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*Update, 25/09/2020: The allocations process for NCOSS' Stage 3 Targeted Earlier Intervention Individualised Support has now concluded, and the roll-out of support activities will be resuming for approved packages. For those needing other kinds of TEI support, please visit NSW Communities and Justice [key TEI resources](#) page and/or contact your contract manager if you are TEI-funded.*

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Are you a TEI-funded provider that's working to achieve a 'significant change' in your service provision as a result of a new TEI contract? If so, the next stage in NCOSS' TEI Individualised Support (IS) is for you. Please view and use the new resources listed below (links provided in [NCOSS TEI webpage](#)).

1. Flowchart Stage 3 TEI Individualised Support
  2. Request Form Stage 3 TEI Individualised support
  3. Entry Interview & Support Plan Stage 3 TEI Individualised Support
  4. Support Agency Completion Advice Stage 3 TEI Individualised Support
  5. Provider Feedback Stage 3 Individualised Support
  6. List of NCOSS TEI Individualised Support Agencies
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## FAQS

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### What is different about 'Stage 3' TEI Individualised Support?

- It will support a service to achieve a specific Milestone or significant change (identified in new TEI Schedule/s as a result of the recontracting process).
- NCOSS will work closely with local DCJ districts (CPOs) to prioritise requests.
- TEI service providers will 'self-assess' their capabilities before and after receiving support.
- There is opportunity to request for more hours of support (up to 20 hours, versus 10 hour-cap in Stage 2).
- DCJ districts can now (and should) make direct referrals to NCOSS.
- TEI-funded services can still self-refer, but will need to go through a prioritisation process (involves NCOSS getting information from DCJ district). To expedite the referral process, we recommend submitting the request form with your district officer (CPO) in the first instance.

### Are there new forms and templates for the new support process?

YES. Please don't use the old forms and templates (the new ones above have clear Stage 3 labels).

### Can I use a support agency that's not in NCOSS' current list of IS agencies?

- NCOSS IS agencies went through a tender selection process in 2018.
- TEI support agencies who would like to be an NCOSS' IS agency may express their interest to join the panel by emailing [teiasist@ncoss.org.au](mailto:teiasist@ncoss.org.au)
- TEI-funded providers who are not satisfied with their appointed support agency at any given time may email their feedback to [teiasist@ncoss.org.au](mailto:teiasist@ncoss.org.au)