



PARTICIPANTS SERVICE CHARTER

This Participants Service Charter outlines your rights, how you will be treated and what you can expect from **Plan Manage Assist**. It also sets out your responsibilities and what you can do to help us give you the best support and service we can.

Our vision

To be a leader in developing and supporting individuals with disabilities so they can thrive and participate fully in their lives.

Our mission

Quality service and support that will enable individuals to maximise their potential in life

Our commitment to you

Plan Manage Assist is committed to providing the highest quality level of support and service that we can. We will work with you to ensure that you get the assistance and support that is available and is right for you.

What you can expect from us

When you are in contact with **Plan Manage Assist**, we will:

- Treat you with courtesy and respect at all times
- Treat you fairly without discrimination
- Inform and uphold your rights and responsibilities
- Protect your privacy and personal information and only use it to deliver our services
- Communicate in a transparent, honest and timely manner
- Provide a quality, reliable service provided by suitably skilled people
- Provide an environment that is safe and free from harm

How you can help us

You can assist us to provide a better service by:

- Providing us with complete and accurate information
- Letting us know if you have any special needs
- Inform us if there are changes regarding your details or plan
- Provide honest feedback on our service and how we can improve
- Asking us to explain anything you are not sure of
- Acting respectfully and safely towards other people providing services and towards our staff