

Friday, 17 April 2009

Dear Hendrika,

Diversicare is very pleased to provide the following testimonial for your resources and give permission for you to include all or part of it on your new website.

Hendrika's Communication Kit is an especially designed, illustrated booklet which enables English speaking health workers to communicate with non-English speaking clients/residents.

This communication book aids staff in communication and covers various topics, for example: daily activities, health aids, clothing & fashion, health documents, health problems, religion, passing away issues, infection control, medication etc. The Communication kit is also a useful reference when communicating with English speaking people who are hearing, visually or speech impaired victims of stroke and older people with dementia.

Hendrika's communication kit is especially recommended for busy staff at hospitals and residential facilities and in the community, where easier communication with clients/residents and their carers would reduce frustration and anger. It is also a cost effective tool which allows staff quick access to basic information and helpful concepts and methodologies – especially useful in time-critical scenarios and situations.

The Communication kit is client centric; aiming to reduce the dependencies older people have on their family, primarily with decision making and problem solving.

Over the past few years PICAC project officer has received very positive feedback from a number of residential facilities (which care for older people from different cultural backgrounds) who use Hendrika's communication kit. Residential facilities also commented that family members experienced a reduced number of strenuous and exhausting situations – such as being woken at night in cases of emergency due to staff facing communicational difficulties with older people.



Vicki Teleni  
Manager  
Services and Programs Development

Ms Elizabeth Zajac  
PICAC Officer  
Diversicare (Ethnic Communities Council of Queensland)