



PMAbility

Participant Service Charter Feb 2022

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Introduction

PMAbility is a Plan Management Agency with the NDIS, offering participants support with financial and intermediary service activities (Improved Life Choices category in the Price Guide). Our services are like what a bookkeeper would offer. We have accountants and bookkeepers supporting us in our service delivery, but we also offer specialist support in NDIS related matters, such as claiming from the NDIS portal on your behalf, interpreting budgets in NDIS plans, and accessing the NDIS Price Guide to ensure all claims are processed successfully. Our aim is to support participants to become as independent as they can in managing their own support services and finances whilst providing them with the assistance they require throughout this process.

In line with this focus on Plan Management we are also available to businesses who simply want Bookkeeping Services. We offer a cost-effective bookkeeping service at a more competitive than having an in-house bookkeeper on staff or a part-time employee. Using a cloud-based accounting platform, we will help our customers automate and streamline many bookkeeping tasks, and significantly reduce the office paperwork.

We will also offer Support Connection and Support Coordination to NDIS participants, assisting you achieve your individual needs and goals.

Mission Statement

We seek to provide a mechanism for people to manage their funds to a set budget. We provide a customised approach, with visual reminders and graphics representation of their spending patterns.

Our Values

Respect

We respectfully encourage each person to exercise choice and control and respect the diversity of everyone's needs.

Empowerment

We actively listen to better understand individual needs and expressed aspirations, maximising independence and building confidence and capacity.

Integrity

We are open, professional, authentic and fair in everything we do.

Our Code of Conduct indicates we are committed to ensure that our conduct is of the highest standard, demonstrating honesty, integrity, confidentiality and competence.

This policy is in keeping with Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities. The purpose of this Charter is to empower participants to exercise choice and control in the support services they receive while ensuring appropriate protections are in place, and building the capacity of participants, their families and carers to make informed decision about their NDIS funds.

This compliments the NDIS Participant Service Charter which outlines participants rights, how they will be treated, and what they can expect from PMAbility.

Our Charter is available in a variety of formats and on the website.

PMAbility adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our supports to individuals.

Commitment to you

We will:

- ✓ provide you information about PMAbility in a way that is easy to understand.
- ✓ tell you about your rights and responsibilities.
- ✓ We aim to respond to phone enquiries and emails within one working day – and mail correspondence within 10 working days.
- ✓ protect the personal information that you provide us and only use it for the right reasons.
- ✓ inform you if you are not eligible for a service or if there is a waiting list.
- ✓ provide you with advice on other support that may be available.
- ✓ support you to be involved in discussions and decisions about the services that we provide to you.
- ✓ inform you about any decision that affects you and the reasons for our decision.
- ✓ provide information to help you make a complaint or aid resolve an issue with the supports we provide to you.
- ✓ provide connection to mainstream, community and funded supports to achieve your NDIS plan goals.
- ✓ make it easy to access and understand our information and decisions with clear timeframes communicated to you.
- ✓ provide access to supports free from violence, abuse, neglect, exploitation and discrimination.
- ✓ provide supports to you from workers that are competent, qualified and have relevant expertise in providing person-centered supports.
- ✓ provide supports that are overseen by strong competent operational management.

How you can help us

So that we can work well with you, we will need you and your support network to:

- ✓ provide us with current information about your support needs and goals.
- ✓ give us updated information when things in your life change such as a new email, phone number or address.
- ✓ let us know when things in your life change or might be about to change so that we can review and plan the right supports for you.
- ✓ always treat our staff with respect and dignity when they are working with you.
- ✓ do the things you have agreed to do, like keeping appointments with us.
- ✓ be respectful of other people using our services, PMAbility property and assets.
- ✓ give us honest feedback about our services.
- ✓ provide our staff with a safe (pets / smoke-free) environment to work in (participating in a safety assessment of your home environment).
- ✓ provide at least 24 hours' notice when you will not be available for a meeting or support from us.
- ✓ pay the agreed fees for our services provided.
- ✓ cooperate with us to develop, review and implement your Support Plan.