



Communication

Purpose

The purpose of this policy is to ensure effective communication between staff, clients, their families, and other stakeholders in the disability and age care sector. Effective communication is critical in ensuring the delivery of high-quality care and support services to clients.

Scope

This policy applies to all staff members, clients, and their families involved with Coastal Care.

Policy Statement

Coastal Care is committed to promoting effective communication that is respectful, inclusive, and responsive to the diverse needs of our clients and their families. We aim to ensure that all communication is clear, timely, and appropriate to the individual's needs.

Procedure

Language and Communication Needs Assessment

We will identify the language and communication needs of our clients and their families and provide appropriate support to enable effective communication. This includes providing interpreters, translators, and assistive technology devices where required.

Communication Channels

We will ensure that clients and their families have access to a range of communication channels, including face-to-face, telephone, email, and video conferencing. We will use the preferred communication channel of the client and their family where possible.

Communication Plan

We will develop a communication plan for each client that outlines their preferred communication methods and the frequency and timing of communication. The communication plan will be reviewed regularly and updated as required.

Communication Training

All staff members will receive training on effective communication techniques, including active listening, using plain language, and cultural sensitivity.

<i>Client Communication POLICY PROCEDURE</i>		<i>Version:</i>	<i>1.0-23</i>
<i>Endorsed by:</i>	<i>CEO</i>	<i>Effective Date:</i>	<i>12/04/2023</i>
<i>Person Responsible:</i>	<i>Service Manager</i>	<i>Next Revision Date:</i>	<i>12/04/2025</i>



Feedback and Complaints

We will encourage clients and their families to provide feedback and raise any concerns or complaints they may have about the service. We will ensure that complaints are handled promptly, confidentially, and with respect.

Confidentiality and Privacy

We will ensure that all communication is confidential and complies with relevant privacy legislation.

Continuous Improvement

We will continuously review and improve our communication policy and procedure to ensure that we are providing the best possible service to our clients and their families.

VARIATIONS

Coastal Care reserves the right to vary, replace or terminate this policy from time to time.

RELATED DOCUMENTS

- Organisational Chart
- Position Descriptions
- Complaints and Grievances
- Access and Equity
- Privacy and Confidentiality
- Social Media Use

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