

## Targeted Earlier Intervention Program Reform

### 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](#).

## Where can I find more information?

To keep up-to-date with the TEI reform [subscribe](#) to the newsletter

You can also email the TEI reform team directly at [TEIreform@facsnsw.gov.au](mailto:TEIreform@facsnsw.gov.au)

For more information, including previous newsletters, questions and answers and other documents related to the reform refer to the [TEI intranet page](#) and [NSW Family and Community Services website](#).