



ncoss
NSW Council of Social Service

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NCOSS TEI Sector Assistance Strategy
How to access TEI Individualised Support

Dear TEI colleagues,

As you know, FACS is continuing to update its [Frequently Asked Questions](#) page, which is especially useful if you have chosen to begin your journey ('Pathway One') in transitioning to the Targeted Earlier Intervention (TEI) Outcomes Framework.

Regardless of the stage you're in in your journey (whether it's [mapping your activities](#) against the TEI Service Options-a necessary first step in order to access/start working on the DEX platform, or refining your Program Logics, or registering for an [Outcomes Framework Training](#) or [DEX Training](#)), it helps to know that you can request for a more customised type of support somewhere down the line.

What is TEI Individualised Support?

It's an activity within NCOSS' TEI Sector Assistance Strategy that aims to support TEI-funded services as they prepare for changes that they're wanting to make to implement the TEI Outcomes Framework. This support is free of charge to TEI-funded services.

How do I make a request?

Simply download and fill out the "[Request for Individualised Support](#)" form, and email to teiasist@ncoss.org.au.

What kind of support activities are available?

Please see [Sample of Support Activities under TEI Individualised Support](#).

Where is the support available?

The support is available in all FACS districts across New South Wales.

Will it be face-to-face and one-on-one?

Not all support can be provided face-to-face. In some instances, a support that is provided via email and/or phone, or in a small group and peer learning setting would be just as effective and even preferable. A lot would depend on your first conversation (or "entry interview") with your support provider.

What are the steps in the whole process?

Here's a [flowchart](#) that visualises the steps.

Simply put, a TEI support provider will work with you to achieve a goal that will assist your transition. The process involves discussing your current situation, identifying a goal, developing a Support Plan, and working to meet the goal within a specific time frame and budget.

Who's providing the Individualised Support in my area?

The Individualised Support providers were selected from a closed tender process in late 2018. Here's the [list of TEI Individualised Support providers](#) per district.

Is there a set of criteria that I have to meet to submit a request?

Any TEI-funded service can make a request (see list of [TEI programs](#)). Priority will be given to services that are looking to transition to the TEI Outcomes Framework within the next 6-9 months of their request. NCOSS will be working with the FACS districts to determine prioritisation, depending on the number of requests. The response would also depend on the availability of appropriate resources to meet the specific request.

Resources for TEI Service Providers - TEI Individualised Support

[Request for Support \(PDF version\)](#)

[Request for Support \(Word version, please use this when filling out a request\)](#)

[Sample of Support Activities under TEI Individualised Support](#)

[Flowchart](#)

[List of Individualised Support Providers](#)

Questions or feedback?

Please don't hesitate to email teiasst@ncoss.org.au for any question or feedback regarding the NCOSS TEI Sector Assistance Strategy.

Acknowledgment of Funding

The NSW Council of Social Service TEI Individualised Support activity is funded under the NSW Family and Community Services TEI Sector Assistance Strategy project.

NCOSS is working towards a New South Wales that is free from poverty and inequality. For more information, please visit the [NCOSS website](#).