Common FAQs

Q1 What supports is Spiral registered for?

Spiral is accredited under multiple NDIS registration groups, allowing us to provide supports whether funding is NDIA-managed, plan-managed, or self-managed. Registration groups include:

Registration group name	Group number	Description
Accommodation/Tenancy	**101**	Accommodation /Tenancy Assistance
Assist Personal Activities High	**104**	High Intensity Daily Personal Activities
Assist-Life Stage, Transition	**106**	Assistance in coordinating or managing life stages, transitions and supports
Assist-Personal Activities	**107**	Assistance with daily personal activities
Assist-Travel/Transport	**108**	Assistance with travel/transport arrangements
Daily Tasks/Shared Living	**115**	Assistance with daily life tasks in a group or shared living arrangement
Innov Community Participation	**116**	Innovative Community Participation
Development-Life Skills	**117**	Development of daily living and life skills
Participate Community	**125**	Participation in community, social and civic activities
Spec Support Employ	**133**	Specialised Supported Employment
Group/Centre Activities	**136**	Group and Centre Based Activities

Q2 What is Spiral's current capacity and onboarding time?

- Typical onboarding takes **up to 2 weeks** from referral to commencement, depending on complexity and training requirements.
- Current capacity depends on the frequency and type of support requested.
- For complex schedules (e.g., multiple services, 7-day support), we often collaborate with other providers to ensure continuity.

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Q3 How does worker matching occur and can participants meet workers first?

- Staff are matched based on participant **preferences, goals, and support needs.**
- Meet-and-greet sessions can be arranged before supports begin.
- Participants are encouraged to provide feedback and have the final say in who provides their support.

Q4 What is Spiral's cancellation and short-notice rules?

- Cancellations follow **NDIS pricing arrangements and price limits.**
- If staff are scheduled and payment is required, charges may apply according to NDIS rules.
- If frequent cancellations occur, Spiral works with participants to **identify barriers** and create solutions to improve access.

Q5 How does Spiral communicate progress and escalate concerns?

- Staff complete **shift notes linked to participant goals**, including optional photos for visual evidence.
- Communication preferences are agreed prior to support commencement.
- Urgent issues are escalated by the Service Coordinator via **phone or email** depending on urgency.

Q6 How does Spiral work alongside other providers and allied health?

- We maintain **strong, collaborative relationships** with all providers involved in a participant's care.
- We assist with support coverage, participate in stakeholder meetings, and implement allied health strategies.
- Some allied health sessions are hosted at our Nambour hub, and we support participants in **attending external appointments** where transport is a barrier.

Q7 Can Spiral provide reports or input for plan reviews?

- Spiral can provide reports or input upon request.
- Time taken to prepare reports is billed as non-face-to-face support, with agreement from the participant or nominee.

Q8 How are travel and non-face-to-face charges applied?

- Charges follow **NDIS pricing arrangements.**
- Details are outlined in the service agreement prior to support commencement.
- We provide **transparent budgeting** and confirm any additional supports in advance.

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Q9 What happens if a participant is unhappy or wants to exit services?

- Service Coordinators complete **regular check-ins** to ensure satisfaction.
- Participants are encouraged to discuss concerns with their Coordinator.
- If a participant wishes to exit, **2 weeks' notice is requested** (flexible in urgent circumstances).
- Spiral supports transitions to new providers, including **buddy shifts** with incoming staff where needed.