

# 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

Cloud 9 Youth Services

Contact name

Vinny

Position

Founder

Contact phone number

0405379999

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: if within 24hrs, then 2hr cancellation fee

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?

0.80c/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 Price Guide

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

No

Do your workers offer any of the following:

- Tutoring/homework support
- Mentoring (including peer mentoring)
- Life skills development
- Personal Training
- Other: .....

Do you supply any remote or rural areas?

- Yes
- No
- Maybe, depends on the job

If yes or maybe, which areas?

no

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

no

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

Focus on the matching process, branching into something unique - building a house, running programs and movie nights, crafts (centre based activities) watch this space.

## 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

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: .....

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?

.....

## 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.

.....

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: .....

How does the Provider Deliver these services?

- In clinic
- Mobile, in the home
- Online

What location are the therapies available?

.....

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
- Continence Assessments
- Housing Assessments
- Positive Behaviour Plans
- Reports or Plan Reviews
- Other: .....

What is the Providers Restrictive Practice Policy?

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

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

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Is there language and CALD support available?

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Which therapies have capacity and which have wait times?

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

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**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)

.....



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

N/A

Yes

No

Other: .....

Anything else we should know?

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