**[Insert organisation name/logo]**

**CLIENT ORIENTATION PACK (SAMPLE LIST)**

**Note\***

*This is an example of a list of items in a Client orientation pack to be provided to clients prior to treatment.*

*\*Please delete this note before finalising this document.*

The **[insert allocation position; for example, intake officer or allocated case manager]** is responsible for making sure that clients are given a client orientation pack at their initial contact with the organisation or at their initial assessment. Additionally, the contents of the Client orientation pack should be explained verbally to the client at their initial assessment and all subsequent reviews.

An interpreter service (telephone or a face-to-face interpreter) will be used with clients who do not speak English to ensure that they understand all the information contained in the orientation pack.

* Summary or brochure about **[insert organisation name]** and its services and fees
* Privacy notice and consent
* Feedback and complaints processes
* Client’s responsibilities
* AOD use in treatment agreement
* Computer and phone use guidelines
* Smoking/vaping policy
* Guidelines for shared areas
* Client valuables and personal possessions (lockable storage if relevant) and/or disclaimer
* Prohibited items list (sharp objects, weapons, lighters or matches)
* Emergency evacuation procedure
* Activity information sheet
* Activity/class calendar
* Meal times
* Client visitor request form, visiting times and visiting areas

Related policies may provide additional context and detail:

* Service and program operations
* Client clinical management
* Communications