

Provider Information

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

Contact Person

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

Organisation Name

Australia National Care

Contact name

Abeer

Position

General Manager

Contact phone number

Contact email

Support Workers & Personal Care

Does the provider offer this service? *

- No
- Yes

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)

2hrs

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:

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

1/km
.....

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

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

both

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

Nursing Services

Does the provider offer this service? *

Yes

No

Other: do have if needed

Do the nursing staff provide the following

Medication management

PEG feeding

Trachea Management (airway)

Other:

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: not during lockdown

Does the provider offer their own activities and programs, or do they just supply a support worker to get to and from activities (community access)

yep their own

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

De-selected

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.

day outings, zoo's, art craft, BBQ,

Anything else we should know?

all supports are in house, tailored and flexible, can bring their own, age group is 14-25

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: assist with accommodation and tenancy

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?

Western sydney, inner west, eastwood and hills district

What level of accessibility and care is supported?

Lift accessible - mobility friendly

What facilities are available at the properties?

Is food and catering included or extra? Provide details

yep, some meals are included.

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.

all the activities they usually run are included

Anything else we should know?

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: IT assessments, then follow up with TA

How does the Provider Deliver these services?

- In clinic
- Mobile, in the home
- Online

What location are the therapies available?

Western sydney, and inner west

What age groups are supported by the therapies?

Psych 17+, OT works with 5+

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

OT doesn't charge for travel, psych = 30 mins of their rate

What type of assessments and reports are offered?

- Diagnostic Assessments
- Functional Capacity Assessments
- Home Modification Assessments
- Continence Assessments
- Housing Assessments
- Positive Behaviour Plans
- Reports or Plan Reviews

Other:

What is the Providers Restrictive Practice Policy?

Don't do restrictive practice

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

Mental health and psychosocial, ID, Autism

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

n/a

Is there language and CALD support available?

Provide support workers who are Arabic, or chinese speaking to ensure cultural boundaries are respected

Which therapies have capacity and which have wait times?

All have capacity

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

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)

Level 1&2
.....

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

N/A

Yes

No

Other:

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