



Participant Rights and Responsibilities

Thrive Pathways

At Thrive Pathways, we respect your human and legal rights. This sheet explains what you can expect from us, and what we ask of you. It comes from our Participant Handbook. If anything is unclear, please ask any of our team, we're happy to go through it with you.

YOUR RIGHTS

You have the right to:

Dignity and respect	Be treated with dignity and respect, and have your culture, values, beliefs and identity respected.
Choice and control	Make your own choices about your supports and your life (including taking reasonable risks) with support to decide if you want it.
Information you understand	Get information in a way that suits you, such as Easy Read, large print or your own language. We can arrange an interpreter at no cost to you.
Privacy	Have your personal information kept private and secure. We only collect what we need to provide your supports, we use it with your consent, and you can ask to see or correct it.
Safety	Be safe and free from abuse, neglect, violence, exploitation and discrimination.
A support person or advocate	Have a family member, friend or advocate support you or speak for you at any time.
Speak up	Give feedback or make a complaint without fear. Raising a concern will never affect your services. You can also contact the NDIS Commission at any time.
End a service	Choose to stop a service at any time. This won't affect your future access to our services.



YOUR RESPONSIBILITIES

We ask that you:

Treat people with respect	Treat our staff and other participants with respect, and help keep everyone safe and free from harassment.
Give accurate information	Give us accurate information so we can plan and deliver your supports safely.
Tell us about changes	Let us know about changes to your needs, health, contact details or NDIS plan.
Give notice when cancelling	Let us know if you need to cancel a support, giving notice as set out in your service agreement.
Follow your agreement	Follow the terms of your service agreement, including paying for the supports you agree to.
Tell us about problems	Tell us if you're not happy with a service, so we can work with you to fix it.

If you have a concern

Talk to any of our team, call us on 1300 429 593 or use our Feedback and Complaint Form. We will acknowledge complaints in writing within 2 business days.

NDIS Quality and Safeguards Commission: 1800 035 544 (free call from landlines) | TTY 133 677 | contactcentre@ndiscommission.gov.au | www.ndiscommission.gov.au

Find an advocate: askizzy.org.au/disability-advocacy-finder | **Privacy concerns:** talk to us first, then the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 if it isn't resolved within 30 days.

Need help?

NEED HELP? Phone 1300 429 593 | Email hello@thrivepathways.com.au | Post PO Box 75R, Redan VIC 3350 | Website www.thrivepathways.com.au

Interpreter: call TIS National on 131 450 and ask them to call us on 1300 429 593. If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service (NRS).

You can ask for this information in another format, or ask a family member, friend or advocate to help you.