

Communication at Work



Communication can happen in many ways



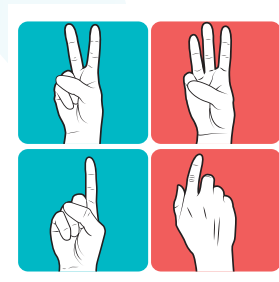
Talking



Writing



Social Media



Hand Gestures

Talking to your Clients

If you are working with Indigenous or non-Indigenous elderly clients it is important to remember the best ways to communicate with them.

Remember your client is an adult, they are old but not silly. Always show respect by giving them as much control of the situation as possible.

- smile and relax – this will create a safe environment for the client
- tell them who you are, and where you are from or which family you are from
- do not just do all the talking, listen to what they have to say as they will provide hints at what they would like to find out and limits them having to repeat themselves all the time
- watch for different body language this will tell you if they are comfortable with what you are saying and doing
- accept that some of your clients will not be comfortable with making eye contact but just because someone is not looking at you does not mean they are not listening to you
- silence is okay and wait for your turn to speak
- establish a two way exchange and allow the client to volunteer information of their own

Try and ask open questions

- tell me about where you grew up?
- tell me about your family?
- what was it like when you were young?
- think about how physically close you are to them and if it makes them feel uncomfortable
- seek permission prior to touching, be respectful of their body
- if you are unsure that they have understood what you have said to them check again
- always allow time for information to be understood
- provide each client with choices



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Talking with other staff, your manager and other services

- smile , relax and always say hello at the beginning of the day
- listen to what others say and always show respect
- be polite and try to help others when you have finished your work or they need a hand
- do what you are asked to do and speak to your manager or another worker if you are unsure
- make sure your body language is polite and respectful
- answer the phone respectfully, with 'Good morning, Aged Care Centre, Molly speaking...'
- if you have a problem with anyone in the workplace, speak to your Manager



- Right Height
- Right Voice
- Right Language
- Right Topic
- Right Respect

Documentation and Reporting

Documentation is part of your work. Community sector organisations cannot do their work unless staff complete clear and accurate documentation. Good documentation is important because:

- it helps ensure the client's personal care has been completed
- missing things like medication prompts, meals and showers can affect a client's health
- it provides a record of health including changes in the client's physical and mental health
- it is legal record of the care provided

Documentation must:

- follow policy and procedures
- be clearly written so it can be understood
- be accurate
- be written down as soon as possible on the day it happened, not when you remember

Report to your manager any changes in your client or your workplace, even if they seem unimportant.



Communication at Work Top Tips



- show respect
- listen carefully
- watch what their body language tells you
- provide choices
- document care accurately and on time