

What you told us: Your feedback at a glance

Your key themes

1 Greater flexibility would enable TEI services to achieve better outcomes for clients

2 New approaches are needed to improve access to and awareness of services for priority 'at risk' groups

What you told us

- Removing the current geographical boundaries would improve coordination and continuity of services
- Increasing the flexibility of intervention timeframes would allow services to provide more tailored responses
- Extending aged-based eligibility criteria for some programs would facilitate greater access to and continuity of services
- Program guidelines should be re-developed and improved to focus on the needs of individuals and aim to address client concerns

- Physical access to and awareness of services are key barriers to reaching 'at risk' people
- TEI services should better reflect the needs and priorities of CALD groups
- There are some specific service gaps that need to be addressed for people experiencing mental health, drug and alcohol misuse, child sexual abuse and domestic violence issues
- TEI services should be better coordinated with other services like Housing, Health and other mainstream services, to provide seamless and integrated services to clients

Your key themes

3 Aboriginal needs and priorities must inform the design and delivery of TEI services

4 TEI services are more effective when delivered through local partnerships, networks and integrated approaches

5 Although outcomes are being achieved through current TEI programs more people could be assisted earlier

What you told us

- Funding needs to better target the needs of Aboriginal people, families and communities and span for longer timeframes to allow establishment of reliable connections
- Aboriginal stakeholders have a crucial role and should be engaged more in TEI program design, planning and funding
- TEI services need to be more culturally appropriate and reflect Aboriginal models of practice
- Local Aboriginal capability is critical to service delivery
- A wider view of Aboriginal service networks would result in better outcomes

- Greater knowledge and awareness across programs and locations would improve referral pathways
- Place-based approaches such as community hubs improves access and coordination
- Decision-making and planning needs to occur at a local level
- Changes to governance and accountability arrangements would support a more integrated system and eliminate possible detrimental effects of competitive tendering and funding arrangements

- Targeted Earlier Intervention (TEI) programs are achieving a significant difference in things that matter most for clients
- There is a need to target and assist clients earlier in the vulnerability continuum to prevent TEI services shifting towards risk of significant harm (ROSH) type responsive service

Your key themes

6 Improved information systems and sharing would result in more outcome focused and evidence-based service delivery

7 The capability of practitioners and services drives effective service delivery

8 Changes to funding arrangements would build confidence across the sector

What you told us

- A consistent outcome based approach would support a more client centric system
- Identifying, capturing and sharing evidence-based practice would improve the capability of the sector
- An investment in standardised information systems and processes is required to improve the consistency of TEI services

- Staff capability underpins the quality of services delivery and is a strength within the TEI sector
- There are specific capabilities that are fundamental to good practitioners and providers
- There is a need and appetite for more professional development across the sector

- Current funding cycles affects service stability and client confidence
- Funding cycles impact the ability to attract and retain quality staff, and can limit innovation