



# PARTICIPANT ORIENTATION CHECKLIST

This checklist is to be checked and signed by participant to confirm that they have the knowledge and understanding of this organisation's processes and procedures.

Participant to ✓ when they have been informed and understood each process.

- ☐ **rights and responsibilities**
  - ☐ how to exercise rights
  - ☐ able to have an advocate of choice
  - ☐ choose and control service delivery and life decisions
  - ☐ maintain and strengthen cultural, spiritual and other identities
  - ☐ participate in community
  - ☐ pursue own interests and preferences in short and long term
  - ☐ interpreter access
- ☐ **Complaints and feedback procedure**
  - ☐ How to make a complaint
  - ☐ How to give feedback
  - ☐ How to complete satisfaction surveys
- ☐ **Charter of Rights**
- ☐ **Information about the service including**
  - ☐ operating hours and locations,
  - ☐ our services
  - ☐ Point of contact – who to contact, contact details
- ☐ **Information from our organisation on eligibility for service access**
  - ☐ Appropriate resources,
  - ☐ Prioritisation
  - ☐ Waiting list management
  - ☐ Refusal and/or cessation of services
  - ☐ Costs
- ☐ **Actively engaged in developing planning strategies**
- ☐ **Advised of holistic, collaborative and strength-based approach, including family and carer capacity building strategies**
- ☐ **Informed that have the right to live in safe environment free from abuse**

This organisation has informed me of policies and procedures relevant to my support plan. I understand my rights and responsibilities during my time with this organisation

**Participant Name:**

**Participant Signature:**

**Date:**     /     /

**Staff member:**

**Staff Signature:**

**Date:**     /