# Targeted Earlier Intervention Program

## Fams' TEI CEO Telelink questions about recommissioning

31 March 2020

### How does DCJ define 'clients' for the purposes of the TEI Human Services Agreement (HSA) Schedules and the Data Exchange?

A client is an individual who receives a service as part of a funded activity that is expected to lead to a measureable outcome. This definition is available in:

- How do I set up my cases, sessions and clients? See page 5.
- The Data Exchange Protocols See page 5.

As per the definition, a client is an individual, not a family. If a service is delivered to a family, and three people in that family are expected to achieve a measurable outcome, you have three clients.

In the Data Exchange, client numbers are reported at three different levels:

- for the entire organisation
- at the program activity level
- at the service type level.

This means we can accurately measure:

- the number of individual clients who participate in multiple activities offered by the same organisation
- the number of clients who participate in each service type.

However, there are limitations in reporting numbers of unidentified clients.

In the TEI HSA Schedule, clients are counted at the service type level. This means a client who participates in two or more service types is counted multiple times.

### Do we count clients or occasions of service in the HSA schedule?

In the TEI HSA Schedule, the number of clients must be counted, not occasions of service.

### Where can I find information on counting rules?

Please see the document 'How do I set up my cases, sessions and clients in the Data Exchange?' for guidance on how to count clients and service outputs. All DCJ resources are available on the Key TEI Resources page on our website.

## What is the advice on unit costings for TEI recommissioning?

There are currently no unit costings for TEI recommissioning. Service levels are subject to negotiation between providers and Districts during contract negotiations.

A key focus for TEI recommissioning is to focus more on getting the right services, to the right people, in the right place. As the program matures we will all be in a better position to determine accurate and consistent service levels, in consultation with the sector.

## How are services delivered from a mix of funding sources considered?

Only TEI funded activities should be included in the TEI HSA Schedule.

## How is DCJ determining whether a provider receives one versus multiple Schedules?

The TEI recommissioning process will consolidate existing contracts where it makes sense to do so. Local DCJ contract managers will discuss this with individual service providers. The main factor that will influence the number of Schedules will be the contract term, as different contract terms are likely to be kept separate.

There is no requirement to keep old programs separate under the new TEI HSA. However, some service providers might opt to keep them separate to maintain existing administrative arrangements or manage their business. One acquittal is needed per HSA Schedule, just as one acquittal was needed per PLA in the past.

## What is the role of 'milestones' in the TEI HSA Schedules?

Milestones support service providers to change their services to meet local needs. For example, increased service levels, changes to location, or changes to target group. They are similar to a transition plan.

There are two mandatory milestones for all contracts:

- all providers are required to agree to use the Data Exchange for reporting
- all providers must agree to develop and review program logics annually.

Milestones should be written in the SMART format:

- specific
- measurable
- achievable
- relevant
- time-based.

Delivery of milestones will also inform whether additional contract terms are offered for contracts less than 5 years.

In response to the impact of COVID-19 on TEI service delivery, DCJ is drafting Additional Supplementary Conditions for the TEI Schedule. These conditions will provide an extension of up to 6 months for the achievement of agreed milestones, as needed.

## What is the process for reporting work that doesn't fit into the current Program Activity and Service Type categories in Data Exchange?

Service providers should use the categories identified in their TEI Schedule for reporting in the Data Exchange.

A service may deliver an activity that is not clearly identified in the TEI Schedule if this is due to changing client needs. In this case, they should talk to their DCJ contract manager to decide which service type to use for reporting in the Data Exchange.

If you and your DCJ contract manager need support to decide where your activities best fit, email the TEI Reform mailbox at TEIReform@facs.nsw.gov.au.

## How quickly will providers be able to report different Program Activities and Service Types into the Data Exchange where these have been changed as a result of contract negotiation?

As soon as the TEI Schedule is signed, DCJ will notify DSS to update the Program Activities in the Data Exchange. The service provider will then be able to report on these in the Data Exchange.

## How many outcomes for each activity are to be recorded in the Schedule?

Include one main outcome per Service Type. This is to keep the Schedule and reporting expectations straightforward.

However, districts and/or providers may wish to include more. For example, some service types (e.g. supported playgroups) can have two very clear and separate outcomes for different client groups (e.g. the outcome for parents and the outcome for children).

## Are providers able to determine for themselves what SCORE outcomes they want to measure or is this a negotiation with the district?

The client outcomes included in the Schedule should be a negotiation between the DCJ contract manager and the service provider.

In the Data Exchange, providers must report on the TEI program client outcome identified in their TEI schedule. However, they can also report on other outcomes that are relevant to the service they provide and their clients' needs.

Providers can record outcomes in more than one SCORE domain. However, they should only record outcomes in domains that are relevant to their clients and activities.

## What is the purpose of the TEI recommissioning process?

The TEI recommissioning process will deliver flexible support to children, young people, families and communities experiencing, or at risk of, vulnerability.

We understand each local community has different priorities and needs. Recommissioning will support the sector to transition to a service system that meets locally identified needs, including:

- who needs our services
- where our services are needed
- what services are needed.

## How will DCJ ensure consistency in messaging from Central Office and practice in the Districts?

DCJ Central Office and the DCJ Districts work closely together to ensure communications are consistent. We also work closely with Peaks to ensure this occurs.

District senior executives will ensure negotiations are aligned with the recommissioning principles, process and communications. Providers can choose to escalate contract negotiations and directly involve District senior executives in the process if they have any concerns.

## What assessment of skills and qualifications of the organisation has DCJ undertaken before directing a provider to redirect its work to Program Activity 5 - Intensive or Specialist Support?

Districts are negotiating with each provider based on the local priorities identified through TEI local planning process. In line with the TEI recommissioning principles, the following factors have been considered for each service:

- is the service in the right place?
- are the right clients accessing the service?
- are the right types of services being offered?

The TEI Sector Assistance Strategy funds are available to providers to support transition to the TEI local service system.



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