

Section 4

INCLUSIVE COMMUNICATION & LANGUAGE GUIDE

ABOUT THIS SECTION

This section contains the tools that you can use with your team and/or consumers when reviewing existing or developing new inclusive communication material. Working through the guide is a staged process. Allow the time and resources to do this and to action the improvements that you identify.

The guide contains:

- Diagram- 'Staged approach to developing inclusive communication'
- Template
- Checklist
- Good practice examples including:
 - Phrase alternatives
 - EMR Alliance example
 - Website examples from service providers

DEVELOPING INCLUSIVE COMMUNICATION

Diagram 1 - A staged approach

Every interaction with current and prospective service users is different. Decisions about the communication approach, key messages and the depth of information to include in your communication requires you to consider three key elements: a) the purpose of the communication, b) the target audience and, c) how to maximise accessibility from a wellness and diversity perspective. The diagram below is a graphical representation of the template that follows.



template:

Developing inclusive communication

The following template is designed to assist you to develop/redevelop communication that incorporates inclusive messages based on an understanding of diversity. Work through the template to identify the 3 key elements: **purpose of communication**, **target audience** and **maximising accessibility** as discussed in diagram 1 (previous).

Brainstorm with your team, volunteers and/or consumers. Once you have completed this section you will be clear about what you want to communicate, why, who your target audience is and what platform/s you intend to use.

Steps	Actions and comments																		
<p>Define the purpose of communication Write a statement of purpose that describes what you want to happen in response to the intended communication (the outcome). Be specific. <i>e.g. We want to increase the number of people who attend the Friday social group by 10%</i></p>																			
<p>Clearly define your target audience Who will be participating in your program? Do they have particular needs you should be aware of, or that your service caters for?</p>																			
<p>Accessibility Describe any specific characteristics of the target audience that will affect how they access your service information</p> <table border="0" data-bbox="152 858 1480 954"> <tr> <td>Age</td> <td>LGBTIQ</td> <td>People with a disability</td> <td>Socially isolated</td> </tr> <tr> <td>Gender</td> <td>Dementia</td> <td>Homeless/at risk of homelessness</td> <td>Other (please list)</td> </tr> <tr> <td>Culture</td> <td>Aboriginal & Torres Strait Island</td> <td>Financial disadvantage</td> <td></td> </tr> </table> <p>Describe any known preferred communication approaches of the target audience</p> <table border="0" data-bbox="152 1062 640 1158"> <tr> <td>Large print</td> <td>Communication board</td> </tr> <tr> <td>Braille</td> <td>Other (please list)</td> </tr> <tr> <td>Pictograms</td> <td></td> </tr> </table>	Age	LGBTIQ	People with a disability	Socially isolated	Gender	Dementia	Homeless/at risk of homelessness	Other (please list)	Culture	Aboriginal & Torres Strait Island	Financial disadvantage		Large print	Communication board	Braille	Other (please list)	Pictograms		
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Large print	Communication board																		
Braille	Other (please list)																		
Pictograms																			
<p>Key messages Identify the key messages you want to communicate <i>e.g. We offer you the opportunity to connect with others... Our priority is.... Having fun doing what you want...</i></p>																			
<p>Communication platform Identify the communication platforms you intend to use</p> <table border="0" data-bbox="152 1398 1167 1493"> <tr> <td>Newsletter</td> <td>Poster</td> <td>Newsprint</td> <td>Instagram</td> </tr> <tr> <td>Brochure</td> <td>Online website</td> <td>YouTube</td> <td>Twitter</td> </tr> <tr> <td>Information Booklet</td> <td>Radio</td> <td>Facebook</td> <td>Other (please list)</td> </tr> </table>	Newsletter	Poster	Newsprint	Instagram	Brochure	Online website	YouTube	Twitter	Information Booklet	Radio	Facebook	Other (please list)							
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INCLUSIVE COMMUNICATION AND LANGUAGE CHECKLIST

How to use the checklist and supporting tools

Once you have completed the template, you can work through the checklist to identify areas of improvement. Remember, it is not necessary for every piece of communication to include all the elements of good practice detailed in the checklist below. Rather, each piece will include different elements depending on what you have identified as being a priority in the preceding template. If you need more detailed information about a particular diversity group or area revisit section 1, 2 and 3 for more specific information. As you move forward think about the timelines, person/s responsible and relevant budget allocation to make this happen.



The checklist focuses on the following areas:

- Language and visuals
- Design and format
- Diversity, wellness & reablement

Checklist Process

Step 1:

Read each of the questions under the elements of good practice and decide if they apply to your communication material. Include any comments about changes needed and identify actions required

Step 2:

Review the results and discuss the required actions needed with your team

Step 3:

Develop and implement a plan to modify your communication material, you may want to involve consumers in this process. Revisit the phrase alternatives, EMR Alliance example and website examples to get ideas

Step 4:

Reassess your material using the checklist to ensure that everything is covered in your revised version



INCLUSIVE COMMUNICATION AND LANGUAGE CHECKLIST

Use the checklist to review your communication material (print or electronic) against the relevant elements of good practice.

The first two sections: 'Language & Visuals' and 'Design & Format' should always be considered when reviewing your communications material.

You will need to decide which elements within the Diversity, Wellness & Reablement section you wish to consider, depending on your target audience and the messages that you want to deliver.

Language & visuals				
Elements of good practice (Indicate Yes, Sometimes or No)	Y	S	N	Comments and actions
<p>Communication is documented in plain language Are your key messages clear and direct? Do you avoid the use of acronyms, complex medical terminology, and jargon (e.g. social isolation, person centred, ASM)?</p>				
<p>Communication accurately describes your intended target audience Is the intended target audience clearly identifiable? Are the program's key eligibility requirements identified and do these align with program funding requirements? Do you encourage people to explore options based on their individual circumstances?</p>				
<p>Using a motto or catch phrase If you use a motto or catch phrase does it reflect your organisation's values, principles, mission or quality statement?</p>				
<p>Service or activity is clearly described Do you clearly name and describe the benefits of the service or activity you are offering? e.g. <i>social outing group, occupational therapy – supporting you to live independently at home</i></p>				
<p>Using flags and symbols Do you display symbols and written acknowledgements to demonstrate your commitment to providing a safe and inclusive environment? If you are using the Aboriginal, Torres Strait Island, Rainbow, Transgender flags or the interpreter symbol are they accompanied by supporting text? Do staff understand why these are used and does staff practice align with the messages you are trying to communicate?</p>				
<p>Images reflect and empower our community Do images reflect the diversity of your consumers, service and the community in general? Are the images empowering and positive? e.g. <i>'doing with, not for' or people actively involved in activities</i></p>				

INCLUSIVE COMMUNICATION AND LANGUAGE CHECKLIST

Design & format				
Elements of good practice (Indicate Yes, Sometimes or No)	Y	S	N	Comments and actions
<p>Font is easy to read</p> <p>Does the communication use a plain font that is easy to read? e.g. arial, calibri. Do you use colours that enhance the communication and is easy to read? e.g. dark print</p>				
<p>Communication layout maximises readability</p> <p>Do the colours and format of your communication maximise readability? e.g. Have you used white space, columns or images to break up text or draw the reader to the key messages?</p>				
<p>The communication platform is representative of the way the target audience access information</p> <p>Have you chosen a communication platform that is accessible and appropriate for your target audience? e.g. newsletters, media (radio or newsprint). Have you explored the use of alternative communication aids? e.g. communication boards, large print, braille, pictograms?</p>				

INCLUSIVE COMMUNICATION AND LANGUAGE CHECKLIST

Diversity, wellness and reablement				
The following questions relate to the information in section 3. These are a guide to inclusive communication. You will need to decide which elements within the Diversity, Wellness & Reablement section you wish to consider, depending on your target audience and the messages that you want to deliver.				
<i>Elements of good practice (Indicate Yes, Sometimes or No)</i>	Y	S	N	<i>Comments and actions</i>
<p>People living with Dementia Does your communication explain dementia in a way that is sensitive to people's understanding of dementia including cultural considerations? Do you use empowering language?</p>				
<p>Aboriginal and Torres Strait Islander peoples Does your communication describe how you connect with, and/or are committed to supporting local Aboriginal clients/communities? Do you acknowledge Aboriginal and Torres Strait Islanders as the traditional owners of the land? Are you using correct terminology when talking about Aboriginal and Torres Strait Islander peoples?</p>				
<p>People from CALD communities Is your communication culturally appropriate and appealing for the targeted audience taking into account specific language, ethnic or cultural group/s? Does your promotion demonstrate your commitment to, or experience in working with CALD communities?</p>				
<p>People who identify as LGBTIQ Does your communication specifically address LGBTIQ people in a positive way and describe how your service is committed to being welcoming and safe? Do you promote a positive connection with LGBTIQ communities through cases studies or quotes? Do you use images, symbols or flags to promote a welcoming environment?</p>				
<p>People with a disability Do you use empowering, inclusive language and terminology that focuses on the strengths and capabilities of people with disabilities? Do you focus on ability rather than disability?</p>				
<p>People experiencing financial and social disadvantage Have you clearly communicated the costs of your services and any financial support or waivers for people who cannot afford the services? Have you communicated the fee structures and support available to all staff? Does your communication explain how people can form social connections?</p>				
<p>People of all gender identities Does your communication material positively represent men, women, transgender and gender diverse people? Is your language gender neutral and free of stereotypes? Does it consider their preferences, needs and support? Have you clearly communicated the rationale for any gender specific services?</p>				
<p>Older people Do you use words and images that reflect positive ageing? Do words and images promote independence or 'doing with' and not 'doing for'?</p>				

INCLUSIVE COMMUNICATION AND LANGUAGE CHECKLIST

Wellness & reablement				
Elements of good practice (Indicate Yes, Sometimes or No)	Y	S	N	Comments and actions
<p>Promoting Wellness & Reablement Does your communication use positive words, phrases or visuals that are enabling and promote wellness, independence and connection to others?</p>				
<p>Respecting peoples values Do you include affirming language to demonstrate that you are interested in who people are and how they wish to live their life? e.g. <i>we listen; we value people's life stories and experiences</i></p>				
<p>Building capacity Does the communication describe how you help people to build their capacity to improve or retain the things that are important to them? e.g. <i>We will support you to get back to the things you enjoy doing</i></p>				
<p>Enabling Choice Does your communication describe how you enable choice for people, their scope of involvement and the degree to which they can exercise choice? e.g. <i>We will work with you in a way that best meets your needs</i></p>				
<p>Supporting autonomy Does your communication describe how you support a person's independence, irrespective of how each person defines independence? Do you use language that empowers people, such as <i>'we listen to you, you decide what's important'</i></p>				
<p>Planning Does your communication describe how you support clients to develop a plan and the benefits of this approach?</p>				
<p>Working together Do words, phrases and visuals describe the extent to which people (including clients, family, friends or other service providers) are involved in the care process and how this partnership approach will shape the way services are planned and delivered?</p>				
<p>Being flexible and responsive Does the communication convey flexibility, responsiveness and adaptability when supporting clients? e.g. <i>'providing unique support responses'</i></p>				

PHRASE ALTERNATIVES

Choosing the right language can be challenging when you are developing or modifying communication material. The following strengths based phrase alternatives have been suggested as some good practice examples to consider when developing your communication material.

Instead of:	Use these strengths based alternatives
Our program helps frail, elderly people...	We can support you as you age.... Our program supports people over 65 years....
Our program reduces social isolation...	When you join you will meet people, make new friends and do the things you enjoy We want you to feel at home and connected...
Our PAG offers a range of programs and activities that can increase your socialisation and reduce isolation...	We can support you to find an interest group that provides contact and friendship within your community Our program offers you the choice to select the activities you want to do, on your own or with other people in a relaxed and welcoming place ...
We will take care of your loved one and make sure they are safe....	We provide a welcoming, safe and supportive environment
The program offers mental stimulation...	We offer a broad range of programs and there are many new learning opportunities
We seek to offer mental stimulation, enhanced physical activity and reduce stress...	We can assist you to relax and choose the activities you enjoy in a friendly environment
The program keeps your brain active and provides mental stimulation...	We support you to engage with activities that are important and mean something to you
The program will improve your balance and maintain your mobility...	We will support you to feel better, be active and get you back to doing the things you enjoy...
The program provides a 3 course cooked nutritious meal...	We will support you to eat well and enjoy the company of family & friends
Our staff can help you to go shopping and cook meals...	We can support you to eat well, by assisting you with shopping, working with you to prepare meals or providing you with a range of meal options...
We have culturally appropriate meals...	We offer a range of meal options to meet your religious or cultural needs...
We provide respite....	Respite allows you to focus on your own wellbeing so you can provide continued support to your loved one (primary carer focused) We can support you and your partner to have some time out... We will support you to get back to doing more things for yourself... (primary carer focused)
Our program is for those suffering from dementia, MS, mental health issues...	We support people who are living with dementia/living with health conditions...
Our program helps isolated, frail elderly people suffering from dementia connect with others	We can support you if you are living with dementia and want to enjoy activities and spend time with others...
We offer podiatry, dietetics, physiotherapy and occupational therapy services...	We have podiatrist to help you look after your feet; dieticians to help you make food choices that are right for you; physiotherapists that can support you to get back to doing the activities you enjoy and occupational therapists who can support you to live independently at home and in the community...

EMR ALLIANCE ANNOTATED EXAMPLE

This example has been provided as an opportunity for you to consider the language, imagery and content used. The analysis reflects areas that have been identified as requiring modification to reflect good practice.

1. Having a picture of someone being fed is an example of doing for, not doing with. It is not empowering and focuses on the client's limitations

2. Words such as frail, isolated, suffering from create negative thoughts and images and people do not want to be described in this way

3. Avoid using 'sector jargon' such as person centred and autonomy. Explain how you offer choice in your program in way that is meaningful

4. In the right context this is a positive image with people who appear happy in a community setting. If these were clients of Golden Breeze it would be good to note that under the photo to help it look authentic and not tokenistic. The text in the document could also positively mention the group is multicultural and welcomes people from all cultures

5. It is expected you have trained and qualified staff, don't include that they are Cert III qualified etc. However, if there is something unique or special about their skills or experience, promote it

6. People may not respond well to the way 'rest' is used. Focus on the positive things the client will get from attending rather than making the point that the role of care is/can be a burden

7. Present your bi-lingual staff as an asset without referring to non-English speaking clients as a problem or deficit. It is recommended you highlight what languages staff speak

8. Describe what your program offers and be clear about your unique selling points. 'PAG' or 'Social Support' are sector jargon/words and may sound restrictive and prescribed

9. The clients look worried and concerned. It is not a photo that would encourage people to visit Golden Breeze. When you review your text think about what images would represent what you have written, if they are negative then rewrite it

Golden Breeze Support Services



About Us

Golden Breeze offers support services for people experiencing dementia.

We support the frail and elderly living in the Eastern suburbs of Melbourne suburbs to participate in meaningful activities and achieve their goals.² We operate in a person centred way that supports autonomy, choice and independence.³ Our services are open to all and our trained staff are friendly, supportive and offer the best care for you or a loved one.

Our Program

Golden Breeze helps isolated people suffering from dementia² connect with others. We seek to offer mental stimulation, enhanced physical activity and reduced stress. Our staff are all trained to a minimum Cert III in Aged Care.⁵ They are committed to offering support and appropriate services to the client, ensuring that they are provided with the opportunity to engage in meaningful activities. We understand the amazing role carers play and offer advice, support and some rest when it is required.⁶ We aim to cater for all communities, religions and needs. Our bilingual staff help people who don't speak English feel included and get the most out of their visit.⁷



We provide a safe environment that allows clients to walk around if they feel the need. Our building is designed to let people walk freely and securely ensuring they don't end up frustrated by "dead ends."

If you would like to find out more about our programs or speak with a member of the team, please call for a chat.

Sessions

Our PAG's⁸ operate at 73 Turnmills Street, Monash on the following days:

Monday 9:00am – 2:00pm
 Tuesday 10:00am – 3:00pm
 Friday 10:30am – 2:30pm



Phone: 9857 9874 | Email: info@goldenbreeze.com.au | Website: www.goldenbreeze.com.au

WEBSITE EXAMPLES

The following examples have been provided by EMR providers to showcase aspects of good practice including the use of plain language, inclusive empowering language, mottos and vision statements, analogies and imagery. These examples were current at the time of publishing.

Engaging, inspiring motto, using positive, active language





Inspiro has used easy to understand language to describe what clients can expect to receive from their allied health services

Community Health Service

inspiro

home translate media contact 03 9028 0153 search

About us Our services News and events Get involved Our Blog For referrers

About us

About us

Mission and values

Publications, policies and plans

Board of Governance

Organisational chart

Quality, safety and

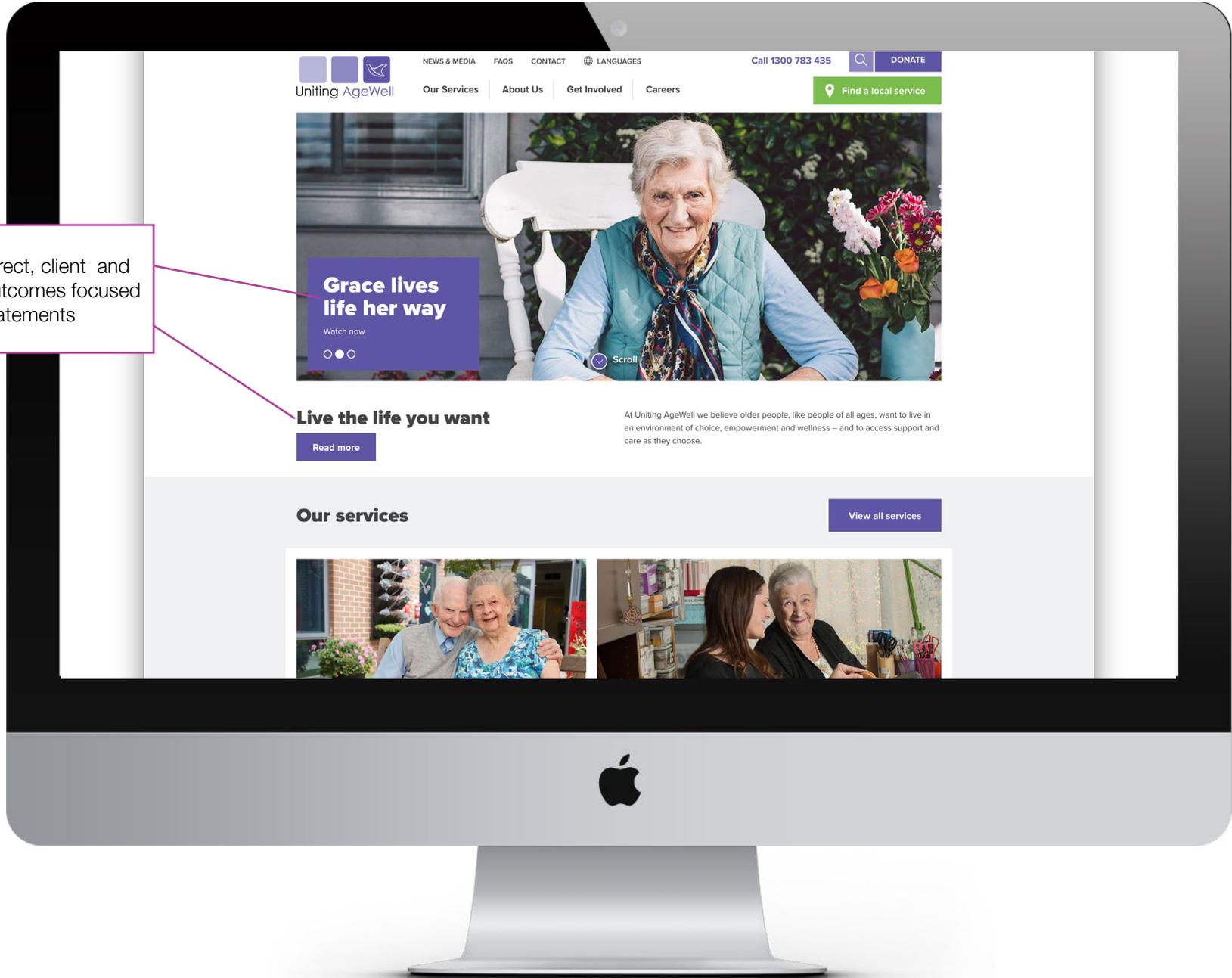
About us

Community Health Service

Inspiro is a local, non-profit community health service that provides dental and allied health services for the Yarra Ranges community from our Lilydale and Tecoma clinics and various community venues. We have dentists to look at your teeth, health professionals to help get you moving and active, health services for children and older people, support if you are living with ongoing illness, podiatrists to look at your feet, someone to talk to about your mental health, and many other services to help you reach your own health goals.

We are located at 17 Clarke Street Lilydale Victoria.

Direct, client and outcomes focused statements



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Live the life you want

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At Uniting AgeWell we believe older people, like people of all ages, want to live in an environment of choice, empowerment and wellness – and to access support and care as they choose.

Our services

View all services





'Bridges Connecting Communities' speaks to belonging and linking to the community

The video, (click on the image to view) depicts the client centred organisational values and principles. The staff comments, volunteer testimonials, their actions and the images used in the video, further reinforce this to reflect an inclusive environment



Home About Services What's On Volunteer Support Us Contact



Our Services



Transport



Community Access



Pet Program



Social Activities



Shopping Bus



Phone A Friend

Welcome to Bridges Connecting Communities

Since 1975, Bridges Connecting Communities, (formerly Knox Community Volunteers), has been dedicated to providing volunteer services to the City of Knox and parts of the Yarra Ranges.



Our Services

Bridges is a not for profit organisation which has been delivering services to the elderly and people with a disability in the Knox and South West Yarra Ranges for over 40 yrs. All our services promote independence and socialisation using a client centred person approach to ensure services are fulfilling the needs of our clients

What's on.

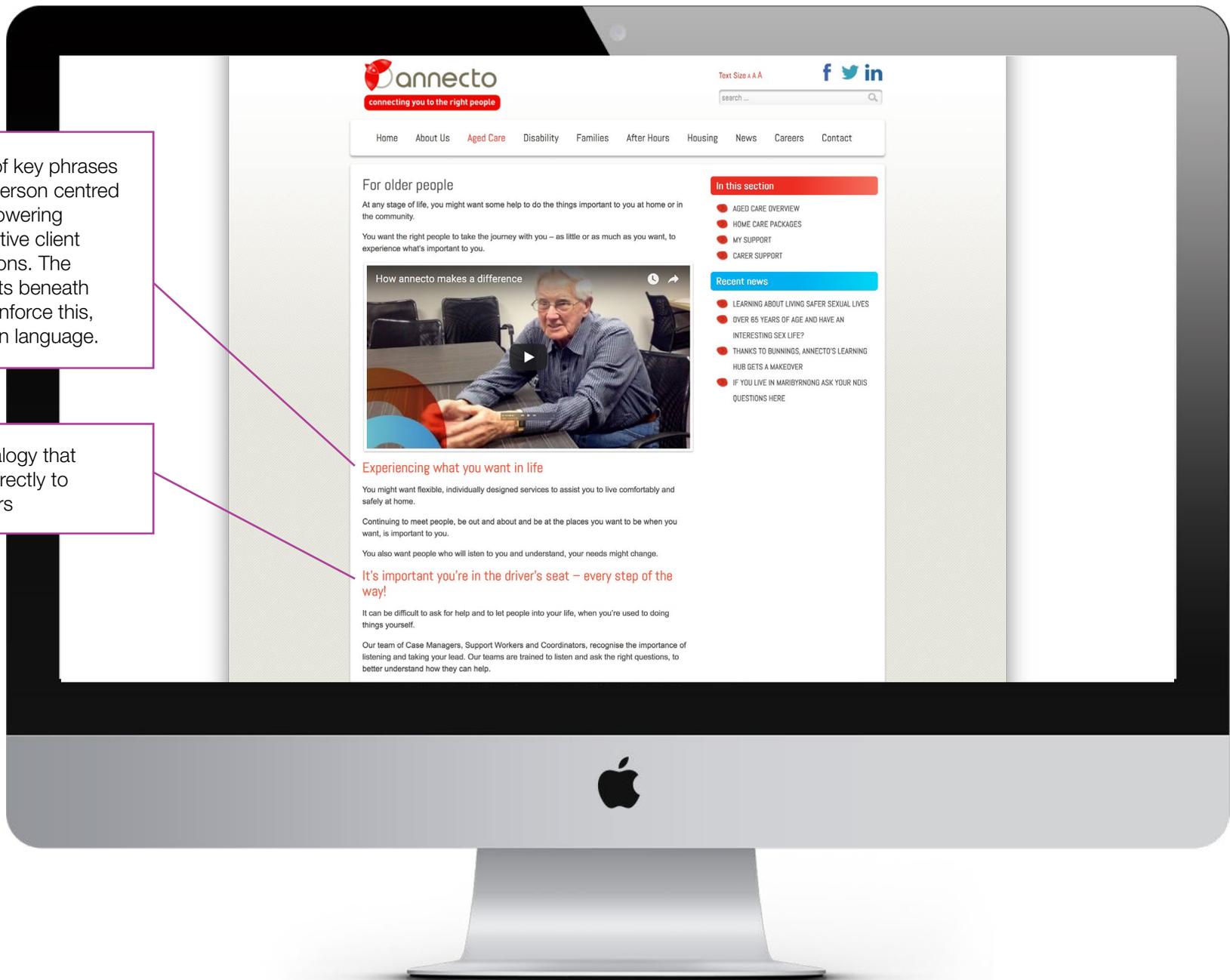
VOLUNTEERS NEEDED, please contact us if you are interested in volunteering with us. Students studying Community Health subjects are also encouraged to do placement hours through Bridges.

To check out what else is on please go to the "whats on" tab at the top of the screen.

Please call us on 9763 9700

[Click here to find out more](#)

[Click here to like us on](#)



The use of key phrases that are person centred and empowering build positive client expectations. The statements beneath further reinforce this, using plain language.

Great analogy that speaks directly to consumers

For older people

At any stage of life, you might want some help to do the things important to you at home or in the community.

You want the right people to take the journey with you – as little or as much as you want, to experience what's important to you.



Experiencing what you want in life

You might want flexible, individually designed services to assist you to live comfortably and safely at home.

Continuing to meet people, be out and about and be at the places you want to be when you want, is important to you.

You also want people who will listen to you and understand, your needs might change.

It's important you're in the driver's seat – every step of the way!

It can be difficult to ask for help and to let people into your life, when you're used to doing things yourself.

Our team of Case Managers, Support Workers and Coordinators, recognise the importance of listening and taking your lead. Our teams are trained to listen and ask the right questions, to better understand how they can help.

In this section

- AGED CARE OVERVIEW
- HOME CARE PACKAGES
- MY SUPPORT
- CARER SUPPORT

Recent news

- LEARNING ABOUT LIVING SAFER SEXUAL LIVES
- OVER 65 YEARS OF AGE AND HAVE AN INTERESTING SEX LIFE?
- THANKS TO BUNNINGS, ANNECTO'S LEARNING HUB GETS A MAKEOVER
- IF YOU LIVE IN MARIBYRNONG ASK YOUR NDIS QUESTIONS HERE



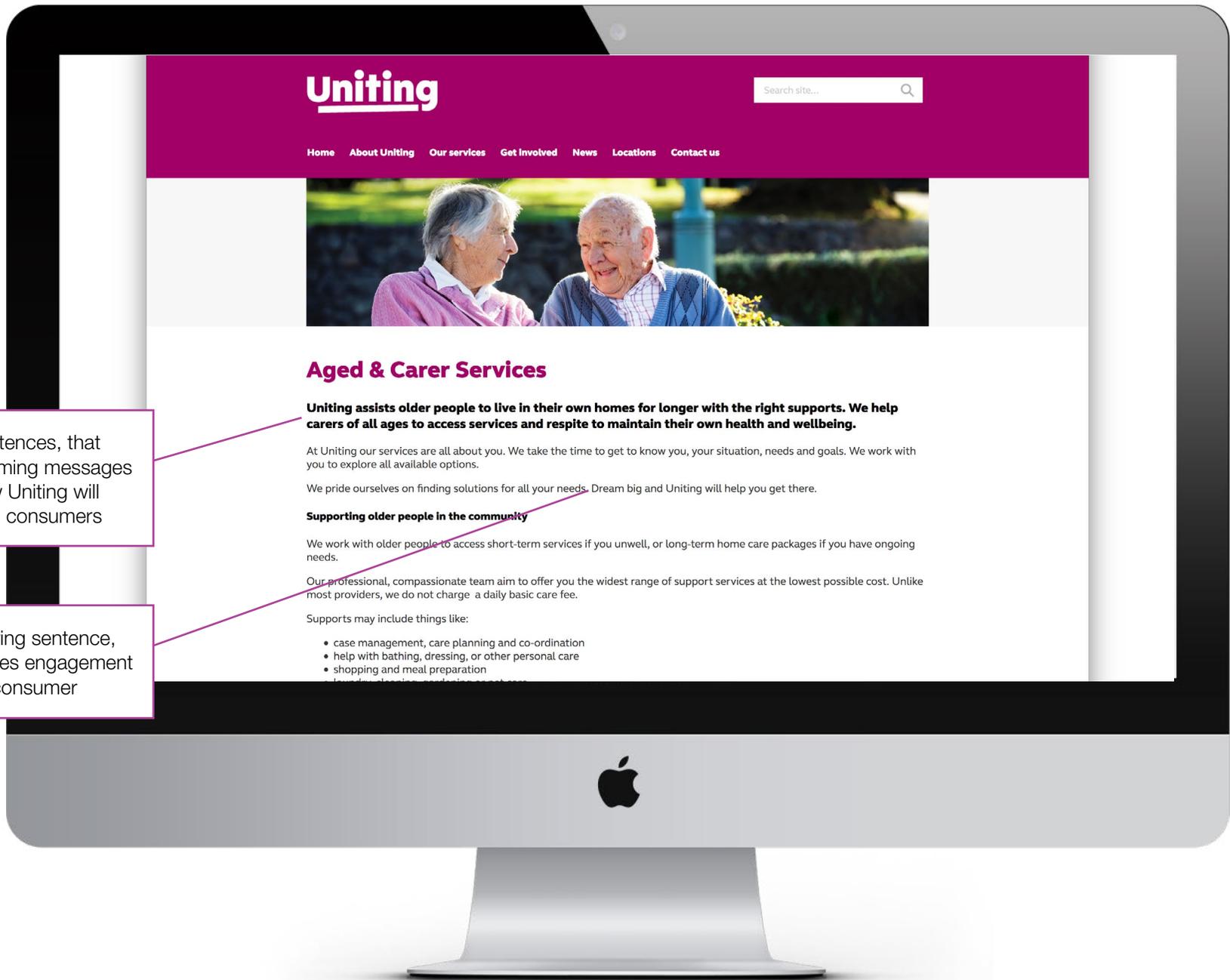
The imagery speaks to nurturing, growing and making connections and friends

The Vision statement is clear and direct and says exactly what they do. This is further supported by the selection of images above

Classes have been described using friendly and relatable language

In the Garden
Monday afternoons
 Join Ray and Sharon in discovering the simple joy of a garden experience.
 Fee: \$7.50 per week

Chat & Create
Thursday morning
 Spend time with Lynn and friends creating beautiful gifts and keepsakes in this friendly class.
 Fee: \$7.50 per week



Uniting

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Aged & Carer Services

Uniting assists older people to live in their own homes for longer with the right supports. We help carers of all ages to access services and respite to maintain their own health and wellbeing.

At Uniting our services are all about you. We take the time to get to know you, your situation, needs and goals. We work with you to explore all available options.

We pride ourselves on finding solutions for all your needs. Dream big and Uniting will help you get there.

Supporting older people in the community

We work with older people to access short-term services if you unwell, or long-term home care packages if you have ongoing needs.

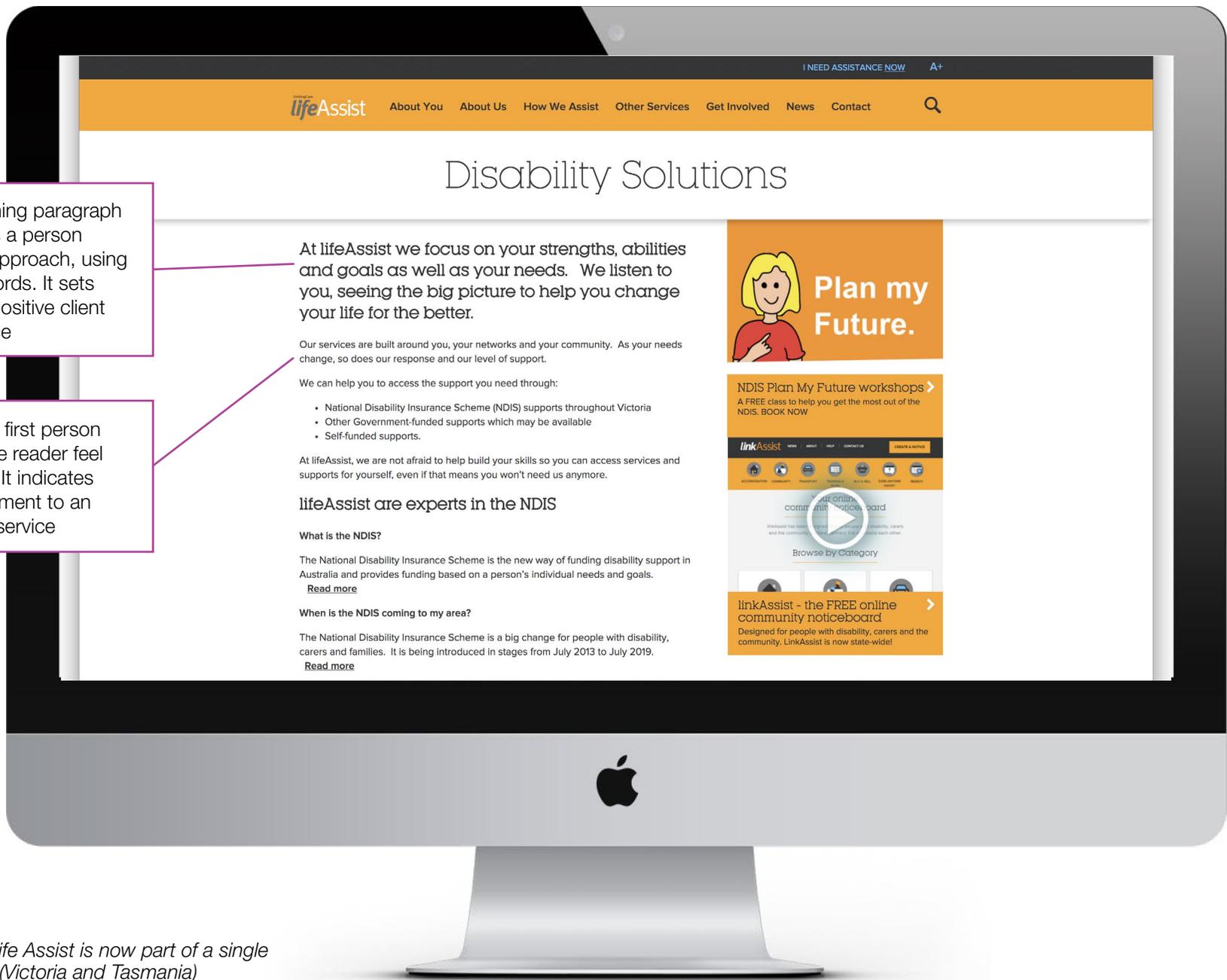
Our professional, compassionate team aim to offer you the widest range of support services at the lowest possible cost. Unlike most providers, we do not charge a daily basic care fee.

Supports may include things like:

- case management, care planning and co-ordination
- help with bathing, dressing, or other personal care
- shopping and meal preparation

Clear sentences, that send affirming messages as to how Uniting will work with consumers

Empowering sentence, that creates engagement with the consumer



This opening paragraph describes a person centred approach, using simple words. It sets up for a positive client experience

Using the first person makes the reader feel included. It indicates a commitment to an inclusive service

At lifeAssist we focus on your strengths, abilities and goals as well as your needs. We listen to you, seeing the big picture to help you change your life for the better.

Our services are built around you, your networks and your community. As your needs change, so does our response and our level of support.

We can help you to access the support you need through:

- National Disability Insurance Scheme (NDIS) supports throughout Victoria
- Other Government-funded supports which may be available
- Self-funded supports.

At lifeAssist, we are not afraid to help build your skills so you can access services and supports for yourself, even if that means you won't need us anymore.

lifeAssist are experts in the NDIS

What is the NDIS?

The National Disability Insurance Scheme is the new way of funding disability support in Australia and provides funding based on a person's individual needs and goals. [Read more](#)

When is the NDIS coming to my area?

The National Disability Insurance Scheme is a big change for people with disability, carers and families. It is being introduced in stages from July 2013 to July 2019. [Read more](#)



NDIS Plan My Future workshops >
A FREE class to help you get the most out of the NDIS. BOOK NOW



linkAssist - the FREE online community noticeboard >
Designed for people with disability, carers and the community. LinkAssist is now state-wide!

Note: Uniting Care Life Assist is now part of a single organisation Uniting (Victoria and Tasmania)



The use of the word 'heart' talks to the words beneath which reflect the organisational values. The image further supports this and reflects a diverse community



About RDNS

At RDNS we understand that everyone's journey is different and your health and home care needs are unique. Since 1885, our professional and friendly staff have been helping people to remain at home, independent and active in their community.

What are Home Care Packages?

Home Care Packages are an allocation of money provided by the Australian Government enabling older Australians to receive support services and remain at home for as long as possible.

There are currently four levels of Home Care Packages, from basic to high level care needs.

In some situations, Home Care Packages are delivered on a Consumer Directed Care (CDC) basis. This allows people greater choice and flexibility in the delivery of their services.

Your goals

Your health and wellbeing are our first priority and we'll work with you to create the best possible care plan, aimed at achieving your personal lifestyle goals.

Your care, your choices

RDNS Home Care Packages are tailored to meet your unique needs. By assisting you to choose the care and supports that you need, we can help you to stay in the comfort of your own home.

RDNS Home Care Packages

By choosing to receive an RDNS Home Care Package you will be supported by Australia's oldest provider of home nursing and support services. You will also benefit from your own professional Case Manager, 24 hour support and the comfort of dealing with a trusted, caring organisation.

What kinds of services can we provide?

The services available through Home Care Packages are broad and varied, designed to meet your individual needs.*

Your Care and Service Plan can include, but is not limited to:

Personal care - including bathing, toileting, dressing and other daily activities

Support services - cleaning, laundry, gardening, transport, home safety assessment, home maintenance and other areas of general home support

Clinical care - including general and specialist nursing and other healthcare services as needed

Skin care - including wound management

Nutritional support - meal preparation, diet planning and feeding assistance

Continence management - assistance, products and equipment

Mobility - personal mobility aids and specialised equipment; and

Leisure interests and other activities - community activities, hobbies and lifestyle interests.

Eligibility

To access a Home Care Package, you must first be assessed as eligible by the Aged Care Assessment Service (ACAS in Victoria) or Aged Care Assessment Team (ACAT in other states). If approved, ACAS/ACAT will then identify what level of package you're eligible for based on your individual needs.

If you'd like further information or help in arranging an assessment, please call us on 1300 33 44 55.

Fees

You may be asked to contribute towards the cost of your Home Care Package. Fees are based on your income level and are capped by the Australian Government at a maximum of 17.5% of the basic pension. As a charitable organisation, RDNS will always negotiate fees according to your circumstances.

To find out more information about fees, please call our friendly staff on 1300 33 44 55.

Special needs groups

Our highly experienced staff can assist you in choosing support services and activities that meet unique language, cultural, religious, dietary and social requirements.

Speaking your language

At RDNS, diversity is respected and celebrated, and we are lucky enough to work with people from many different non-English speaking backgrounds.

We have language telephone lines so we can communicate clearly with you if English isn't your first language. These lines are open 24 hours a day, 7 days a week.



Your Home Care Package Your choices RDNS – by your side

The choice of words talks to empowering and connecting with the consumer

Inclusive person centred language has been used with simple headers. Information has been separated into manageable sections.

In this paragraph and the one below we clearly understand that the organisation is inclusive of diverse needs and there are mechanisms in place to support clients to engage with the service

Note: Brochure is from RDNS now known as Bolton Clarke (formerly RSL Care & RDNS) and is no longer available online

