

FAQs about TEI Program Logics

1. Is it mandatory to have a program logic under the TEI Program?

Yes. All service providers are expected to develop a program logic within the first year of service delivery.

2. Why are we required to develop a program logic for the TEI program?

The TEI program focuses on improving client and community outcomes. Outcomes are the changes you expect your clients and communities to achieve as a result of your services and activities.

Developing a program logic will enable you to explain how your service activities are expected to contribute to client and community outcomes.

Your program logic will help you:

- link what you are doing, with why you are doing it
- monitor and evaluate your service against the outcomes you want to achieve.

DCJ will use the program logics developed by services to:

- better understand the activities and services provided to NSW communities
 - monitor and evaluate the progress of service providers
 - ensure the services we fund are responding to client and community needs
 - evaluate the TEI program
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3. Do I need to use the TEI program logic template?

No. You can use any program logic template.

You may have already completed training or developed a program logic which has a different layout or columns. This will be acceptable as long as the criteria specified in the guide to [Assessing a program logic](#) are covered.

If you have not started or are in the early stages of developing your program logic we strongly encourage you to use the DCJ template to ensure that all key components are addressed.



4. I've never completed a program logic before. Where do I start?

Take a look at the [TEI program logic template](#) with the two completed examples.

Watch the [Develop a Program Logic E-learning Module](#).

5. Where can I get help to complete my program logic?

Your local DCJ district can answer any questions and provide support as you work through your program logic.

You can also email TEI@facss.nsw.gov.au for help.

We strongly encourage all service providers to watch our [e-learning module](#) and review our [completed examples](#).

6. Why are the 'evidence' and 'theory of change' columns optional in the TEI template?

These columns are currently optional because we are on a continuum of maturity in the TEI sector. This means we understand that these columns can be difficult to complete for a number of reasons, including:

- there is a lack of sufficient high-quality research evidence relevant to TEI services and target groups
- service providers often have limited access to research evidence
- service providers may have never completed a program logic before and will need additional support to complete these columns over time

As we build the evidence for the TEI program, we will strengthen the capacity of service providers to access and use evidence to develop their program logic. These columns will become mandatory at a later stage.

7. Who will review my program logic?

This will vary from District to District. It may be the DCJ staff member who manages your TEI Schedule or another person from their team.

Your program logic may also be reviewed by a staff member in the TEI Implementation team in DCJ Central Office. This may happen when a District needs support to assess program logics.





8. What happens if my activities or client group change?

The TEI program is flexible and is designed to be responsive to local needs. Changes to local needs may be identified by your service, the local service system or by the DCJ District. If any adjustments to service delivery are required, this would be negotiated between your organisation and your local District, and your contract would be updated.

During a negotiation to vary the contract, consider whether the agreed changes will impact on the timing of the existing milestones, such as the program logic milestone, and whether any new milestones should be included.

You should revise your program logic to reflect significant changes in your service delivery. This will support you to clearly articulate what you are doing and why, and what client or community outcomes your service will contribute to.

Send your revised program logic to your local District and they will re-assess it to ensure it is high-quality.

9. How often should I review my program logic?

As part of the TEI program, you will need to review your program logic every 12 months with your local district.

However, we recommend you periodically review your program logic (e.g. once every 3 months, or when service delivery changes occur) to ensure it is an accurate representation of your activities.

10. My organisation's program logic is missing some key components. Will it make the grade?

Your program logic must include the key components outlined in the assessment criteria.

If your program logic does not have one or more of the key components, it will likely be assessed as 'needs improvement'. Your local District will support you to further develop your program logic.

Please note: at this stage, the 'evidence' and 'theory of change' components are not mandatory. If your program logic does not have these components it can be assessed as 'good' and finalised.





11. My organisation's program logic has been assessed as 'needs improvement'. What now?

You will need to do some further work on your program logic to ensure it meets the minimum requirements of the TEI program.

Your local District will discuss with you:

- the areas of your program logic that require further work and why
- options for additional support to improve your program logic.

Once you have revised your program logic, you will send it back to the District to re-assess.

12. What if we can't achieve a 'good' grade?

If, after several attempts, a service provider is unable to achieve a 'good' grade, the TEI Implementation team will provide one-on-one support to the service.

13. What does it mean if we have an 'excellent' grade?

An 'excellent' grade will be awarded to program logics that meet and/or exceed the assessment criteria.

DCJ may use these program logics as examples for other services. With the consent of the service provider, they may be published on our website and distributed throughout the sector.

DCJ will use the 'excellent' program logics to identify promising and emerging evidence-informed early intervention programs, activities and practices. We will work with these services to evaluate their programs and build the evidence base for TEI.

