Client Advisory Group Code of Conduct

Version 1.0 | October 2026

1 . Purpose

The Client Advisory Group (**Group**) brings together My Plan Manager Group Pty Ltd (**MPM Group**) clients and people who support them to share their experiences and perspectives on specific issues shared with the Group.

The Group helps the MPM Group to understand what's working well, where improvements can be made, and how services can better meet the needs of the people who use them.

This Code of Conduct (**Code**) sets out the standards of behaviour expected of all Group members, MPM Group representatives, and the Group facilitator (**Facilitator**) when participating in Group activities. It applies to all meetings, written communications, and other Group activities.

The Facilitator will work together with members and others to create a respectful, safe, and welcoming environment where everyone has the opportunity to contribute.

2 . Member commitments

As a member of the Group, I will:

Respect others

- Treat all members, MPM Group representatives, and the Facilitator with dignity and respect.
- Listen to different experiences and perspectives.
- Respect cultural, linguistic, and personal differences.
- Allow other members time and space to contribute.

Respect privacy

- Keep personal and sensitive information shared in meetings private.
- Respect the privacy of other members and people connected to the Group.
- Only share information from Group meetings or activities with people outside of the Group if the MPM Group has given me written permission first.

Help create a safe environment

- Contribute to a welcoming and inclusive Group environment.
- Raise any concerns about safety or wellbeing with the Facilitator.
- Avoid behaviour that could cause harm, distress, or exclusion.
- Let the Facilitator know if I need support or accessibility adjustments to participate.

Participate honestly

- Share my views and experiences openly and respectfully.
- Let the Facilitator know if I have a personal, professional, or financial connection to a topic that may influence my views.
- Ask questions if I need more information or clarification.

Share feedback and ideas

- Share my experiences, ideas, and feedback.
- Help the MPM Group to understand what's working well and what could be improved.
- Stay focused on the topics being discussed.

3 . The MPM Group's commitment to members

MPM Group representatives and the Facilitator will:

- Treat all members with respect.
- Encourage everyone to participate in a way that works for them.
- Provide reasonable support or adjustments if they're requested.
- Create a safe and welcoming environment for discussion.
- Handle any personal information shared by members in accordance with the MPM Group Privacy & Dignity Policies and Procedures, which are available on the My Plan Manager and NDSP Plan Managers websites.

4 . If concerns arise

Any member who has a concern or complaint about the conduct of another member, an MPM Group representative, or the Facilitator, can raise it with the Facilitator. If the complaint concerns the Facilitator, it can be raised directly with the MPM Group.

The MPM Group will acknowledge and respond to complaints in a timely way, according to its usual complaints management processes.

If a member doesn't follow the Code, the Facilitator will discuss the issue with them and work with them to resolve it, where possible.

If the conduct continues, or if there's a serious or repeated breach of the Code, the MPM Group may, at its discretion, suspend or permanently remove the member from the Group.

The MPM Group will try to tell the member of its decision and the reasons for it before they're removed, except in cases where removing them immediately is necessary to protect the safety or wellbeing of others.

5 . Agreement

By participating in the Group, members agree to uphold the Code and contribute to a respectful, safe, and supportive environment for everyone.

I understand that a breach of this Code may mean I'm suspended or removed from the Group.

The MPM Group may amend this Code from time to time. It will provide members with reasonable written notice of any material changes. If members continue to participate in the Group after they're told of an amendment, that will be taken as acceptance of the updated Code.