



FAQs – Targeted Earlier Intervention (TEI) program

October 2019

The new TEI Program

What is happening with the TEI reform and recommissioning in 2019?

We are committed to continuing to invest in TEI Programs, designed to improve outcomes for children, young people, families and communities.

We are preparing to transition to the new TEI Program in June 2020. The TEI Program brings together five community based, separately funded DCJ programs (Community Builders, Families NSW, Aboriginal Child Youth and Family Strategy, Child Youth and Family Support and Getting It Together) into one flexible program. TEI focusses efforts on delivering services to respond to the needs and aspirations of children, young people, families and communities who are experiencing or at risk of vulnerability.

Between November 2019 and March 2020, recommissioning negotiations will occur between DCJ Commissioning and Planning staff and TEI funded service providers.

More information about the [recommissioning process](#) can be found on the TEI website.

What changes will there be under the new TEI Program?

Under the new TEI Program there will be a focus on outcomes. This includes developing program logics to demonstrate how service activities link to outcomes, outcomes measurement and reporting outcomes data using the Data Exchange (DEX).

Meeting local needs will also be a core focus. This includes:

- *Local priority groups* – local planning will determine the local priority groups.
- *Location* – local planning may have identified geographic areas with service gaps that need to be addressed.
- *Service delivery type* – local planning may have identified that current service activities need to change to better address the local priorities.
- *Evidence informed* – local planning builds on previous sector consultations and local knowledge about evidence of what works, as well as data.

More information about outcomes, including the [TEI Outcomes Framework](#) can be found on the TEI website.





What is the Human Services Agreement, and why is it important in TEI?

The Human Services Agreement is a standard contract used when a NSW Government agency procures human services from a non-government organisation. It streamlines contracting arrangements and promotes consistency across the NSW Government. In TEI the Human Services Agreement is made up of three parts which must be read together: Agreement for Funding of Services – Standard Terms (referred to as the Standard Terms); Agreement for Funding of Services – Schedule for TEI (TEI Schedule); and Attachments (for TEI this includes the TEI program guidelines).

Recommissioning

What is the approach to recommissioning under the new TEI Program?

There will be a flexible contract approach to support providers transitioning to the new TEI program, this means that service providers may be offered different contract lengths. District teams will work with service providers to negotiate contract terms based on the TEI program objectives and priorities for local communities.

The maximum contract term will be **five years**. If changes are required over the term of the contract, the District will support service providers to prepare for and make these changes.

How will decisions be made about contract lengths for individual services?

This will be based on whether your service aligns with TEI program objectives and meets the priorities for your local community. The key principles for the recommissioning process are:

- Local priority groups – is the service supporting people who need it?
- Location – is there a need for the service in the local area?
- Service delivery type – are the current service activities addressing local priorities?
- Evidence informed – is there evidence that the service works? This includes sector consultation, local knowledge and data.

Flexible contract terms and service delivery will reflect community need.

Sector Assistance Strategy

What support will DCJ provide to service providers?

Over the last two years the TEI Sector Assistance Strategy (SAS) has provided \$1.5 million to support the TEI sector through transition to the new TEI Program.





Ongoing elements of this support include individual support to both mainstream and Aboriginal TEI providers and organisations.

The next stage of the TEI SAS will soon be developed, in collaboration with the TEI Peaks, and delivered to the sector over the coming months. Priorities of the next stage are still being developed, but are expected to include support for TEI providers undertaking significant change, and ongoing support with the Data Exchange (DEX).

Check the TEI webpage on the [Sector Assistance Strategy](#) for more information as it becomes available.

Data and Reporting

What are the expectations for data and reporting from 1 July 2020?

From 1 July 2020 all TEI funded services will be required to report data using DEX. This requirement is written into the TEI Schedule. After your TEI Schedule is signed, DCJ will work with you to set you up in DEX or if required, to update your program activities in DEX if you're already set up.

You can start reporting through DEX as soon as you're set up, you do not need to wait until 1 July 2020 to get started. Once you have commenced reporting in DEX, you can cease reporting using other reporting mechanisms for TEI.

For more information about DEX, check the TEI webpage on [DEX](#).

Does activity mapping still apply?

Activity mapping has been used to set services up on DEX, before approval was given to negotiate contract details under the new TEI Program. Some Districts are also using this process to prepare for the recommissioning process.

From November 2019 recommissioning negotiations will commence and from mid-November activity mapping will no longer be the process we use to set TEI services up on DEX. Instead we'll wait for contracts to be agreed and signed before setting up TEI services in DEX for the first time.


If you're a service already using DEX for TEI, and if the program activities in your new TEI Schedule are different to what has already been set up, DCJ will notify the Department of Social Services (DSS) of the changes needed.

Your local District may ask you to finish off your activity mapping, in order to prepare for recommissioning negotiations. Talk to your contract manager if you are unsure whether this applies to you.

Program Logic

Do I need to develop a program logic? What support is available?





Under the new TEI Program, all service providers will have a program logic, this requirement is included in TEI Schedule. You may want to start planning for your program logic by reviewing our [TEI template and the TEI program logic](#).

If you haven't already developed a TEI program logic, or if your program logic needs tweaking, a milestone will be included in your TEI Schedule outlining when it will need to be done.

An online e-learning module is currently being developed that will support services to develop their program logics. Services can also access individual support through the TEI sector assistance strategy.

Local priorities

What are local priorities based on?

One of the key principles of the new TEI Program is evidence-informed decision making. Local planning has been structured so it builds on previous sector consultations and local knowledge about evidence of what works. We have also integrated data from the Stronger Communities Investment Unit (SCIU) – Their Futures Matter Insights Report, as well as ABS and Census data, Australian Early Development Census (AEDC) and Health statistics. This information has helped determine the TEI priorities for local communities.

Local DCJ districts are also working closely with local governance and sector groups. At the state level we are also working closely with Peak bodies that represent sector groups.

Local priorities for each District, including supporting data, will be released on the DCJ website prior to contract negotiations.

Their Futures Matter

What impact with the Their Futures Matter reform have on TEI?

The NSW Stronger Communities Investment Unit (SCIU) - Their Futures Matter (TFM), System Transformation, has been instrumental in developing a data led understanding of need, particularly for communities experiencing significant disadvantage. This has and will continue to inform the focus and approach for TEI in supporting better outcomes for children, families and communities.

The TFM key strategic priority areas are embedded in the TEI Program design, and are reflected in the program's practice principles. These focus on flexibility, collaboration and co-design, and commitment to sector capacity building.

DCJ is the lead agency for the commissioning of the TEI Programs and will ensure that recommendations are considered and wherever relevant, incorporated.



Finding more information

Where can I find out more?

In person:

Districts will be hosting local TEI information sessions, to share more information about the TEI recommissioning principles and processes, and to answer your questions. There will also be information about our commitment to supporting TEI service providers, including how to access support.

The recommissioning process is District led, and each District will have a different approach to the roll out of information sessions for the sector to meet the local context. The sessions may involve one on one meetings, group sessions specifically about TEI, or may use existing governance structures.

Districts will communicate their plan for local briefing sessions with you.

Online:

Visit the [TEI webpage](#), where more detail is available about the topics above, with links to resources and documents. While you're there click on our [Stay up to date page](#), where you can subscribe to TEI Inform, our regular newsletter about the TEI Program, and access FAQs.

By phone or email:

For more information first talk to or email your local DCJ Commissioning and Planning team. If you need further support you can email the TEI Reform team at TEIReform@facns.nsw.gov.au.

