MY Plan Manager

Client Advisory Group

Easy Read information for members



About this document



This document is an Easy Read guide.

Easy Read uses simple words and pictures to explain information.

This document is a summary of information about the Client Advisory Group for members.

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Welcome



Thank you for joining the Client Advisory Group.

We are happy to have you involved.

The group brings together people with different experiences and ideas.

By sharing your experiences, you can help us learn and improve.

We look forward to meeting you.

About the Client Advisory Group



The Client Advisory Group is a group of members who share **feedback** with My Plan Manager.

Feedback is information about your experiences, ideas, and opinions.

Your feedback helps us understand what works well and what could be better.

The group does not make decisions for My Plan Manager.

The group helps us understand what matters to the people we support.

We will tell members how their feedback has helped improve our services.

Your role as a member



As a member, we ask you to:

- Share your ideas and experiences if you feel comfortable
- Respect other members
- Keep group information private
- Follow the Code of Conduct
- Tell us if you need support to take part

You do not have to share anything you do not want to share.

You can ask questions at any time.

You can take a break if you need one.

Your first meeting



Your first meeting is a chance to:

- Meet other members
- Learn how the group works
- Ask questions

We will send information before the meeting.

You do not need to prepare anything special.

Many people feel nervous when joining a new group.

Take your time and join in when you feel ready.

Meetings



Meetings are held online using **Microsoft Teams.**

Microsoft Teams is an online meeting program.

You will receive an email before each meeting.

The email will include a link to join.

You can join using your web browser.

You do not need to download any software.

Meetings will usually last about 90 minutes.

There will be a break during the meeting.

You can take part in different ways:

- Speaking
- Using the chat
- Answering polls
- Sharing feedback after the meeting

Choose the way that feels most comfortable for you.

Meeting schedule



There will be 4 meetings each year.

Meeting 1: November/December 2026

Meeting 2: March 2027

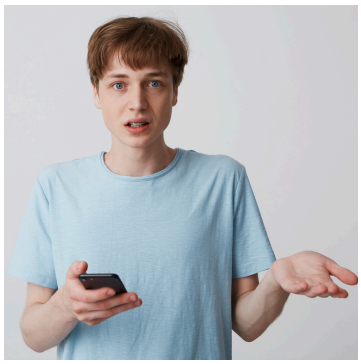
Meeting 3: June 2027

Meeting 4: September 2027

We will send dates and meeting invitations before each meeting.

If you cannot attend a meeting, please let us know as soon as possible.

Accessibility and support



We want all members to feel welcome and included.

If you need support to take part, please tell us.

We will do our best to help.

This might include:

- Communication support
- Accessibility tools
- Extra time
- Other reasonable adjustments

Accessibility means making something easier for everyone to use and take part in.

Important documents



There are some important documents about the Client Advisory Group.

These documents explain how the group works.

Before your first meeting, you will need to read, sign and return:

- Member Agreement
- **Confidentiality** Agreement
- Code of Conduct

You will also receive a **Conflict of Interest** Explainer.

A Conflict of Interest happens when a person's personal interests could affect their role in the group.

If you do not understand a document, please contact us.

We are happy to help.

Membership



Your membership lasts for 1 year but may continue for longer if both you and My Plan Manager agree.

If your circumstances change and you can no longer take part, please let us know.

If you stop using our plan management services your membership of the group will also end.

This is because membership is only for people who are currently using our services.

Member payments



You will receive an **Honorarium** of $150 for each meeting you attend.

An Honorarium is a payment that thanks you for your time and contribution.

The payment will be provided as a gift card after each meeting.

Being a member of the Client Advisory Group is voluntary.

Receiving an honorarium does not make you an employee of My Plan Manager.

Thank you



Thank you for joining the Client Advisory Group.

Your experiences and ideas are important.

By sharing your feedback, you will help us improve the way we support people.

We look forward to working with you as a member of the group.

Contact us



If you have questions, you can contact the Client Advisory Group Project Officer.

Our email address is:
communications@myplanmanager.com.au

Word list

Feedback
Information about your experiences, ideas, and opinions.

Microsoft Teams
An online program used for meetings.

Accessibility
Making something easier for everyone to use and take part in.

Confidentiality
Keeping information private.

Conflict of Interest
When a person's personal interests could affect their role in the group.

Honorarium
A payment that thanks someone for their time and contribution.