



Pride Disability Services

Live Life with Pride

Firstly, we are extremely excited to welcome you to our Pride Family.

At Pride Disability Services, **you are our priority and focus.**

We would like to express our heartfelt gratitude for choosing us as your primary or one of your registered NDIS Support Services. At Pride, our unwavering commitment is to prioritise your security, safety, and overall well-being. We take immense pride in embodying the essence of what our name represents: advocating for LGBTIQ+ and Gender Diverse Rights, fostering inclusiveness, respect, and serving as staunch advocates for your rights.

Our dedication extends beyond mere service provision; we are deeply invested in actively engaging with the communities of your choice, ensuring that your voice is heard and your preferences are respected.

Your trust in us is not taken lightly, and we are honored to be a part of your journey towards achieving your life goals. We are here to support you every step of the way, offering a range of services tailored to meet your individual needs and aspirations.

Once again, thank you for entrusting us with your care. We are committed to upholding the values of Pride Disability Services and to making your experience with us a positive and enriching one.



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Here are some of the support that we offer on your NDIS Plan.

CORE

Assistance with Daily Life

Support Category #01

Support to provide assistance or supervision of personal tasks during day-to-day life that enables you to live as independently as possible.



Assistance with Social, Economic and Community Participation

Support Category #04

Support that you require to meet goals relating to participating in community, social or recreational activities. These activities may be provided individually, or in a community setting.





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Here are some of the support that we offer on your NDIS Plan.

CAPACITY BUILDING

Support Coordination and Psychosocial Recovery Coaching

Support Category #07

Support coordination is a capacity building support which helps you to understand and use your NDIS plan to pursue your goals, connect you with NDIS providers, community, and other services.

A psychosocial recovery coach is specifically designed for individuals who have a primary diagnosis of psychosocial disability. Recovery coaches offer a more hands-on approach, using their specific knowledge of mental health services, to ensure individuals receive the best support to reach their goals.



Improved Living Arrangements

Support Category #08

Improved Living Arrangements is all about helping you find a home that offers a safe, comfortable living situation and improves your quality of life.



Increased Social and Community Participation

Support Category #09

Social and community participation is about meeting people with similar interests and joining in social and community activities. It means going where others go, doing what others do, with other people and choosing activities you enjoy.



Improved Relationships

Support Category #11

Supports that assist you to develop social skills to participate in community or social activity.



Improved Daily Living Skills

Support Category #15

Support to provide you with the services, skills, and training needed to better manage your daily living activities, and to help you to build a better and more independent life.





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VIRTUALLY PRIDE

Here at Pride Disability Services, we recognise at times the difficulties individuals can have in connecting with the community, engagement in social events, learning new skills, being involved in fun activities, living a fun life, health and fitness or even staying socially connected.

How does Virtual Support work?



Once you have submitted an expression of interest for supports with Pride Disability Services our Intake Manager will guide you through the whole process. It will be a smooth transition of information collection to establishing virtual supports to meet your needs. We will work with you and your Support Coordination team to meet your NDIS budget according to your chosen category of supports and we will arrange a meet and greet who will be working on your team. When you meet on line, its just like face to face; you have the opportunity to connect with one of our friendly support workers for a chat, where you can continue to work on your NDIS goals, and have personal one on one social conversation.

Virtual supports will never replace meeting staff in person, however we can give you even more choice and control when it comes to getting the right support at the right time – whether you live in Regional or Rural Victoria.



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Intake and Assessment

Pride Disability Services caters to participant needs, its important for us to know about you so we can provide the most person centred supports.

Information we collect may relate to you as an individual/partners or family, NDIS information, Covid status, likes and dislikes, requirements and preferences and any other important information we should know about you.

Our intake and assessments can be done either face to face or virtual / phone call

Your Legal Rights and Protections



NDIS participants have the right to be safe and to receive quality services from the providers and workers they choose to support them under the NDIS.

Protecting Your Privacy

Pride Disability Services understands how important it is for all of us to have information about us kept secure.

Pride Disability Services has a privacy policy which describes:

- How we use your information
- Some reasons why some of it may be given to other organizations or individuals from time to time.
- How you can find out what information we hold about you on our system
- How to correct information if it is incorrect
- How you may complain if you think we have mis-managed any of your personal or health related information
- How we will deal with that complaint.

Our privacy policy is available on our website pridedisabilityservices.com.au

Please note that we will not disclose any of your personal information without your consent unless we are authorised or required by law.



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Collection of your personal information

In addition to the information, you provide to us, we may also need personal information from medical professionals and other organisations so we can deliver support to you. We will only seek this information with your full consent.

Any personal information provided to us by you is protected under the Privacy Act 1988.

You can ask to see what personal information (if any) we hold about you at any time and can seek correction of that information if it is wrong.

If you do not provide all of the information we request from you:

- We may not be able to deliver all the services you want.
- Your service start up might be delayed.

Use and disclosure of your personal information

We will use your personal information to:

- Decide whether we can deliver you the support you are seeking from us.
- With you, prepare and review your individual plan of NDIS funded supports, or that part of the plan you wish us to deliver.
- Support you in accessing supports that are outside the NDIS that you are seeking our assistance with
- We will not use any of your personal information for other purposes or disclose your personal information to any other organisations or individuals unless authorised, or required by law, or you provide your consent for us to do so.

Storage of your personal information

We use a few computer systems to store personal information. These systems are used only by employees of Pride Disability Services. Our employees are not permitted to record, use or disclose the personal information stored on the system, except as it directly relates to their work, or as authorised or required by law.

The Privacy Principles contained in the Victorian privacy legislation:

Privacy and Data Act 2014,

the Victorian Health Records Act 2001 (**Health Records Act**) set the standard for the use and management of personal information collected by or provided to Pride Disability Services. This collection, use and disclosure statement explains how and why Pride Disability Services collects, uses and discloses personal information.

Information on the Rights and privacy principles can be found at;

<https://www.health.vic.gov.au/rights-and-advocacy/rights-and-privacy-principles>



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Concent to Pride Disability Services around Privacy, Emergency and Disaster planning

To submit your consent to Pride Disability Services around Privacy, Emergency and Disaster planning Click the link below.

CLICK HERE

Victorian State Disability Plan

To access the Inclusive Victoria State Disability Plan (2022–2026)
<https://www.vic.gov.au/state-disability-plan>

CLICK HERE

To obtain a copy of Pride Disability Services polices and procedures for client services Click the link below

CLICK HERE

CONTACT INFORMATION

OUR MANAGERS

If you wish to access update or change any personal or health related information, please talk to your local staff or your Service Manager.

Eva



0479 124 154



Eva@pridedisabilityservices.com.au

Fergus



0481 814 716



Fergus.rawluk@pridedisabilityservices.com.au



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FEEDBACK

If you have any concerns about the way Pride Disability Services are protecting your personal information, have a query or complaint about any support delivered to you, our processes or staff issues, please don't hesitate to talk to the Service Manager.

This is also the case for positive feedback. We love to acknowledge all our Pride Staff on behalf of clients for their great performance, extra efforts and the contribution that they give to our Company. This makes them feel that their support in the community is appreciated.

[CLICK HERE](#)

Pride Disability Services is not a crisis service.

If you are feeling overwhelmed or having difficulty coping or staying safe.

Contact Lifeline on **13 11 14** or
SMS Lifeline on **0477 13 11 14**

To access Resources List Click the link Below



[CLICK HERE](#)

To access Emergency Telephone number Click the link Below



[CLICK HERE](#)

[Visit our website with Pride](#)