CLIENTS WITH SPECIAL NEEDS

Non-English Speaking Clients

Wherever possible, in cases where the client does not speak English an interpreter service should be used to ensure that the client understands the assessment and review process, the services being offered, the complaints process and the general information provided in the Client’s Handbook.

The need for an interpreter service should be clearly identified at the front of the client’s paper file and in their electronic records.

Aboriginal Clients

Crows Nest Centre will endeavour to provide Aboriginal clients with culturally appropriate services, and where possible, services are to be delivered by Aboriginal staff. Staff should ensure that the information regarding the assessment, review and services are available in culturally appropriate formats and are clearly explained and understood by the client.

Clients Who Cannot Read or Write

In cases where a client cannot read or write, staff should ensure that the information in the Client’s Handbook, and information regarding the assessment, review and services are clearly explained and understood by the client.

Other Special Needs Groups

Staff are given opportunities to attend training in how to deal with people with specific disabilities and every effort is made to ensure that services are delivered in an appropriate and sensitive way. For people with severe intellectual, psychiatric or brain injury disabilities, the focus will be more on ensuring that the carers or advocates are fully aware of the contents of the Client’s Handbook and that they are aware of the information regarding assessment, review, care plans and services. However, to whatever extent possible the client should be given the same information and their questions answered.

Records

Records should be kept to monitor all requests for services, the outcome of the request and if service is refused, the reason for refusal.
Providing a Service to an Aboriginal Client

When the client is also Aboriginal, the following protocol should be followed, so that care can be provided taking into consideration the cultural background of that person/family.

1. When first making contact with the client, find out if they would like a person (worker) from the Aboriginal community to be involved as their advocate. (Sometimes this will be the person making the referral, or someone they know or have had dealings with in the past.)

2. Find out if there is any extended family who might be able to assist. Point out that the extended family may be able to have extra assistance to do the care required.

3. If there is no extended family, discuss the possibility of providing an Aboriginal caregiver, and who might be available. (It may be necessary to directly recruit from within the client’s community. The liaison person could possibly assist with this.)

4. If placement of a non-Aboriginal worker is necessary, then, as with all placements, every effort is made to introduce a staff member who would be sensitive to the needs of the client and their family. (The client/family must be happy and agree to the placement before it can go ahead).

5. If the client requires on-going care, then every effort will be made to find a suitable Aboriginal caregiver. (In such situations liaise with other Aboriginal services, to see if they can assist.)

6. When speaking with the client/family find out what other services and/or activities they would like to use within the Aboriginal community and contact that service to see if the person could be included if they had their own carer.

7. Follow up after the placement (again the Aboriginal advocate/liaison person can be useful) to find out any difficulties, etc. and seek to address these as soon as possible.

8. Once a client/family has used the service and feel it has worked for them, encourage them to speak to others who may be interested, but still doubtful.

Adopted

Reviewed

To be reviewed 2009