Targeted Earlier Intervention (TEI) Outcomes Support Update

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The Department of Communities and Justice

On 1 July 2019, the Department of Family and Community Services (FACS) and Department of Justice became a single department, named the Department of Communities and Justice.

The new department will enable services to better work together to support everyone's right to access justice and other help for families, and promote early intervention and inclusion, with benefits for the whole community.

The Department of Communities and Justice will be the lead agency in the new Stronger Communities Cluster. The new Stronger Communities Cluster brings together, and replaces, the Family and Communities and Justice Clusters. It brings all government services targeted at achieving safe, just, inclusive and resilient communities under one roof.

You can still access information on the existing Department of Justice and Department of Family and Community Services websites. Read more about the recent machinery of government changes on the Department of Premier and Cabinet's website.

Find out more

Visit our website

Email us at TEIReform@facs.nsw.gov.au

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TEI Practice Workshops: 'Measuring Outcomes, and the Logic that supports them'

To date 17 of these workshops for TEI services have been held in NSW, with eight further planned. The workshops are auspiced by NCOSS under the TEI Sector Assistance Strategy project and delivered by FAMS. These informative sessions help services understand an outcomes approach to service delivery in the TEI context. To register for any of the following sessions visit the NCOSS website:

- Bega: 3 September
- Queanbeyan: 4 September
- Shellharbour: 6 September
- North Sydney: 17 September

- Albury: 20 September
- Liverpool: 24 September
- Katoomba: 25 September
- Brewarrina: 2 October

TEI Cultural Connections Workshops

Some of you may have already attended the AbSec Cultural Connections Workshops for TEI providers. These workshops are tailored to support funded TEI services to better engage with local Aboriginal communities and improve services to Aboriginal children and their families. Check the AbSec website for dates.

Transition to the Data Exchange (DEX)

We now have 230 service providers (42% of TEI) set up on the DEX! This is great progress.

If you have not yet started looking into the DEX, we suggest you get started as soon as possible. We want to maximise our opportunity to 'try, test and learn' between now and June 2020. The first two steps are:

1. Complete the activity mapping template using our activity mapping user guide, and talk to your DCJ district contact about next steps. Activity mapping enables us to set up your service on the DEX.
2. Apply for your AUSKey from the Australian Business Register.

Find out more

Visit our website

Email us at TEIReform@facs.nsw.gov.au

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Getting support for AUSKey and DEX

Don't forget your support options:

1. **Help with your AUSKey**

For support with your AUSKey, contact the Australian Business Register on 1900 AUSKEY (1300 287 539).

2. **For DEX support**

General Data Exchange enquiries or assistance with setting up system access, including the web-based portal	Data Exchange Helpdesk via email dssdataexchange.helpdesk@dss.gov.au or phone 1800 020 283 between 08.30am – 5.30pm Monday to Friday
Developer and IT support for Data Exchange application development	Data Exchange Helpdesk via email**dssdataexchange.helpdesk@dss.gov.au**
Subscribe for updates	To subscribe for Data Exchange updates please register your interest.

3. **Help with your DEX TEI questions**

For TEI specific questions about the DEX that are not answered by our support documents (see our next news item below), you can talk to your local DCJ district contact or email us at TEIReform@facs.nsw.gov.au.

Find out more

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Updated
DEX Program Specific Guidance: 'Appendix B'

The DEX protocols provide general information about the operations of the DEX. Appendix B (Program Specific Guidance for State Agencies) is a supplement to the DEX protocols and provides TEI specific reporting guidance. **Both documents are your starting point for information on how to use the DEX.**

Pages 11 to 24 of Appendix B contain tailored instructions on expected reporting practices across TEI. The DEX 'Task Cards' and E-Learning Modules contain further support material to help you navigate and prepare for the DEX.

This month three updates were made to Appendix B:

1. **Clarification re outcomes reporting –** Chapter 7 of Appendix B lists the relevant SCORE outcome domains' for each TEI service option. The previous Appendix B stated that all circumstance, goal, satisfaction and community outcomes **are** relevant for each program activity. This may have led to a perception that services are required to report on all outcomes and satisfaction domains. Given the breadth and flexible nature of TEI activities, potentially all the outcome domains under 'circumstances', 'goals', 'satisfaction' and 'community' **may** be relevant during service delivery. However, you do not need to report on every outcome domain. Providers are only required to report on the outcome domains that they consider are most relevant to the service user(s).

   The minimum reporting requirement, as detailed in the DEX Protocols, is:

   For circumstances, goals and community SCOREs:

   - at least ONE initial and ONE subsequent measure using the 1-5 scale
   - for ONE or more relevant outcome domains
   - for over 50% of clients or community / groups in each six-monthly reporting period.

   For client satisfaction SCOREs:

   - at least ONE measure using the 1-5 scale obtained at the end of service delivery
   - for ONE or more relevant satisfaction domains
   - for over 10% of clients in each six-monthly reporting period.

Find out more

Visit our website

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2. **'Education & skills'** has now been made available as a service type across all the TEI service options.

3. **Better descriptions for sector development** – the descriptions for 'Community Sector Planning' and 'Community Sector Coordination' service types have been updated in line with feedback from providers, which can be found on page 14 of Appendix B

Feedback from the sector has been invaluable and supports our implementation of tools like the DEX. Please continue to give us your feedback so we can consider it in future updates to Appendix B. Email us at TEIReform@facs.nsw.gov.au. And don't forget to subscribe for DEX updates – refer to details in the table above on page 3.

FAQs

Do you have a question about TEI? Don't forget our FAQ's on the TEI webpage. They are a useful source of information and we will continue to update them regularly. Please take a look, as the answer to your question might be there. If not, please contact your local Department of Communities and Justice Office or TEIReform@facs.nsw.gov.au for further information.

You spoke: We have really appreciated feedback from providers on our website, particularly suggestions about how it could be improved.

We listened: We are working on updating our TEI webpage to streamline ease of use and navigation for users and will let you know when it is done.

If you have any suggestions or feedback for us, please email us at TEIReform@facs.nsw.gov.au

Find out more

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