

NCOSS TEI Individualised Support- Stage 3 Guidelines for support during COVID-19 (April 2020 v)



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Note: This document is similar, but not identical, to Stage 2 'Guidelines for support during COVID-19' that was sent in early April to relevant TEI service providers. Please note that the information below is specific to [Stage 3](#) requests.

Dear DCJ districts,

As you know, the community service sector is considered essential service under the current COVID-19 environment. It is within this context that NCOSS' TEI Individualised Support remains available to TEI-funded organisations.

Here are some support continuity guidelines for the provision of NCOSS' TEI Individualised Support (Stage 3). These may change in response to the times. For background understanding, please refer to [NCOSS' Stage 3 IS resources](#).

1) Objective of this document:

To provide guidelines for DCJ districts and TEI service providers (as well as NCOSS support agencies), whose requests for Individualised Support (IS) are received by NCOSS **after March 2020**, to enable provision of Stage 3 support activities, as appropriate.

2) Who should be submitting a 'Request for Support' at this time of physical distancing?

DCJ districts and TEI service providers who answer YES to the following are encouraged to make a joint submission:

- ✓ Have both parties finalised (or close to finalising) a new TEI contract, with an expected commencement date in 2020?
- ✓ Does the contract involve a 'significant change'?
- ✓ Is the TEI service provider in a position to receive remote/non face-to-face support (as part of the early planning stage, at least)?
- ✓ Would a sooner-than-later transition to the 'significant change' result in better outcomes for the community?

3) Mode of support:

This will always be subject to official COVID-19 NSW government restrictions on gatherings and movement. No face-to-face support will be provided while restrictions are in place. Most, if not all, of NCOSS' support agencies are able to provide telephone, email and video conferencing support.

4) Activities that can be completed by remote mode:

- 1) **Determining your preferred support agency** will speed up the referral process. Please feel free to visit the website or have an initial chat with a support agency in the [List of TEI Individualised Support Agencies](#) (a 'living' document). It helps to see if their expertise matches your organisation's needs, timetable and work style.
- 2) **Submitting your requests.** DCJ districts are to determine and prioritise the number of Stage 3 individualised support allocations within their teams, and submit their requests to NCOSS accordingly.
- 3) **Doing 'entry interview'.** This is an important part of the process and can be done just as effectively via remote mode.
- 4) **Agreeing on a 'Support Plan'.** NCOSS recommends drafting a medium to long-term timetable (June 2020 to December 2020, up to June 2021) of support activities, whilst taking an agile approach, as appropriate.

Please use the [appropriate forms and templates](#) for the above activities. They're user-friendly, but your feedback at any stage is always welcome. Please email TEIAssist@ncoss.org.au.