

## FAQs - NDIS Group Based and 1 on 1 Employment Support

### **Is group based and 1 on 1 supports still occurring?**

Yes, DSA Employment Solutions is still delivering support to all participants.

### **Will group based and 1 on 1 supports be delivered face to face?**

No, due to the Governments social distancing guidelines we have temporarily suspended face-to-face group based and one-on-one supports. This came into effect on 30th March 2020, however we will continue to monitor the recommendations from the Government and will advise families and participants when this changes.

### **How will group based and 1 on 1 supports be delivered?**

We have reviewed the way we deliver supports and are using a variety of platforms to ensure we continue to engage and provide supports with each participant who currently attends our services. Currently we are using phone, email and video conferencing. Details will be discussed with you, and your DSA Employment Consultant will forward all the information to assist you with setting up from home. Our team is readily on hand to assist you with any challenges or additional support you may require.

### **Who do I contact if I have a question and need further information?**

If you are currently registered and receiving supports from DSA Employment Solutions, contact your Employment Consultant or the Sites Assistant Manager.

If you are not registered and would like further information, please contact our Connections team on 1300 372 121 and they will direct your call to the team member who will assist you.

### **Am I able to sign up with DSA Employment Solutions NDIS Group Based and 1 on 1 employment supports?**

Yes, DSA Employment Solutions is still operating and we have a team on hand to assist you with your queries and can assist with getting you started in our services.

### **What will happen when supports resume back to face to face and onsite?**

We have increased our hygiene and infection control measures at all sites and services, and in our daily housekeeping regime. All our staff have completed the COVID-19 Infection Control training.

Our team members will disinfect all surfaces before and after each session. There will be frequent breaks for participants and we are ensuring that frequent handwashing and social distancing is exercised onsite.

### **I am feeling anxious about coronavirus – what should I do?**

It is normal to experience some worry or concern about this issue, however if it begins to affect your mental health or physical wellbeing it is recommended you seek support from a health professional.

More information about DSA's response to Coronavirus can be found [here](#).

Visit [health.gov.au](https://www.health.gov.au) for latest alerts

Call the Coronavirus Health Information Line on **1800 020 080** (operating 24/7)

For mental health support contact Beyond Blue on 1300 22 4636 or visit [BeyondBlue.org.au](https://www.beyondblue.org.au)