

Caring for Clients

What is Consumer Directed Care?

You might hear words like CDC which means Consumer (Client) Directed Care. This is about the client and their families making decisions about what they want and not the service provider.

'I would like tucker everyday'

'I would like to go to the shop every Thursday'

'I need help to go to the clinic on Fridays'

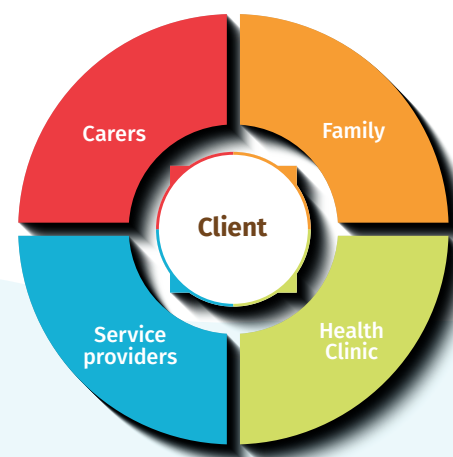
CDC is about client **centred** care. It is about doing with not for.

Consumer Directed Care (CDC) is about supporting the client to take greater control of their own lives by:

- focussing on their goals, like independence or staying well and healthy allowing them the freedom to choose the services they need

CDC is about the client making best use of what is available through:

- choice by giving them information and empowering them to make a choice
- control by involving the person in decisions about their own care
- flexibility – letting them make decisions about how they get their services, what services they get and when they get their services



Different programs and different levels of care

Home Care Package

Low level – help with meals and shopping, washing clothing

High level – medication prompts, showering, changing incontinence pads, foot care.

Flexible Aged Care Program

For Aboriginal and Torres Strait Islander people to get quality, flexible and culturally appropriate aged care services within a community setting and help the community be involved in the care of it's old people.

Client wellbeing and healthy living

The need to stay on country is important. To help clients stay on country we need to:

- follow routines each day like same thing, same time each day as it makes clients feel respected and does not confuse them
- avoid unexpected changes as it frightens people and they feel neglected and that people don't care

Clients are dependent on their family and carers for their wellness. So it is important to ensure clients:

- get their meals on time
- have showers to keep clean
- have activities to help them stay physically and mentally active
- get the support they need



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Enablement

This is about clients living the best life they can. This is important as we all feel better when we are well and helping ourselves.

Enablement is about 'Doing **with** not doing **for**'. This keeps people independent for longer.

Elder Abuse

The Council of Aboriginal Elders say:

"Any abuse of an Aboriginal Elder is a real dog act.

It's a real shame job.

We will not tolerate it."

Do you want to keep our culture? The Elders are the custodians of Aboriginal Culture. It is because of them that we still have our precious culture.



What does Abuse look like?

Humbugging Elders for food, money, medication or things

Cutting Elders off from their community support

Starving Elders of food, money and every day needs

Bashing an Elder

Threatening Elders with violence

Threatening Elders that they will not see their grandchildren

Signs of Abuse

Crying

Fear

Shaking

Changes in eating or sleeping

Not wanting to go anywhere

Not wanting to look at you

Not wanting to talk about someone or some things

Privacy and Confidentiality

Dignity and respect - Every person has the right to respect and the right to be treated fairly by others.

How to show respect for your clients.

- treat everyone equally
- show respect to other workers, clients and other members of the community
- respect client's property
- always call out or knock on a client's door in their home, bedroom and bathroom
- Keep private client information private
- wear your uniform and keep it clean
- follow the Care Plan
- don't gossip about clients or other staff members
- don't tell clients what to do
- don't humbug clients

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Top Tips

- show clients dignity and respect.
- help your clients to stay healthy by doing with not for
- elder abuse is not tolerated
- keep client's business private

