WORKSHOP 3

11TH AUGUST 2025

GETTING AN OVERVIEW OF THE CURRENT TOOLS → HOW DO THE TOOLS AFFECT COMMUNICATION?

MOST TOOLS FOCUSSED ON SPECIFIC HEALTH CONDITIONS

DIAGNOSIS AND EDUCATION

AN EXPLAINATION OF WHAT THE DIAGNOSIS MEANS

STAFF SHOULD HAVE AN UNDERSTANDING & HEALTH CONDITIONS (DEMENTIA, STROKE ETC.) AND HOW THESE IMPACT COMMUNICATION

PATIENCE TOLERANCE EMPATHY

ASKING THE CLIENT HOW THEY'D LIKE TO BE COMMUNICATED TO

ANY CHANGES TO COMMUNICATION NEEDS SHOULD BE CLEARLY HIGHLIGHTED IN A SUMMARY

TECH LITERACY AND ASKING HOW THEY WOULD **NOT** LIKE TO BE COMMUNICATED WITH

GENERAL LITERACY

DIGITAL LITERACY

CONSIDERING CULTURAL SAFETY AND COMMUNICATION

COMMSNAP SHOULD...

WHAT CONTENT SHOULD BE IN COMMSNAP?

WHAT FORMAT SHOULD THEY BE?

THE FORMAT SHOULD BE FLEXIBLE: A DIGITAL VERSION FOR STAFF, AND A PRINTABLE VERSION FOR OLDER PEOPLE

COMMSNAP SHOULD BE LINKED TO THE ADVANCE CARE DIRECTIVE AND OTHER RELEVANT DOCUMENTS (WITH CONSENT)

THE TOOL SHOULD BEGIN WITH A CLEAR RATIONAL: WHAT IS IT FOR? HOW IS IT USED? WHAT ARE ITS STRENGTHS? (EG. SUPPORTS PERSON-CENTRED CARE, REDUCES REPETITION, SERVES AS A LIVING DOCUMENT)

STRATEGIES OF COMMUNICATION AND DIAGNOSIS

FOCUS ON, AND CHECK IN WITH THE INDIVIDUAL

WORKING TO UNDERSTAND THE INDIVIDUAL

GIVING UNDERSTANDING TO PRIVACY & ADDRESSING THE PATIENT, NOT THE SUPPORT WORKER OR FAMILY

SOMETHING IN WRITING TO CONFIRM WHO TO SPEAK TO

AUSTRALIA WIDE DIRECTORY OF PROVIDERS

A QUESTION ABOUT WHO HAS ACCESS TO YOUR CURRENT CONDITION

REGULAR ENGAGEMENT IN PERSON

CHECKING IN

CONSIDERING HEARING AIDS IN HIGH NOISE AREAS

MONTHLY MENTAL HEALTH CHECKS → NEW DIAGNOSIS WITH MORE CHECK INS

CONSIDERING HOW VARIOUS CULTURES WORK WITH MENTAL HEALTH

A FAMILY CONNECTION TO ENGAGE WITH AN OLDER PERSON → CONSIDER THE PERSONAL PREFERENCE AND JUST ASK

KEEPING TRACK OF HEARING AID DEVICES AND STORAGE

TRANSLATION → WORKERS TO HAVE THE APP ON THE PHONE

WHEN ASKING OLDER PEOPLE WHAT MATTERS TO THEM, CONSIDER ASKING LATER, GIVE THEM TIME TO REFLECT

RESPECT FOR PERSONAL & PHYSICAL BOUNDARIES

"HOW WOULD YOU LIKE ME TO SPEAK?"
- TONE
- VOLUME
- SPEED

CONSENT IS CRUCIAL

CONSIDERING INDIVIDUAL NEEDS AND REQUIREMENTS → FUNCTIONAL IMPACTS OF SUPPORT

VIDEO TO EXPLAIN THE PROCESS OF END OF LIFE CARE AND PROCESS

STAFF SHOULD RECIEVE TRAINING ON HOW TO USE COMMSNAP

IT'S NOT JUST ABOUT DOCUMENTING, IT'S ABOUT ACTIONING AND EDUCATING

TIPS FOR WORKERS

THE RIGHT PEOPLE IN THESE JOBS

EMPATHETIC COMMUNICATION → NOTES ON DIFFICULT CONVERSATIONS

ENSURING THE TOOL DOESN'T IMPACT IN PERSON CONNECTION