



Join our Client Advisory Group



Easy Read information

About this document



This document is from **My Plan Manager**.

When we say we, us, or our, we mean My Plan Manager.

This document tells you about our Client Advisory Group.

What is the Client Advisory Group?



The Client Advisory Group is a group of people who help us improve our services.

The group members tell us what they think about our business.

They tell us:

- what is working well
- what could be better
- what should change

Their ideas help us improve our services.

Why should I join?



You can:

- share your ideas
- tell us what you think
- help improve our services
- meet other people
- get rewarded for your time

We want to hear your opinion.

Who can apply?



You can apply if you are:

- a My Plan Manager client

You can also apply if you are:

- a family member
- a guardian
- a plan nominee

You do not need special skills.

You only need to be willing to share your opinion.

What will I do?



If you join the group, you will:

- join online meetings
- share your opinion
- listen to other people
- tell us what you think

You can be honest about your experience.

Your feedback will help us learn and improve.

How often will the group meet?



The group will meet online.

There will be 3 or 4 meetings each year.

We may send information before a meeting to help you get ready.

Who will be at the meetings?



The meetings will include:

- 8 to 10 group members
- a My Plan Manager staff member
- a meeting leader

Sometimes other people may join.

We will let you know who has been invited before the meeting.

Can I get support?



Yes.

We want everyone to be able to take part.

Tell us if you need support.

For example:

- Auslan interpretation
- Easy Read information
- help with technology

Asking for support will not affect your application to join the group.

Is it safe to share my ideas?



Yes.

We want everyone to feel safe and respected.

Everyone in the group must:

- treat others with respect
- keep information private

We have rules that help everyone work well together.

How do I apply?



Click the 'Apply to join' button on our website.

Complete the application form.

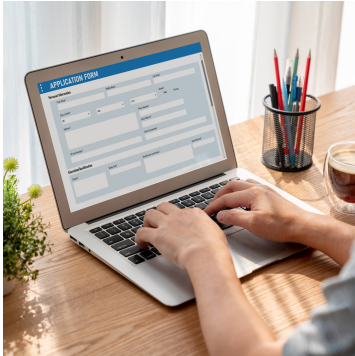
The form will ask:

- about you
- why you want to join
- what support you may need

Click the 'Submit' button at the end of the form.

Applications close on **Friday 2 October 2026 at 5pm.**

What happens after I apply?



Step 1

You complete the application form.



Step 2

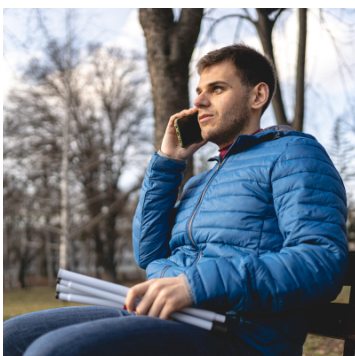
We read all applications.



Step 3

We choose a small group of members.

We want a group with different experiences and ideas.



Step 4

We contact everyone who applied.

We tell people if they have been selected or not.

We explain what happens next.

How long will I be in the group?



Members join for 1 year.

After 1 year, there may be a chance to stay in the group.

There may also be a chance for new people to join.

Any questions?



If you have questions, please contact My Plan Manager.

We are happy to help.

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



Plan Manager