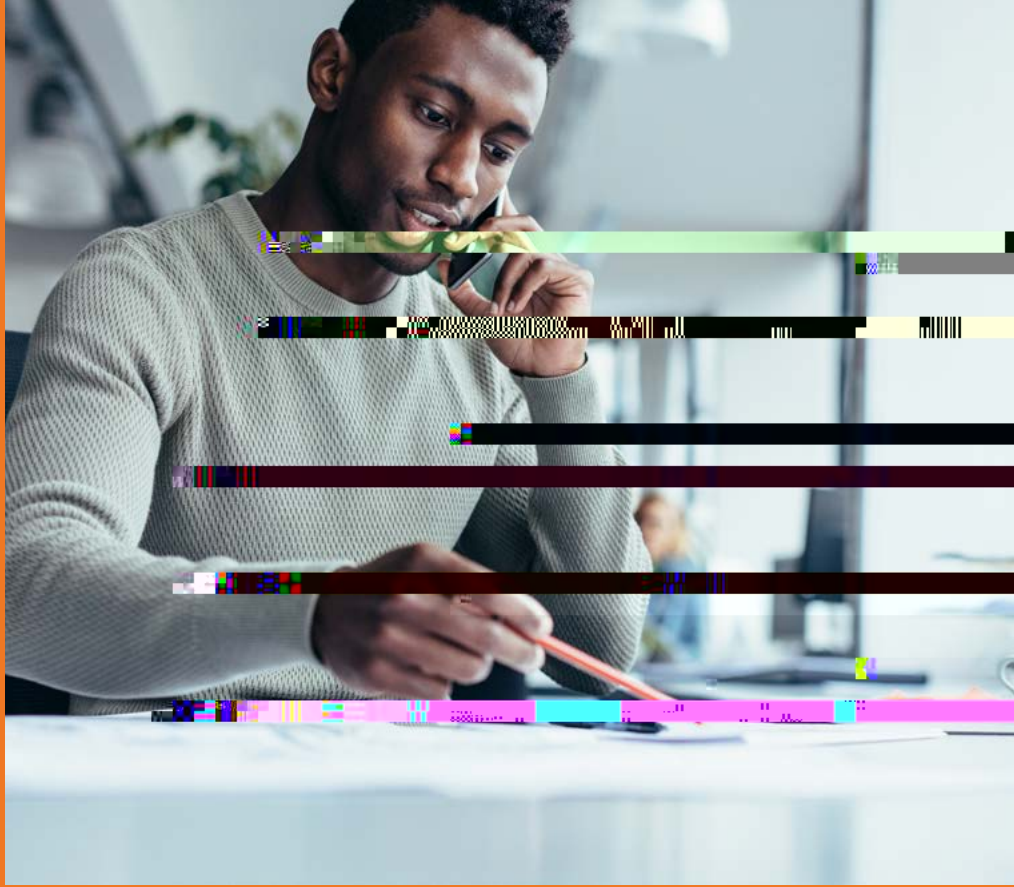


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Welcome to  
Able Futures



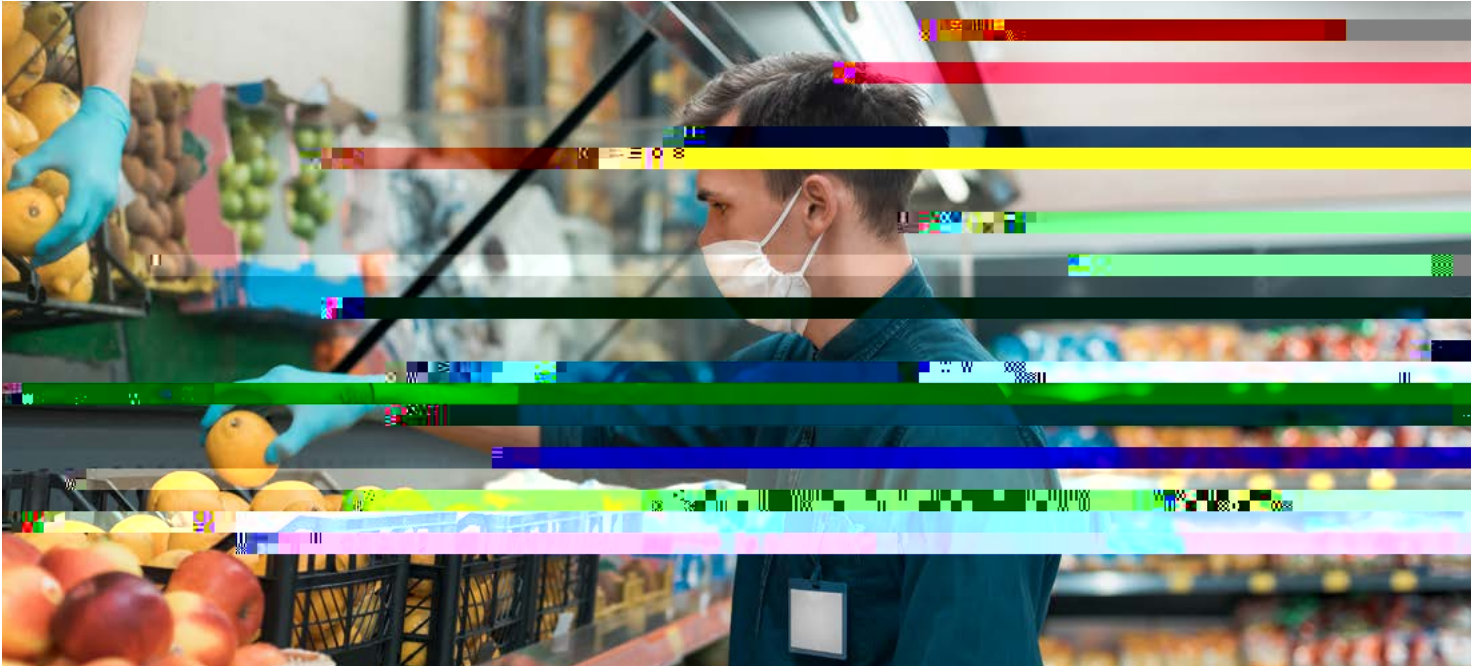


This support plan will be personal to you  
and at any time you can access a copy of it



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# What Able Futures will do for you



## We will provide you with:

- ✓ Nine months support through regular phone calls and online meetings
- ✓  $\text{Ü Ê? U }^{\text{TM}} \text{ 'Ä?}$
- ✓ A personalised package of support that is tailored to your needs
- ✓ 24-hour access to an online hub of information and resources
- ✓ Access to an out-of-hours telephone service
- ✓ Respect at all times and support with setting your own goals

## What we will do for you:

- ✓ Keep in regular contact with you
- ✓ Ensure you can easily contact us
- ✓ Encourage and act on your feedback
- ✓ Protect your personal information
- ✓ Provide you with equality of opportunity
- ✓ Focus on your safety and welfare



# Additional information

We use your information to help you access suitable support for your mental health at work, and if you give us permission may share some of your information with external partners, your employer or GP where appropriate. We comply with the General Data Protection Regulation 2018 and handle personal data properly.

Everyone has access to the same range of rights on the Information Commissioner's website:

We aim to provide a safe, supportive and welcoming environment for all participants, staff and partners. If you have any issues you feel we can help with in terms of your physical and/or mental wellbeing, you can speak to someone privately.

We pledge to take any disclosure seriously, we will never dismiss any allegation of abuse, we will support each case as required and we will engage with appropriate support agencies when necessary.

We ensure that our services can be accessed by everyone and that they are free from prejudice and discrimination. We are committed to creating and maintaining a culture where differences are recognised, respected and valued, and to ensuring all our staff and participants are motivated and treated fairly. We comply with the Equality Act 2010 and will do everything we can to ensure everyone has access to the same range of advice and information. We always listen to individual circumstances and we encourage everyone to demonstrate a positive attitude to difference and treat others with respect.

We do all we can to listen to feedback from everyone who participates on the programme and will share feedback with staff and participants and make improvements or changes where appropriate.

If you have a complaint about the service or wish to provide feedback, please speak to your Vocational Rehabilitation Consultant and ask for a copy of our feedback and complaints procedure and form.

Alternatively you can call our feedback and complaints team on 01273 822222 or email them at [feedback@workmind.org.uk](mailto:feedback@workmind.org.uk)



Remember, you can  
contact us at any time

General enquiries and  
out of hours support: