



## Understanding your Service Agreement

The NDIS (National Disability Insurance Scheme) wants to make sure everyone understands what services are being provided, a written Service Agreement helps with this. It provides a clear document for the participant and what they can expect from Pride Disability Services and what Pride Disability Services expects from the participant.

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## What This Agreement Covers

Pride Disability Services will provide support according to the participant's NDIS Plan. Different types of support have different minimum time allocations to ensure participants receive the help they need.



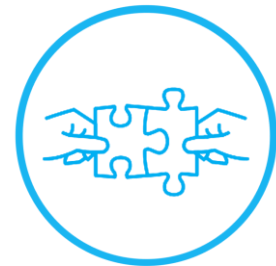
## Staffing Support and Safety

Pride Disability Services will assign staff based on qualifications and experience, this ensures the safety of both participants and staff.

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## Support Worker Matching

Pride Disability Services will consider participant preferences when matching them with support workers, but cannot guarantee specific staff members.



## Support Levels and Pricing

Support levels are categorized based on the intensity of support needs, pricing depends on the qualifications and skills of the support staff chosen.

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## Rostering and Communication

Support sessions will be scheduled in advance, participants will receive rosters at least 7 days ahead of time, along with a reminder 24 hours before their session.



## Rescheduling and Cancellations

Participants should notify Pride Disability Services if they need to reschedule, failure to give enough notice will result in a cancellation fee.

## Travel

Participants are responsible for their own travel costs unless otherwise arranged, support workers will not use participants' vehicles.



## Payments and Termination

Invoices are sent fortnightly and must be paid within 14 days, either party can end the agreement with 2 weeks' notice.

## Rights and Responsibilities

Both Pride Disability Services and the participant have rights and responsibilities, including communication, respect, and privacy.





## Feedback and Complaints

Participants can give feedback or make complaints to Pride Disability Services, the NDIS Commission, or through their support worker.



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## Policy Updates

This agreement follows the NDIS practice standard, which may change over time, participants can find more information on the NDIS website.