

## TEI - Frequently Asked Questions

### **What is the Stronger Communities Investment Unit? How does it relate to TEI?**

The Stronger Communities cluster is the governing body which replaces the Their Futures Matters Implementation Board. It consists of senior government representatives, independent subject matter experts, and non-government providers, who provide the NSW Government with expert advice and knowledge.

The focus of the Stronger Communities cluster is on prevention and early intervention into the social welfare system, including TEI. Stronger Communities and TEI will be moving forward using an investment approach and focusing on outcomes rather than outputs.

For more information, check out the below websites:

<https://www.dpc.nsw.gov.au/tools-and-resources/machinery-of-government/stronger-communities/>

<https://www.theirfuturesmatter.nsw.gov.au/Home>

### **What is an investment approach?**

Investment approach is about using data and evidence to understand, prioritise and evaluate support for young people, their families and communities. It is about capturing what works, what could be improved, and what needs to change.

You will already be capturing data of some description, including demographics, numbers of young people who attend your service, or how many events you may do depending on your current funding structure. Stronger Communities and TEI are moving in a direction of still counting these but also capturing the outcomes for young people – what changes have happened in that young person's life which can be related directly to their interactions with your organisation or programs. To help capture some of this information, DCJ has introduced the new DEX system for TEI services to use. **This system will be compulsory for services, however it shouldn't replace any client information systems which collect case notes.** DEX is replacing the current information sheets, surveys, spreadsheets etc. All of that information will be moved to a web-based system and will be able to capture more information than what is already being captured. This information, while compulsory to collect, will also support organisations in seeing where their gaps are, what is currently being provided, and what the trends are over time. See it as something useful for your organisation to strengthen your practice over time.

For more information on the investment approach, check out the [TFM website](#) and click on the 'Investment Approach' tab (<https://www.theirfuturesmatter.nsw.gov.au/investment-approach/about-the-investment-approach>)

For more information on outcome measurements visit the [FAMS website](#): (<https://www.fams.asn.au/rlgaustralia/fact-sheets>)

### **What is the NSW Government Human Services Agreement?**

The Human Services Agreement is the standard contract for all NSW Government agencies, including those who are undergoing recommissioning under TEI. All new contracts will be negotiated under this agreement and will commence 1 July 2020. This will replace what is currently called the Program Level Agreement which your TEI programs come under.

The Standard Human Services Agreement (attach document?) which will be used for the majority of contracts, however some changes can be made if required. It's important to read through it and if you're unsure to speak to your CPO about your specific needs.

For more general information on the Human Services Agreement:

(<https://www.facs.nsw.gov.au/providers/funded/framework/funded-contracts>)

If you're after some more in-depth legal information around the Agreement:

(<https://www.nfplaw.org.au/state-funding-agreements>)