



Newsletter edition 31

In this edition of the TEI Program Reform newsletter we are distributing a [draft TEI Performance Monitoring and Evaluation Framework](#) (PMEF) for your review and comment.

Performance Monitoring and Evaluation Framework

We need quality data if we are to make informed decisions about both allocating TEI resources and creating policy that will drive outcomes to improve services and respond to changing need. Currently we rely on loosely connected data reflecting outputs rather than outcomes. We need consistent performance measurement and evaluation if we are to assess measure and improve client outcomes. We need to know 'what works, who for, where, and in what context'.

The PMEF will enable us to build the TEI evidence base, change the practices and culture, and contribute to better client and system outcomes.

The draft PMEF has been developed in line with a range of guidance and consultation to support the design, implementation, delivery and continuous quality improvement of the TEI reform, including:

- [NSW Human Services Outcomes Framework](#)
- [NSW Government Program Evaluation Guidelines](#)
- [NSW Government Commissioning and Contestability Practice Guide](#)
- FACS Contract Management Framework
- Results-Based Accountability™
- Consultation as outlined in the [What you told us report](#) and the [TEI Directions report](#)
- Consultation with peak organisations, FACS Districts and funded service providers

The framework will use multiple data sets including:

- Participant feedback collected through surveys (quantitative and qualitative data)
- Linked whole-of-government datasets (population indicators)

- Regular local and central governance evaluation findings to address barriers, share learning, and support innovative practice.

A TEI Program Logic has been developed to clearly outline how each service option from the TEI Program guidelines contributes to client outcomes, with related performance measures and population indicators. The Program Logic outlines short, medium and long term data to measure outputs and client outcomes and will inform the new data collection infrastructure being developed for testing ahead of the TEI program going live on 1 July 2018.

The data collection infrastructure will replace the range of existing FACS platforms including portals, Excel spread sheets and Survey Monkey. The infrastructure will include system-to-system capacity for linking with other systems such as DSS Data Exchange, Clear Impact RBA Scorecard, and other systems retained by NGOs

The new data collection infrastructure will support the TEI program using cloud-based technology, with key functions including client management, performance data, population indicators, user-friendly client surveys, and reporting. The infrastructure will aim to provide services with a system they want to use for data collection because it gives them real value beyond contract compliance

Feedback

Please provide your feedback on the [draft TEI Performance Monitoring and Evaluation Framework](#) by email to TEIReform@facs.nsw.gov.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

Updated Q&As are now available on the [FACS](#) and [Community Services](#) websites. As always please email any comments or questions to TEIReform@facs.nsw.gov.au