



# Hunter New England District

## Family and Community Services Targeted Earlier Intervention Reform - An update from Youth Action.

Youth Action is committed to representing both members and the young people of NSW in the FaCS TEI reforms. We have been working hard to connect with all districts to try and improve reform outcomes since they began in 2015.

As a Youth Action member, we want to make sure you know what is happening with the TEI reforms. We aim to bring you accurate information as it becomes available to us, communicate with you regularly, and contribute to the reform in ways that improve the system overall. The journey so far has been long and complicated, but some of the bigger parts of our involvement have included:

- Formal submissions and feedback to FaCS on key points in the TEI process
- Advocacy to all levels of FaCS, reflecting the needs of young people and the importance of youth services
- Advocacy to Minister Goward to secure continuity of funding to avoid de-stabilising the sector
- Participation in the TEI Central Council
- Travelling the state to participate in the planning and consultation processes of every district, to monitor the quality of local implementation
- Providing ongoing feedback and advice to districts and the central office team
- Providing ongoing advice to ARTD consultants in planning a Sector Assistance Strategy
- Undertaking a series of District Visits at the end of 2016, in order to continue basing our advocacy in the voices of our members.

This district update is a collation of all we know about the TEI process in your area. We hope it helps you to remain engaged, plan, and influence outcomes locally.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Katie Acheson".

**Katie Acheson**

CEO - Youth Action

## What has already happened

Consultation and collaboration (Sept 2015 - Jan 2016) >				
District Forums Sept - Oct 2015	Feedback >			
State wide surveys Aug - Oct 2015	Release District forum feedback Nov 2015	Launch >	Scope of reform >	Service design planning >
Consultation with Aboriginal stakeholders Sept - Nov 2015	Release reform consultation report Mar 2016	Launch consultation report Mar 2016	Test reform directions Mar - May 2016	Service systems planning in districts Oct 2016 - June 2017
Consultation with clients and service users Oct - Dec 2015			Release program reform directions paper July 2016	Transition planning and implementation July 2017
Forum with experts Jan 2016				

FaCS undertook extensive consultation with community and service users, culminating in the [Reform Consultation Summary Report](#), which was released in April 2016, and [The Program Reform Directions Paper](#) released in August 2016.

For up-to-date information, watch the [TEI Reform website](#) and [sign up to receive our updates](#).

## What's happening now: Service Design Planning

→ Stage 1	<b>Information sessions</b>	Conducted by FaCS staff and open to all services.	<b>Completed</b>
→ Stage 2	<b>Needs analysis</b>	Facilitated workshops, surveys, data gathering, and/or meetings to determine localised needs and identify gaps.	<b>Completed</b>
→ Stage 3	<b>District priorities</b>	Working with services to define the local priorities from the identified needs. Also identify local application of state-wide priorities.	<b>Completed</b>
→ Stage 4	<b>Agency capability assessments</b>	Formalised reporting to FaCS on contractors' ability to meet district priorities.	<b>Commenced</b>
→ Stage 5	<b>Matching</b>	One-on-one negotiation with FaCS Commissioning Officers to match local needs to service capability.	Not yet started
→ Stage 6	<b>Transition plans</b>	Formal contract variance outlining how services will deliver newly defined outcomes.	Not yet started
→ Stage 7	<b>Monitoring and evaluation</b>	Outcomes achieved under transition plans monitored for approval to rollover contract beyond 2020.	Not yet started

## What does this mean for Hunter New England district?

**Information sessions** - Regular information sessions were held in this district the main centers including Armidale, Gunnedah, Taree, Inverell, Narrabri, Moree, Boggabilla & Toomelah. The larger information sessions then broke up into smaller planning groups which were designed as clusters around the main centers.

**District priorities** - District Priorities for Hunter New England have been developed from data and discussions at the planning sessions. Youth Action has been represented at several of these planning sessions and has had discussions with a number of services and FaCS about the outcomes of other planning sessions we were unable to attend.

**Agency Capability Assessments** - Youth Action understands that the Agency Capability Assessments have been sent out to TEI contracted services in Hunter New England. Services will be asked to complete this assessment based on knowledge of TEI district priorities and the organisations ability to deliver services within

## What's next for Hunter New England district?

**Contract negotiations and Transition Plans** - Between October 2017 and June 2018, TEI service providers will need to negotiate new TEI contracts. The new contracts will have detailed information on what your service has agreed to deliver and will include, funding levels, service activities, geographic coverage, target groups, service levels and outcomes. The contract will include a Transition Plan showing how you will move from current service provision to the new program that will start on 1st July 2018. Reviews of the Transition Plan will take place in March 2019 and December 2020.

**Prepare for Negotiation** - Ensure your service has a copy of the finalised and approved district priorities before commencing negotiations with FaCS on possible changes to your service contract. Also be aware of the information you submitted in the Agency Capability Assessment regarding your capacity to shift your delivery if required, and the likely impacts changes may have in creating service system gaps. Youth Action will provide support and advice to members during this time so stay in touch and let us know how we can help.

**Training & upskilling staff** - TEI reform will undoubtedly bring changes to the way your service works with your clients, and perhaps even who those clients are. Youth Action will continue to provide our members access to training and resources in evidence based practice, theory of change modelling, supporting complex clients and increasing cultural competency. Much of our 2017 Youth Work Conference, 25/26 October, is also centered around these themes, so make sure you are there - [Register Now](#).

**Local governance and Central Council influence** - We currently have concerns regarding the role of the TEI Central Council in providing oversight of district processes. FaCS have told us that they are drafting a clarification of the decision-making process at FaCS Central Council and its impact on implementation of TEI at District level. We will inform you of these decisions as soon as we are able.

**Sector Assistance Strategy** - A report is being finalised by ARTD consultants to guide the allocation of Sector Assistance funds. Youth Action have some concerns with the Sector Assistance Strategy process, the involvement of the peaks and how it's going to assist services. We will keep you updated on this Strategy as we learn more.

## Who to contact

Hunter New England District Commissioning & Planning Manager

To negotiate transition plans or to clarify district priorities

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Youth Action

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