

NDIS Participant Guide



ASÜRİA

ASSURED PEOPLE SERVICES

Welcome to Asuria

We're glad to have you with us. This guide is here to help you understand how we work together, how we look after your information, and how you can share feedback with us.

If you're ever unsure about anything, just ask. Our team is always here to help.



Privacy

When you join our NDIS program, we keep records about your services. This helps us support you in the best way we can. We're also required to keep records for reporting and audits. No matter the reason, your personal and sensitive information is always protected.

You can read more in our Privacy Policy:

asuria.com.au/privacy-policy



Incidents

Your safety is very important to us. If something happens while you're receiving services, we will manage it in line with the NDIS Incident Reporting Rules.

Rights and Responsibilities

As an NDIS participant with Asuria, you have both rights and responsibilities. These are in place to make sure you receive safe, respectful, and high-quality support. You can read more at:

asuria.com.au/rights-responsibilities



Feedback

We would love to hear from you.

Whether it is something you think we're doing well, an idea for improvement, or a complaint, your feedback helps us do better.

You can share your feedback in a number of ways:

Talk to one of our staff members

Fill in a feedback form available at Asuria sites

Email us at feedback@asuria.com.au

Use our online form at asuria.com.au/contact-us

Ask someone you trust to speak up on your behalf

Contact the Asuria Privacy Officer

Reach out to an external advocate if that feels right for you

All complaints are managed under Asuria's Feedback Procedure. If we can't resolve your concern together, we'll connect you with the NDIS Commission.

Service Agreement

Your Service Agreement explains how we'll work together.

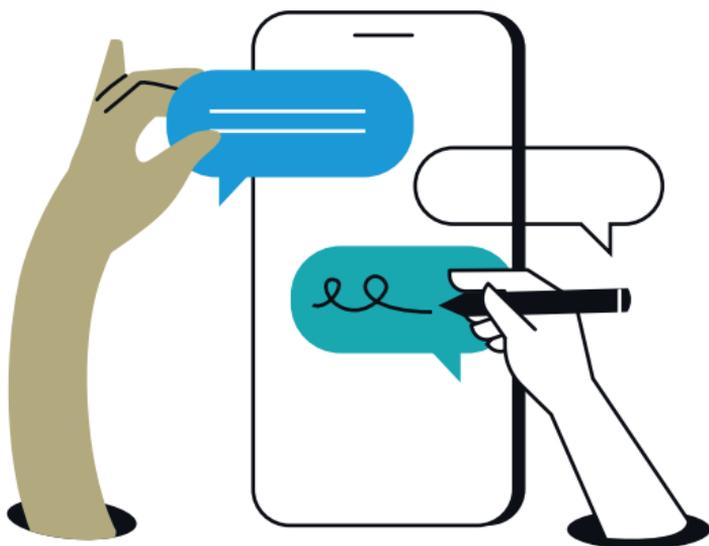
If you need to change your support schedule, please give us at least 48 hours' notice for one-off, minor, or major changes.

If you or Asuria would like to end the Service Agreement, two weeks' notice is required. If either party seriously breaches the Service Agreement the requirement of notice period will be waived.

Supports may need to be withdrawn by Asuria for reasons including, but not limited:

- A participant breaching their rights and responsibilities
- Self-Managed participants not paying invoices
- Agency or Plan-Managed participants with unpaid invoices or exhausted funds
- Ongoing late cancellations of services

If this happens, Asuria will send you a letter explaining the reason and outlining next steps.



Key Contacts

You may also want to reach out to these organisations for advice or support:

Office of the Public Advocate
1300 309 337

Office of the Australian Information Commissioner *1300 363 992*

NDIS Commission *1800 035 544*

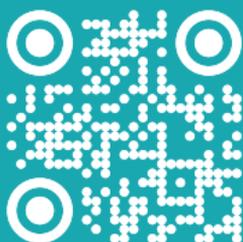
We believe in you



**We hear you
and support you**



**We help you get
and keep your job**



Contact us today
1800 773 338
asuria.com.au