



## COMMUNICATION

*All communication with consumers, carers and family members must be:*

### EFFECTIVE

- To ensure the consumer has full and complete understanding of their situation, options, treatment and care
- To give service providers confidence that the consumer has given informed consent for treatment
- Between all agencies who are involved with the consumer's care
- Service providers must be open to learning from the feedback from consumers and their family members and carers. All staff need to listen, show respect and be tolerant for the individual's healing and recovery process

### CONTINUOUS

- Throughout the whole patient journey

### APPROPRIATE

- *For the consumer and their situation, for example:*
  - do you need a translator?
  - does the consumer want to have their carer or family member present when explanations about treatment and care options are explained?
  - would a diagram be useful?

## HOLISTIC CARE

*Health consumers appreciate when service providers see them as an individual and a 'whole person' - not just as an illness or collection of symptoms. In particular, consumers and carers value when service providers:*

- Acknowledge and act, whenever possible, on the consumers preferences, values and needs
- Understand the importance of family members and carers for healing and recovery
- Work in partnership with consumers and carers
- Gain an understanding of all the issues the consumer is facing in order to treat the whole person
- Treat the consumer with kindness, compassion and concern
- Suggest other community services or health professionals that may be better suited to assist with the consumer's emotional, social and financial needs
- Consider the consumer's emotional, social and physical wellbeing throughout the whole health journey
- Provide effective and appropriate follow up treatment and support
- Promote patient autonomy and quality of life
- Support people to be safe and well in their own home
- Encourage work cultures that enable and promote quality, safe care and aspire to zero harm

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