TEI Sector Assistance Strategy
Individualised Support
Examples of support activities

Domain	Your support agency can -	Your support agency will NOT -	Sample deliverables/ Outputs
1) Outcomes Framework	**Program Logic** a) Provide feedback to draft version/s of Program Logic. b) Evaluate the quality, validity and SMART*ness of your identified outcomes. c) Assist in simplifying the language and design. d) Ensure that your Program Logics are reflective of TEI Client Outcomes, regardless of Logic template. e) Assist in developing and articulating a Theory of Change. **Data Exchange (DEX)-outcomes data collection** a) Assist in mapping and linking your Program Logic outcomes with Data Exchange SCORE outcome domains. b) Assist in mapping your current outcomes measurement tool/s rating system against SCORE rating system. **Embedding an Outcomes Culture** Work with you to identify and embed strategies, tools and processes to align with an Outcomes Framework. a) Enhancing evidence-informed practice. b) Measuring markers of need and vulnerability c) Measuring program feedback and client satisfaction d) Measuring and interpreting client outcomes e) Tools for continuous improvement f) Process evaluation g) Economic evaluation h) Collecting data: enhancing current processes	Write your Program Logic/s, or "start from scratch". However, if you haven't started at all, they can provide advice on the best way to start.	a) Edited "track changes" version/s of your Program Logic/s. b) Final version of Program Logics, as agreed. c) Implementation plan to embed an outcomes culture d) Customised templates and tools e) Outcomes "chart", mapping different platforms f) Customised versions of preferred outcomes measurement tools
2) Communication	Assist in communicating any changes to clients, the community and the local service system, as a result of transitioning to an Outcomes Framework.	Pay for advertising/ promotions.	a) Communication Strategy b) Messaging templates
3) Operations & Service Delivery	Provide advice and resources to assist you in any service operation change, or service delivery change, as a result of transitioning to an Outcomes Framework.	To be advised by support agency.	Revised operational guidelines
4) Partnerships, Collaboration, Community Engagement	Assist in the establishment of new partnerships or formalisation of existing partnerships/collaborations, to support the move to an Outcomes Framework.	To be advised by support agency.	a) MOUs b) Record of agreements
5) Policies and Procedures	Support in updating existing or developing new policies/procedures, to move to an Outcomes Framework.	To be advised by support agency.	Revised policies and procedures
6) Governance and/or Financial Management	a) Support mergers with other organisations in order to expand capacity to deliver outcomes-driven services. b) Assist in Governance training for the Board. c) Assist in reviewing the composition of the Board. d) Assist in reviewing the constitution.	To be advised by support agency.	a) Training sessions held b) Revised Board compositions and Constitution
7) Human Resources	Provide advice and support in the recruitment and training of staff, to assist the transition to an Outcomes Framework. May include training in cultural competency and new programs, as well as assist in managing the process of finalising contracts.	To be advised by support agency.	a) Sessions held/facilitated b) Position Descriptions revised/developed