



## Newsletter edition 35

In this edition of the TEI Program Reform newsletter we are discussing the TEI Sector Assistance Strategy.

### TEI Sector Assistance Strategy

The TEI Sector Assistance Strategy (the Strategy) aims to support existing TEI funded services to effectively and confidently transition to the new TEI program. The Strategy is designed to build upon the wide range of existing work being conducted by FACS, peak agencies and other organisations, and deliver additional support to the sector where it is needed.

The Strategy will deliver assistance in two stages. Stage One will support services to engage with the TEI commissioning process and Stage Two will focus on program implementation, building the TEI service delivery evidence base, and enhancing supporting activities.

Stage One of the Strategy is available [here](#). The assistance measures described in the Strategy are classified into five focus areas:

1. Information on TEI commissioning
2. Strengthening local practice
3. Workforce and skills development
4. Organisational development
5. Aboriginal sector capacity building.

These focus areas were identified as a result of analysing the data from the Sector Assistance Strategy Survey, which TEI service providers completed last year.

The approach of the Strategy is to first establish a shared understanding of commissioning within the context of TEI currently in the sector, and to develop the relationships and processes required in FACS Districts to support effective commissioning. Building on this foundation, targeted support is available for TEI

funded services to develop employee skills, manage organisational change and build capacity to deliver services to vulnerable children, young people, families and their communities, within NSW. A specific focus is given to increasing Aboriginal sector capacity.

The five focus areas of the Stage One Sector Assistance Strategy are outlined further in the report, including the rationale for inclusion and the available assistance measures relating to each focus area.

## **What types of assistance will be available?**

The kinds of assistance measures available will include:

- information resources, to provide further information about TEI commissioning and negotiation
- practice forums and learning circles, to provide ongoing professional development and peer support, to enable continuous learning and improvement
- individualised support, to assist service providers manage change
- training through an Industry Fund, to address workforce skill gaps
- legal services, to assist providers navigate legal issues that may arise during transition
- a cultural competency framework, to improve the Aboriginal cultural proficiency of TEI service providers
- individualised support for Aboriginal organisations, to support them in TEI transition
- training on engaging Aboriginal communities in service design.

More comprehensive details about the assistance measures available are contained within the [Stage One Sector Assistance Strategy](#).

## **When will assistance be available?**

FACS is currently discussing implementation strategies with external providers. A staggered implementation approach will be used, as some assistance measures will be simple to establish, while the more complex measures will take longer to set up.

Some assistance is available now (see below), with additional support expected to be rolled out before the end of this financial year. More complex assistance measures will take longer. Access to the Industry Fund, for example, will be linked to the TEI Transition Plan negotiated as part of the TEI Service Delivery Schedule (contract). Therefore contract negotiations need to be finalised before service providers will be able to access this support.

More information about how to access assistance will be communicated to the sector as it becomes available.

## Legal support is available now

When TEI service providers were surveyed about their assistance needs last year, services identified a need for support with a range of legal issues, such as:

- Effective governance
- Privacy law
- Legal structuring & working with other organisations
- Negotiating contracts
- Employment law
- Property law (leasing a property in NSW)

Not-for-profit Law (a program of Justice Connect) has been engaged by FACS to provide legal resources to TEI funded services, through the TEI transition period.

In response to the issues raised in the Sector Assistance Strategy survey, Not-for-profit Law has put together a fact sheet for TEI funded services at <https://www.nfplaw.org.au/govfunding>, which provides links to online resources on the topics listed above.

Please note: the resources are general and have not been specifically developed for TEI services, so should be considered in the context of FACS Funding and Contracting processes, policies and procedures.

### More information about Not-for-profit Law

Not-for-profit Law can help funded services in a number of ways. Not-for-profit Law can:

- provide legal information
- provide telephone advice (from our in-house lawyers on a call-back basis)
- make a referral for pro bono assistance from one of Not-for-profit Law's member law firms (for more complex legal matters), or
- refer you to another body who may more appropriately help you, including other legal services.

Enquiries can be made using the online form at [www.nfplaw.org.au/legalenquiry](http://www.nfplaw.org.au/legalenquiry).

Not-for-profit Law's legal advice services have eligibility criteria, available at [www.nfplaw.org.au/are-you-eligible-for-legal-assistance](http://www.nfplaw.org.au/are-you-eligible-for-legal-assistance).

## More information

For more information about this reform visit [www.facs.nsw.gov.au/teiprogramreform](http://www.facs.nsw.gov.au/teiprogramreform) or email the FACS Families and Place branch at [TEIReform@facs.nsw.gov.au](mailto:TEIReform@facs.nsw.gov.au).

## Questions and Answers

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