



Communication Policy and Procedure

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Date	14/4/2021
Consultation process	Review of government resources available Team member feedback sought at clinical team meeting on 14/4/2021
Proposed review date	14/4/2022
Location of this document	Microsoft TEAMS – ‘Policy_Procedures_Handbooks’
Location of information for clients	Client Handbook on Website

Policy

Darling Downs Therapy Services (DDTS) is committed to ensuring our clients’ human rights are upheld in all circumstances. Communication is a key human right and DDTS seeks to communicate with our clients and about our clients (e.g. when writing reports etc.) in ways that respect their individual rights, support needs and situations.

We aim to meet this commitment by:

- listening to, and working with, our clients and their support networks
- providing support that puts the client at the centre of what we do
- encouraging active participation and choice-making from our clients at each stage of our service delivery
- understanding that our clients may have individual requirements when it comes to communication and utilising the communication methods and practices that they identify that meet these individual needs
- being committed to ongoing professional development and being aware of resources available (e.g. interpreting services, easy read services, technology etc.)
- working with nominated others to ensure effective communication with the client (e.g. interpreters, communication partners, speech language pathologists etc.)

Procedure

- The DDTS referral form requests client information including ‘communication method’ as an initial means of gathering information on the potential communication needs of the person
- DDTS is committed to working with any people/organisations that the client nominates to be involved in their interactions with us – including language interpreters, Auslan interpreters or other support people that the client nominates to assist them with their communication and interactions with us
- The client is encouraged to be actively involved at each stage of our service delivery and to provide input into any decision making in relation to the services we are providing
- DDTS ensures employees and contractors have an understanding of the resources available to support an individual’s communication and how to access these services (e.g. language interpreters, Auslan interpreters, easy read resources, technology, visual resources for clients with complex communication needs)
- DDTS has resources available to employees and contractors such as the Boardmaker software program so that visual resources can be developed for individual client situations as needed
- All communication (including written communication such as reports, plans) uses the principles from key publications such as ‘A Way with Words’ (see link below for the resource) and any preferences an individual may have in terms of outlining their situation and support needs (e.g. ‘person first’ approach or ‘identity first’ approach).

Resources:

- <https://www.qld.gov.au/disability/community/communicating>
- https://www.qld.gov.au/data/assets/pdf_file/0022/58540/complex-communication-needs.pdf