



# PMAbility

## Participant Service Charter

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## Introduction

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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.

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 into services, and in the provision of our support to individuals.

## Your Rights as a Participant

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At PMAbility, we follow the five key rights from the **NDIS Participant Service Charter**. These rights make sure you are treated fairly, safely, and with respect.

### 1. Respect

You have the right to be always treated with dignity and respect. We will listen to you, value your opinions, and support your cultural, personal, and individual preferences. We believe everyone should feel welcome, heard, and understood.

### 2. Access

You have the right to access services that meet your needs. This means we will make our services easy to understand, available in different formats if needed (like Easy Read or different languages), and make sure there are no unfair barriers to using our supports.

### 3. Choice and Control

You have the right to make your own choices and be in control of your supports. We will give you the information you need to make decisions, respect those decisions, and support you to be as independent as possible. You can choose who provides your services and how they are delivered.

### 4. Safety

You have the right to feel safe and be free from harm, abuse, neglect, or discrimination. We are committed to providing a safe and supportive environment. If something goes wrong, we will act quickly and appropriately to protect you.

### 5. Accountability

You have the right to be supported by a service that takes responsibility for what it does. If we make a mistake or if something goes wrong, we will take it seriously and fix it. You can give feedback or make a complaint at any time, and we will respond respectfully and fairly.

## Service Quality and Governance

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At PMAbility, we are committed to delivering safe, high-quality services that meet the needs of participants and follow the rules set out by the NDIS Commission.

### Staff Training and Conduct

All our staff follow the **NDIS Code of Conduct**, which means they must:

- Act with respect for your rights and privacy
- Deliver services safely and competently
- Speak up if something isn't right
- Respect your choices and dignity

Our team receives ongoing training to make sure they understand the latest NDIS Practice Standards and can provide person-centred, culturally sensitive, and rights-based support. This includes learning about:

## PARTICIPANT SERVICE CHARTER

- Participant safety and rights
- Risk management and incident reporting
- Financial and plan management procedures
- Conflict of interest and ethical conduct

### Continuous Improvement and Audits

We are always working to improve. We regularly review how we do things to make sure we meet high standards of care and support.

We:

- Take part in **internal and external audits** to check we are doing things right
- Ask participants and their supporters for **feedback** and use this to improve our services
- Investigate and respond to **complaints and incidents** to make sure they don't happen again
- Use lessons learned to train staff, update our policies, and improve outcomes

### Transparency and Service Reviews

We believe in being open and honest about the services we provide. We will:

- Involve you in regular **reviews of your supports** to make sure they're still right for your needs
- Clearly explain how decisions are made and who to contact if you have concerns
- Share information about how we're performing and what we're doing to improve
- Let you know how we've responded to feedback or complaints (while keeping personal details private)

Your voice matters. We see participants as partners in shaping the quality of our services.

## Alignment to NDIS Practice Standards

NDIS Standard	PMAbility's Contribution
Governance and Operational Management.	Our systems ensure service efficiency, staff oversight, and policy compliance
Rights and Responsibilities	We promote participant dignity, privacy, and decision-making
Provision of Supports	Our services are timely, reliable, and person-centred
Risk Management	We manage risks through safety checks, incident response, and data security

## 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 in a format / language you understand
- ✓ we aim to respond to phone enquiries and emails within one working day – and mail correspondence within 10 working days

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- ✓ be committed to cultural safety and welcome diversity. We respect and respond to the cultural, linguistic, and social backgrounds of every participant.
- ✓ 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

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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.