

[insert organisation name/logo]

Service Orientation¹

[insert organisation name] aims to support a comfortable introduction to our program. The Service Orientation is carried out by the participant's Support Worker during the Program Entry process.

Policy

- Key policies & procedures
- Participant manual

Facilities

- Site orientation (program areas etc)
- Parking, toilets, staff room, cafeteria
- Security
- Evacuation points
- Other service sites

Resources for Participant Use, eg

- Stationery
- Computers/printers
- Telephone/fax
- Equipment & booking
- Meeting Rooms (venues & booking)
- Diary/Calendars
- What to do if equipment is in need of maintenance

OH&S

- OH&S contacts/procedures
- Incident reporting

Program Information

- Start/finish times (program hours)
- Dress code/uniform standards
- Reimbursement (travel, meals etc)

Directories

- Local health service directory
- Community services directory
- Key contact lists

¹ Adapted from Workplace Orientation Checklist <http://www.sarrahrtraining.com.au/site/index.cfm?display=143844>

Communication

- Means of communication with Support Worker
- Notice Boards
- Newsletters
- Website
- Facebook, Twitter

Information Management

- Personal File
- Local data/statistic collection systems

Community

- Town map
- Town facilities, location of other support providers & community activities

Committees & Meetings

- Local committees/ groups
- Scheduled meetings
- Other mechanisms for participant involvement in Service development, management and evaluation

Service Management

- Local Plans (strategic, operational)
- Management structure
- Communication channels

Safety and Service

- Critical incidents and emergency response
- Aggression / bullying (unsafe behaviour)
- Manual handling
- Infection control
- Evacuation procedure (muster point)

Self Care

- First aid
- Emergency Contacts
- What to do if needing urgent help
- [compliments] and Complaints procedures.

This checklist is adapted from: Services for Australian Rural & Remote Allied Health, *Workplace Orientation Checklist* <http://www.sarrahrtraining.com.au/site/index.cfm?display=143844> accessed 12th May 2011.