



NCOSS TEI Sector Assistance Strategy (SAS)

Update, December 2019

3 December 2019

Dear TEI colleagues,

The NSW Department of Communities and Justice (DCJ) has commenced the [TEI recommissioning process](#); and NCOSS as well as other peaks are working with the Department to ensure that targeted support is provided in areas where it would be of most benefit at this stage. Please read on...

NCOSS-FAMS TEI Practice Workshops

The workshops have concluded; NCOSS heartily thanks FAMS for the exceptional work done in organising and delivering thirty (30) "Measuring Outcomes, and the Logic Behind It" sessions across all DCJ districts over a 5-month period. It was a brilliant feat, indeed.

Much thanks as well to the DCJ reform team, whose consistent presence and participation went a long way in answering questions and addressing concerns.

Representatives from [Their Futures Matter](#) team also contributed to conversations, and

spoke about how the TEI and TFM reform agendas align.

Here are some stats and highlights, as well as a few learnings.

- 717 individuals from 482 organisations registered for the 30 workshops.
- 472 participants attended the 30 workshops, reflecting 66% of registration.
- Organisations funded under the previous Community Builders program appeared to be the largest group of attendees.
- Communication and dissemination of information to the right people within organisations remains a challenge.
- Identification of priority groups remains to be an important area of consideration in each DCJ district.

There are many questions about the new DSS Data Exchange (DEX) reporting platform that cannot be answered until the sector starts using it.

However:

- A single platform is seen to be more efficient than the current multiple reporting mechanisms.
- The key to identifying real issues and building appropriate solutions around DEX is to start using it.
- DCJ is continuing to work with NGOs to make DEX a better data collection and reporting system.
- The period between now and June 2020 will be a "try, test and learn" phase, rather than a focus on heavy compliance.

Feedback results point to an over-all (i.e. moderate to high) increase in levels of knowledge, skills and confidence.

Of the 109 participants who responded to post-workshop surveys (a 23% response rate):

- 74% said their knowledge of how to engage with the reform increased.
 - 81% said their confidence to participate in Pathway One increased.
 - 80% said they have a better understanding of the next stages of reform.
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NCOSS TEI Individualised Support

Working together to meet a specific goal within a span of ten working hours is not easy, particularly in a reform environment.

Kudos to all the TEI service providers as well as the TEI support agencies who have engaged and continue to engage in this part of the 'journey'.

NCOSS has managed a total of 63 requests from 63 TEI-funded services over 6 months (April 2019 to date).

- 53 have been referred to 8 individualised support agencies.
- 7 requests, made early on in the reform process, had cancelled (indicatively and mostly, as a result of increased organisational capacity or understanding).
- 3 requests are going through a prioritisation process.

What goals did 53 organisations have?

Understandably and as expected, 87% (46/53) had identified goals that were outcomes-related. These included Activity Mapping, aligning Program Logics with TEI outcomes, aligning TEI outcomes to DEX SCORE domains, designing or revising outcomes measurement tools, and TEI-related strategic planning.

Of the remaining seven requests (originally made around Governance & Financial Management, or Operations & Service Delivery), two had subsequently shifted towards outcomes-related goals.

First feedback to the TEI Individualised Support

Of 11 organisations that had completed their identified goals, about half have had the chance to submit feedback.

Most of the goals that were identified by these organisations had been met within the ten allocated hours of individualised support.

- 64%, or 7 out of 11 identified goals were achieved within the ten allocated hours of individualised support.
- 27% or 3 out of 11 identified goals were partially achieved.
- 1 identified goal not achieved but started.

In terms of the support activities' desired outcomes:

- 100% of feedback respondents are satisfied with the level of knowledge they have acquired.
- 80% state that they have acquired new skills as a result of the support.
- 80% state that they will be able to apply new skills as a result of the support.
- 100% state that they felt more confident as a result of the support.

Next phase in NCOSS TEI Individualised Support

The next phase in NCOSS' TEI Individualised Support aims to provide assistance where it would benefit the most. NCOSS is working with the DCJ reform team to ensure that individualised support is prioritised to organisations that have the greatest need.

We anticipate that DCJ districts and Commissioning and Planning Officers (CPOs) will have a key role in identifying on-the-ground and region-specific needs.

Henceforth, NCOSS will be working more closely with DCJ districts. If you have a request, please discuss it with your CPO.

Resources for TEI recommissioning

If you have new key staff, here are a few DCJ pages to bookmark (current as of 3 December 2019):

- [TEI home page in DCJ website](#)
- [Recommissioning process](#)- description, next steps, documents included in July 2020 contracts (including [TEI Program Specifications Nov 2019](#))
- [Resources to understand the needs in your local area](#)
- [Resources to start reporting on Data Exchange](#)
- [Data Collection and Reporting Guide \(Nov 2019\)](#)
- [TEI Program Logic template \(Nov 2019\)](#)
- [TEI Program Outcomes Framework](#)
- [Data Exchange FAQs \(Sept 2019\)](#)

Queries?

NCOSS is working with you for a New South Wales that is free from poverty and inequality. Please visit [NCOSS website](#), and [join](#) a movement for equity and change.

For queries about NCOSS' TEI Sector Assistance Strategy, or to subscribe to NCOSS' TEI updates, please email teiasist@ncoss.org.au

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