



Easy Read Service Agreement Guide

Thrive Pathways

Your Support. Your Agreement. Your Rights.



This is an **Easy Read** guide.



You can ask someone to **help you read** this.



A **service agreement** is a written plan between you and us.

It says what supports we will give you.

It says what your **rights** are as an NDIS participant.



What is a service agreement?



A **written plan** between you and Thrive Pathways.



It says what **support** you will get.



You get a **copy** to keep.

What is in your agreement?

Your agreement says:



- What support you will get
- When and where support happens
- Who will provide the support
- How much it will cost
- What to do if you want changes



Our supports are priced in line with the **NDIS Pricing Arrangements and Price Limits**.

This is the NDIS price guide.

The price is **agreed with you** in your service agreement.



Do you need to understand it?



Yes. We will explain everything clearly.



You can ask questions **at any time**.



A family member, carer or advocate can **help** you.



You can ask for an **interpreter** if you need one.

This is **free**.

Do you have to sign it?



Yes, but only when you are **happy** with it.



You or your **legal guardian** signs it.

A legal guardian is a person the law says can decide for you.



You will always get a **copy** to keep.



Never sign something you do not understand.

Can you make changes later?



Yes. You can tell us **at any time**.



You can add or stop a support.

You can change how your support is given.



We will **talk it through** with you.



We will **update** your agreement in writing.

You can check it and agree to it.



Do we need to change your regular services?

Where we can, we give you at least **2 weeks' notice**.

What if you are not happy?



Talk to your **support worker** or any of our team.



Make a **complaint**. You will **not** get in trouble.



We will try to fix it **quickly**.



You can choose to **stop** a service **at any time**.

This will not affect your future access to our services.



The **notice period** is set out in your service agreement.

Notice period means how much warning you give us.



Your rights under your service agreement

You have the right to:



- Be treated with respect
- Choose your supports
- Be safe at all times
- Say no at any time
- Be heard and listened to

You also have the right to:



- Change your mind
- Have an advocate
- Stop services if you want
- Make a complaint

What we will do



Give you **safe**, good support.



Keep your information **private**.



Help you understand your **rights**.



Tell you if we **cannot** provide a support.

Making a complaint



Talk to us first. We **want** to help.



You can contact the **NDIS Commission** at **any time**.
Call **1800 035 544** or visit **www.ndiscommission.gov.au**.



Need help?



Talk to your **support worker**, a family member, or an advocate.



You can ask for an **interpreter**. This is **free**.



Contact us



Call us on **1300 429 593**



Email us at **hello@thrivepathways.com.au**



Write to us at:

PO Box 75R, Redan VIC 3350



Visit our website at **www.thrivepathways.com.au**



You can also talk to **any of our team** in person.



Do you need an **interpreter**?

Call **TIS National** on **131 450**.

Ask them to call us on **1300 429 593**.



Do you find it hard to hear or speak?

You can use the **National Relay Service**.

Ask them to call us on **1300 429 593**.



Other places that can help



NDIS Quality and Safeguards Commission

They make sure NDIS supports are **safe**.

Phone **1800 035 544** (free call from landlines)

TTY **133 677**

Email **contactcentre@ndiscommission.gov.au**

Website **www.ndiscommission.gov.au**

National Relay Service: ask for **1800 035 544**



NDIA

The NDIA is the agency that runs the NDIS.

Talk to them about your **NDIS plan**.

Phone **1800 800 110**

Website **www.ndis.gov.au**



Find an advocate

An advocate is someone who helps you **speak up**.

Website **askizzy.org.au/disability-advocacy-finder**