TEI Sector Assistance Strategy Stage 3

**Individualised Support (February 2020v)**

**We value your candid feedback.**

**To TEI Service Provider:** Thanks again for participating in this initiative. Please fill out this form after your last appointment with your Individualised Support agency, and email it back to [teiassist@ncoss.org.au](mailto:teiassist@ncoss.org.au).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date today: | Your name & organisation: | Name and organisation of person who gave you individualised support: | | | | |
| **GOAL** | | | | | | |
| 1) Was your ‘overall goal’ (as identified in the Support Plan) achieved as a result of the support? (Y/N) | | | | | | |
| 1. If ‘Yes’, does the achievement of the goal help you meet a ‘Milestone’ in your TEI Schedule? | | 1. If the support did not result in the achievement of your goal (as identified in the Support Plan), why not? | | | | |
| **Please state whether you agree or disagree with each of these statements.** | | **1-**  **Strongly Disagree** | **2-**  **Disagree** | **3-**  **Neither agree nor disagree** | **4-**  **Agree** | **5-**  **Strongly Agree** |
| 1. *I have the knowledge I need to meet the Milestone identified in our TEI Schedule.* | |  |  |  |  |  |
| Please indicate the information or type of information that you valued most: *[type response here]* | |
| 1. *I have the skills I need to meet the Milestone identified in our TEI Schedule.* | |  |  |  |  |  |
| Please describe or comment: *[type response here]* | |
| 1. *I feel confident in making decisions to meet the Milestone identified in our TEI Schedule.* | |  |  |  |  |  |
| Please describe or comment: *[type response here]* | |
| **SATISFACTION** | | | | | | |
| 1. *The person who provided me with TEI Individualised Support listened to me and understood my issues.* | |  |  |  |  |  |
| 1. *Over-all, I am satisfied with the support services I have received.* | |  |  |  |  |  |
| 1. If you were not satisfied over-all with the support activities you received, please recommend ‘next steps’. Thank you! *[type response here]* | | | | | | |