

## NCOSS TEI Individualised Support (Stage 2)

### Guidelines for support during COVID-19

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Dear TEI colleagues,

As you know, the community service sector is playing a vital role to help reduce the psychosocial impact of COVID-19. Resources are focused towards working in a different way, to ensure continuity of support to the vulnerable.

At the same time, “supporting the supporters” is as important as ever. It is within this context that NCOSS’ TEI Individualised Support remains available to TEI-funded organisations. Here are some new support continuity guidelines for the current environment. These may change in response to the times.

#### Objective:

To provide guidelines for TEI service providers (and NCOSS support agencies), whose requests for Individualised Support (IS) were received by NCOSS **prior to March 2020**, to enable completion of any outstanding support activity by 30/6/20.

#### Mode of support:

This will always be subject to official COVID-19 government restrictions on gatherings and movement.

- Accordingly, no face-to-face support will be provided at this time.
- Most, if not all, of NCOSS’ support agencies are able to provide telephone, email and video conferencing support. Please negotiate with your IS support provider on the best way forward, including a new timetable, as necessary.

#### Domains of support:

Most of the requests in Stage 2 were around transitioning to an Outcomes Framework and outcomes reporting.

Where COVID-19 is having a significant impact on achieving outcomes for your target groups in the next few months:

- You have the option to work with your support agency around including new strategies (e.g. workshopping/training staff/updating policies and procedures) to reduce the impact of COVID-19 and to enhance service continuity to vulnerable people.
- This would particularly apply where support activities have not commenced, giving you the opportunity to customise your support. This would be a part of the standard approved 10-hour support package.

#### Timeframe:

30 June 2020 is the end date for Stage 2 Individualised Support project. Ideally, all support activities will have finished by mid-June, with a ‘completion advice’ and feedback sent to NCOSS shortly thereafter (simple templates are available for this).

#### Support Agency and TEI provider working together:

‘Stage 2’ Individualised Support was primarily a ‘service provider-led process’. If you have any unresolved issue regarding working closely with your support agency, please inform [TEIassist@ncoss.org.au](mailto:TEIassist@ncoss.org.au). This may apply in cases where support activities have not commenced, and:

- your timeframe is not aligning with your support provider’s schedule
- your support provider is unable to provide appropriate distance support at this time
- your support needs have changed, and you would like to avail of a different kind of expertise

#### IMPORTANT- Cancellation of request:

If you are unable to proceed with your support activities for any reason, please inform [TEIassist@ncoss.org.au](mailto:TEIassist@ncoss.org.au)