

My Ability Australia (MAA)

Frequently Asked Questions (Families & Clients)

What services does My Ability Australia provide?

We offer a wide range of NDIS supports, including Supported Independent Living (SIL), in-home and community supports, nursing and high-intensity supports, behaviour support, allied therapy, and short-term respite.

How do I start receiving support?

You can contact us directly, or your Support Coordinator/LAC can refer you using our online referral form. Once submitted, our intake team will contact you within one business day to discuss your needs and next steps.

Do I need to have an NDIS plan to access your services?

Yes, we are an NDIS-registered provider. However, we can also support families with information, resources, and planning if you are preparing for your first NDIS plan.

Where are your services available?

We currently operate across metropolitan Adelaide and selected regional areas. Please contact us to confirm if we can provide supports in your area.

How do you ensure quality and safety?

All our staff undergo NDIS Worker Screening Checks, hold relevant qualifications (Cert III and above), and receive ongoing training in person-centred care, safeguarding, and compliance.

Can I choose my own support worker?

Yes, wherever possible. We match participants with support workers based on skills, experience, and personality fit to ensure positive relationships.

What happens if I want to change my supports or provider?

You are in control of your plan. If you wish to adjust your supports, simply contact our intake team. If you choose to leave, we will provide a smooth transition and ensure continuity of care.

Who do I contact for urgent matters?

For urgent concerns about your supports, contact our 24/7 on-call number provided at intake. For emergencies, please dial 000.

How can I provide feedback or make a complaint?

You can submit feedback through our website, by phone, or by filling in our feedback form. We take all feedback seriously and use it to improve our services.

How can families stay updated?

Families can subscribe to our quarterly community newsletter or follow us on Facebook, Instagram, and LinkedIn for the latest updates and resources.