerability, as defined by three tiers.

Potentially vulnerable (tier one service options/activities)

Where a child, young person, family or community is potentially vulnerable, the local service system can provide opportunities to further develop their knowledge, skills, resilience and community connections.

Clients accessing services in this tier may not present with an obvious vulnerability. However, TEI services will be designed to identify vulnerabilities where they do exist, and respond appropriately.

Known vulnerabilities (tier two service options/activities)

Where a child, young person or family has known vulnerabilities, the local service system can provide early and targeted support to help address the known vulnerabilities.

Clients in this tier are experiencing difficult life circumstances, they may be engaging in risky behaviour, or are already in contact with intervention services.

Experiencing crisis (tier three service options/activities)

Where a child, young person or family is experiencing crisis, the local service system can provide or facilitate intensive or specialist support to help respond to the crisis, and increase stability.

Clients in this tier have multiple challenges impacting family functioning. Families are experiencing crisis that is impacting on safety and reducing wellbeing.

Service Options and Flexible Activities

Five funded service options sit across the two TEI program streams (see **Figure 1**). Service providers have the option of providing multiple service options depending on their organisational capacity, local needs, and arrangements with the local FACS district.

The service options are:

- Service option 1: Develop community connections
- Service option 2: Provide a community centre
- Service option 3: Provide community support
- Service option 4: Provide targeted support
- Service option 5: Provide intensive or specialist support.

The first three service options sit within tier one, **potentially vulnerable**. These services focus on providing children, young people and families with strong connections and support, in line with the TEI program vision to meet people's need early and prevent escalation of crisis.

The remaining two service options sit across tiers two and three, **known vulnerability** and **experiencing crisis**. These service options focus on providing young people and families with an integrated service system to ensure they receive more targeted, intensive or specialist support if, and when needed.

Next newsletter

In our next newsletter we will be looking to providing more information on the work being undertaken in central office on the reform.

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