

Provider Information

Please fill out the following sections of the provider information data sheet.

Provider Info

This is the individual that will respond to any questions regarding participants and the services they have requested

Organisation Name

Oasis Home Care Services

Contact name

Helena Lapenna

Position

Manager

Contact phone number

0414 209 579

Contact email

helena@oasishomecare.com.au

Support Workers & Personal Care

Does the provider offer this service? *

Yes

No

Does the Provider offer a free meet and greet?

Yes

No

What is the cancellation policy?

24hr

48hr

No cancellation policy

Other:

Does the participant have to sign a service agreement?

Yes

No

Minimum shift requirements (length & hours per week)

1hr

2hr

3-4hr

Other:

Does the provider charge for travel?

Yes, getting to and from the participant

Yes, charges apply for transporting the participant on shift

No charges apply

Other:

Whatever is driven during the shift we charge for and any extra expenses like buying a train ticket. But we don't charge for travel to and from the participant.

If yes, how much is charged for travel per km? And, are there limits on distance travelled getting to a participant, or on shift?

- 85c/km
- 80c/km
- \$1/km
- Other:

Does the provider employ their own staff, or subcontract?

- Hire their own casual or permanent staff
- Subcontract
- Mix of both
- Other:

Is the Provider open to rate negotiation?

- Yes
- No
- Depends on the service

What is the hourly rate for support workers?

- As per NDIS price guide
- Below NDIS rates
- Above NDIS rates
- Other: pending on funding we will negotiate, but typically per NDIS price guide.

If yes or maybe to the above, what will the Provider Negotiate? (travel, hourly rates etc...)

- Hourly rate
- Travel rates

Do your workers offer any of the following:

- Tutoring/homework support
- Mentoring (including peer mentoring)
- Life skills development
- Personal Training
- Other:
They can do any of the above. We also have support workers with experience in physio, mental health, and counselling . We are flexible to cater for the person's needs.

Do you supply any remote or rural areas?

- Yes
- No
- Maybe, depends on the job

If yes or maybe, which areas?

The furthest we have driven is the Darra area (Around spring mountain).

If 'maybe' what minimum job requirements must be met for the above?

Must be a minimum of 3-4 hours

Anything else we should know? (worker qualifications, specialisations etc...)

Physio, experience with mental health. We have bilingual people (czech Portuguese, and Spanish speakers, who are culturally diverse).

Nursing Services

Does the provider offer this service? *

Yes

No

Other:

Do the nursing staff provide the following

Medication management

PEG feeding

Trachea management (airway)

Wound management

Catheter management

Diabetes management

Other:

Do you provide any nursing assessments/reports?

Yes

No

Other:

If applicable, which assessments/reports?

.....

Do the nursing staff have any specialisations? If yes, please list (e.g., complex mental health, forensic nursing etc...)

.....

Social Activities & Programs

Does the Provider offer this service? *

Yes

No

Other:

How does the provider deliver this service - do they run their own activities and programs, work in partnership with another provider or do they just supply a support worker to get to and from activities (community access)?

.....

If they don't have their own programs, please de-select this category and move on to next category

.....

What activities and programs do they offer? Include who the program/activity is for, what level of care they can provide, age groups, how and where program/activity is delivered, and if participant can bring their own supports.

.....

Anything else we should know?

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Housing (SIL, ILO, SDA, Respite)

Does the Provider offer this service? *

Yes

No

Other:

What type of housing/accommodation does the Provider offer?

- Respite STA
- Respite MTA
- Supported Disability Accommodation (SDA)
- Independent Living Options (ILO)
- Supported Independent Living (SIL)
- Other:

Does the Provider have properties it manages?

- Yes
- No
- Depends on housing type

If there are no properties, how is the accommodation arranged and delivered? (in home, book a hotel, just provide workers etc...)

.....

If yes, where are the properties located, and what type of housing category is supported at each location?

.....

What level of accessibility and care is supported?

.....

What facilities are available at the properties?

.....

Is food and catering included or extra? Provide details

.....

Is transport to and from accommodation provided?

N/A

Yes

No

Depends

Other:

Can participants bring their own support workers?

- Participants can bring their own workers
- There are workers at the property available
- No, only our workers can support the participants
- Other:

Does the provider offer any social activities, outings or other programs for participants staying at their properties?

- Yes
- No
- Other:

If yes, please elaborate on what and how it works.

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Anything else we should know?

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Allied Health

Does the Provider offer this service? *

Yes

No

Other:

What Allied Health Services does the Provider offer?

Speech Pathology

Occupational Therapy

Psychology

Early Intervention

Physiotherapy

Social Workers

Therapy Assistant

Behaviour Therapy

Exercise Physiology

Counselling

Developmental Educator

Music & Art Therapy

Other:

How does the Provider Deliver these services?

- In clinic
- Mobile, in the home
- Online

What location are the therapies available?

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What age groups are supported by the therapies?

.....

Does the provider charge for travel? If yes, how much?

.....

What type of assessments and reports are offered?

- Diagnostic Assessments
- Functional Capacity Assessments
- Home Modification Assessments
- Contenance Assessments
- Housing Assessments
- Positive Behaviour Plans
- Reports or Plan Reviews
- Other:

What is the Providers Restrictive Practice Policy?

.....

Do the Provider's clinicians have any specialties? (Including experience with Autism, sexually and gender diverse people etc...)

.....

For Speech Pathologists, are they familiar with any communication aids such as Proloquo2Go? If yes, what?

.....

Is there language and CALD support available?

.....

Which therapies have capacity and which have wait times?

.....

Is there anything else we should know about your Allied Health therapists?

.....

Support Coordination & Recovery Coach

Does the provider offer this service? *

Yes

No

Other:

Provider offers:

- Support Coordination Level 1&2
- Specialist Support Coordination
- Recovery Coaching
- Other:

How does the provider manage conflict of interest?

.....

For support coordination, what kinds of assessments can they provide? (i.e., housing)

.....

Can your Support Coordinators provide any of the following:

- N/A
- Support with accommodation and tenancy
- Employment services
- Report writing for plan reviews
- Pre planning and advocacy
- Other:

For specialist support coordination, what qualifications do they have?

- N/A
- OT
- Psych
- Speech
- Behaviour
- Other:

For recovery coach & support coordination, which areas can you deliver F2F services?

.....

What age groups do your recovery coaches and/or support coordinators support?

.....

Do your recovery coaches specialise in supporting Autistic people?

- N/A
- Yes
- No
- Other:

Home Maintenance & Modifications

Does the provider offer home maintenance services? *

Yes

No

Other:

Does the provider offer home modification and repair services? *

Yes

No

Other:

Which of the following services are offered (check all that apply)

N/A

Handy person/tradespeople to perform odd jobs around the house

Lawn mowing, gardening and gutter clearing

Deep cleans and full home cleans

Home modifications including railings and other safety and accessibility modifications

De-cluttering

Other: Anything to do with cleaning.

For home maintenance, does the provider have experience with:

- N/A
- Hoarders
- OCD
- Other:

Is the provider level 1, 2, 3 or 4 registered for home mods and repairs? (level 3 can work with restrictive practices)

.....

Does the provider work with an OT who can provide home mod assessments?

- N/A
- Yes
- No
- Other:

Anything else we should know?

A lot of the clients we do cleaning for is for mental health. So we are mental health informed.
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