



## Newsletter edition 28

In this edition of the TEI Program Reform newsletter we will be looking at the TEI Performance, Monitoring and Evaluation Framework, an update on the DSS Data Exchange Trials, TEI Transition Principles and the current TEI District Information Sessions.

### TEI Performance, Monitoring and Evaluation Framework

As outlined in the [‘What you told us’ report](#) and the [Targeted Earlier Intervention Phase 3: Policy directions and service design report](#), quality data is needed to make informed decisions, and currently the service system relies on loosely connected data reflecting outputs rather than outcomes.

In response, the TEI reform is committed to developing a Performance Monitoring & Evaluation Framework (PMEF) in consultation with Peak organisations and Districts that will allow us to build the evidence base; build on good practices and culture; and contribute to better client outcomes.

The PMEF will be integrated in the [NSW Human Services Outcomes Framework](#). It will include TEI performance measures and population indicators, particularly for the priority groups: children 0-3 years old, younger parents and Aboriginal children, families and communities. An incremental approach is being taken for continuous quality improvement purposes and to allow the program to adapt to local changes in demand and supply.

The PMEF will include development of a new fit-for-purpose data collection infrastructure, which is being explored through the Department of Social Services Data Exchange and Clear Impact Results Based Accountability (RBA) Scorecard.

### DSS Data Exchange Trial

#### What is the DSS DEX trial?

The Department of Social Services Data Exchange (DEX) system is being trialled as a potential reporting tool for TEI service providers.

The DEX is a performance reporting program that provides flexible ways to submit information. The program exclusively collects quantitative data through mandatory (demographic data) and voluntary (extended data) fields, which would be TEI focused.

The aim is to streamline reporting requirements, automate reporting processes and shift the focus of performance measurement from outputs to more meaningful information focused on service delivery outcomes.

A benefit of using DEX is the standardised data set, with the option of providing data in a way that suits organisations, e.g. through a free web-based portal, a system-to-system transfer for existing case management systems, or through a bulk upload.

– for more information see the [DSS DEX website](#).

### What is the timeframe of the DEX trials?

Initial training sessions have been completed with trial sites, and data collection will occur during the period of 1 April – 30 June 2017, with a possible extension to December 2017.

### Which organisations and outlets are participating in the DSS DEX trial?

#### Coffs Harbour:

- Australian Red Cross Society - Coffs Harbour Refugee Parenting & Playgroup
- Kulai Pre-School Aboriginal Corporation - Coffs Harbour Aboriginal Supported Playgroup
- Volunteering Coffs Harbour Inc - Coffs Harbour Neighbourhood Centre

#### Sydney:

- Auburn Youth Centre Inc - Coordinator & Youth Worker Project – Auburn; Adolescent & Family Counsellor – Auburn
- Canterbury Earlwood Caring Association Ltd - Family and Individual Support Program; Earlwood Caring Community Centre
- The Salvation Army (NSW) Property Trust - Kings Cross Intensive Support Program
- Blacktown Area Community Centres Inc - Blacktown Roving Child Care (FNSW); Dean Park/Woodcroft; Doonside Cottage; Marayong House; Youth Development Worker - Marayong House
- Waranwarin Early Learning Centre - Minto
- Metro Assist Inc - Community Hub & Capacity Building; Inner West Family Worker Project; Marrickville Child & Family Support

## TEI Transition Principles

FACS recognises that, to successfully implement a new program, we need to be flexible, clearly communicate with each other often, and be positively engaged. The following principles are specific to the local planning and implementation phase:

### 1) Communicate

Ongoing communication is a key principle during the local planning and implementation phase. This will be done through the following outlets:

- Face to face communication such as workshops and information sessions
- Local planning and governance groups
- Central governance groups with Peaks
- Online through the TEI webpage
- Fortnightly newsletters
- Phone and email – [TEIReform@facs.nsw.gov.au](mailto:TEIReform@facs.nsw.gov.au)

### 2) Be engaged

The best way to understand what the changes are, and what they mean for you is to be informed and engaged with the process. Attend your local information sessions, ask questions; read the program material distributed by the Central Office team; actively participate in local planning and design meetings; look at your data and district data profiles to better understand the strengths and needs in your local community; talk to your contract manager.

It is important to engage and participate in local planning processes to ensure the re-design of local service systems meet the needs of communities, families and individuals.

### 3) Be flexible

As outlined in the program structure and guidelines, the TEI Reform aims to create a flexible program and service system. This flexibility is also essential to the planning, transition and contract negotiation processes of the reform. As this is a new program, we acknowledge that it will be a challenge and we ask you to be patient and flexible during the design and implementation.

The client-centred approach to the program means we will need to adapt the program to accommodate local needs and solutions, while considering program documents (e.g. program guidelines or TEI outcomes) to guide us on the parameters of the program.

Where the program parameters are unclear or silent, or particular issues you might face, we ask that you communicate this to us, so that we can use your experience to strengthen the program.

#### **4) Be Aboriginal Focused**

Aboriginal children, young people, families and communities are one of the three priority groups in the TEI program, alongside younger parents and 0-3 year olds.

The reform is committed to improving outcomes for Aboriginal children, young people, families and communities. We want to do this by working closely with Aboriginal-led community controlled organisation.

Aboriginal-led community controlled organisations and organisations that have committed to increasing their number of Aboriginal staff will be supported to transition into the new TEI program.

All TEI services are also responsible for reviewing their cultural competency, to work out how well equipped they are to support Aboriginal children, young people, families and communities; and to consider what they can do to improve competencies where needed.

#### **5) Seek support**

We acknowledge that the planned changes may have significant impact on some service providers and that not all services will deliver the new TEI program at the same time. For services using a more incremental approach when negotiating the transition, a transition plan will be developed between services and districts.

A Sector Assistance Strategy is being developed to help service providers navigate the reform. The Strategy will outline the support provided to TEI funded service providers so they can effectively participate in the reform, while continuing with their service delivery.

Further information about this strategy will be communicated to services as implementation continues.

For more information, the [TEI Transition Principles Fact Sheet](#) provides detail on each principle to support your transition to the new TEI program.

### **TEI District Information Sessions**

District information sessions are currently taking place to facilitate discussion on:

- TEI Commissioning, contracting and local planning
- TEI Program Guidelines
- TEI Outcomes Framework
- TEI Sector Assistance Strategy

We encourage you to participate in these sessions. For more information, please contact your local FACS office or TEI District Champion.

## 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](http://www.facs.nsw.gov.au/teiprogramreform) or email the FACS Families and Place branch at [TEIReform@facs.nsw.gov.au](mailto: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](mailto:TEIReform@facs.nsw.gov.au)