**How to Participate at Scope**

It is important for organisations to ask people with disability how things need to be done.

This should include how services are planned, delivered, and run.

**Client participation** will help make Scope services work well for everyone.

At Scope, **client participation** means:

* voices are heard.
* change happens.
* decisions are shared.
* everyone is equal.

Scope has created a **Client Participation Framework**

This is a plan for how Scope will support clients to participate.

We understand people will want to participate in different ways.

Scope’s Client Participation Framework has **4 levels of participation.**

1. **Inform.**

**This means** I receive information that helps me make better decisions for myself.

**This might look like:**

* Talking to my support staff about my goals and making a plan so they happen.
* Taking part in house meetings at my home.
1. **Involve**

**This means** I have a say in the decision, solution, or the change. Scope asks my opinion, and this is respected.

**This might look like:**

* Helping to interview people who want to work as Disability Support Workers at Scope.
* Being a member of a Participant Reference Group for Social Connections.
1. **Collaborate**

**This means** I play a key role in the decision, the solution, or the change.

**This might look like:**

* Being a member of Scope’s Client Advisory Panel
1. **Empower**

**This means** I take the lead in the solution. I make the final decision.

**This might look like:**

* Being a member of Scope’s Board

Not everyone knows how to participate at each of these levels.

Scope will make sure that people get the right help to learn new skills. We want people to feel they can participate when and how they want.

The ways Scope will help might include:

* **Giving information**. This will be at the right time and in the right way for each person to understand.
* **Training**. This means learning to do something. It might include practising new skills.
* **Coaching**. This means helping someone get better at learning something new. When someone gets coaching, they get ideas how to do things differently.
* **Mentoring**. A mentor is someone who has experience in a role or job. When they provide mentoring to someone, they share what they have learnt and give advice.