



When talking to Clients from CaLD backgrounds about their Home Care Contracts with you, it is essential to offer information in their native language. This gesture is not only a mark of respect but demonstrates willingness on your part to address their unique cultural needs.

It is crucial to be aware of any languages your Client speaks other than English *before* you talk to them about their home care needs and your service provision. Wherever possible, you should ensure you have the help of a professional interpreter* in every discussion between you both, to ensure your Client:

- Feels included and involved in the discussion.
- Has better control over their situation.
- Has a better understanding of what is included and what is not included in your service provision.
- Can speak up.

Preparation Checklist

You should be able to tick 'yes' to all seven points below:

	Yes	No
1. Is your Contract, flyer and/or brochure written in plain, jargon-free English?	<input type="checkbox"/>	<input type="checkbox"/>
2. Does your Contract contain a clear list of the services that will be provided?	<input type="checkbox"/>	<input type="checkbox"/>
3. Does your Contract contain a list of the services that <i>could</i> be provided according to the assessment?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have all the documents handed out been translated* into the Client's primary language ¹ ?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you given copies of your Contract (in English and in translation) to your Client <i>before</i> the appointment for signing it?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you offered your Client an independent interpreter (e.g. non-family member)?	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you set aside plenty of time to review your Contract with your Client and address their specific questions and needs?	<input type="checkbox"/>	<input type="checkbox"/>

* Professional translation and interpreting services are available to you and your Client **free** of charge.

Do you want to know more about free translation and interpreting? Contact Cecilia Chiolero, PICAC NT Manager on 08 8941 1004 Mondays to Fridays, 9am to 3pm.

- 1 These include: languages spoken by culturally and linguistically diverse backgrounds persons, older Aboriginal and Torres Strait Islander peoples, deaf, blind, and deafblind older Australians.

This publication was created by COTA NT, supported by financial contributions from the Department of Health and Aged Care. For an editable version, please contact the PICAC manager.