SD – Making Welcome packs

Making Welcome Packs

- Welcome packs are to be sent out with every set of documents. New and renewing clients.
- Clients who have had a rolled over/extended plan, DO NOT require documents or welcome packs.

Documents to be included and put into blue headway folders (kept in storage room)

- Brevity App flyer -
- About Us
- Participant Handbook
- Consumer Information Flyer
- Make a complaint
- Compliment tell us when we are doing a good job)
- Local Service Providers List
- Child Rights – Easy English

All documents are to be printed in black and white, double sided.

File Path to find documents

M:\3. QMS\3. Policies & Procedures\2. PDF Controlled versions

Documents are named as below

SD - Plan Management - Consu	SD - Participant - Easy English - About l	SD - Participant - Handbook - Apr_21.p
SD - Plan Management - Local !	SD - Participant - Easy English - Compli	FINAL COPY-Brevity-App-Brc	Form - Participant - Make A Complaint Fo

Please now include Service Agreement – Print 2 copies, 1 copy is to have sign here sticker for client to sign, the other is the clients copy to keep.