

A close-up portrait of an elderly woman with short, wavy grey hair, wearing black-rimmed glasses and a blue top. She has a gentle smile and is looking slightly to the right. The background is blurred, showing hints of an outdoor setting. A teal vertical bar is on the right side of the image.

KeepAble
every opportunity matters

**UNDERSTANDING THE
IMPORTANCE OF
WELLNESS AND REABLEMENT**

**WORKING WITH CULTURALLY
AND LINGUISTICALLY DIVERSE
CLIENTS**

Introduction

Keep Able created the 'What is Reablement?' factsheet to help front line staff to feel more confident when talking about reablement with the people they are supporting and their carers/family.

Clear communication is vital when working with consumers, but even more important when explaining wellness and reablement, which may be an unfamiliar concept. It is important to communicate in a way that is easy for consumers and their carers/families to understand and that highlights the reasons for working in this way.

This factsheet - Part Two has been developed to assist front line staff explain wellness and reablement to consumers from a culturally and linguistically diverse (CALD) background.

Did you know?

- 37% of people aged 65 years and over in Australia were born overseas.
- There are over 300 separately identified languages spoken in Australian homes.
- 44% of Australians have difficulty reading and writing English.

Consumers may speak another language other than English at home or experience low English literacy. The tips below can help your consumers understand the information you are discussing and make informed choices and decisions independently.

- Use simple every day words
- Use single syllable words
- Keep sentences short, with one concept per sentence
- Avoid 'And' and 'But'
- Break information down into key points

RAS Assessors are expected to define reablement to set the correct expectations. If a concept is too difficult to grasp, consumers are less likely to engage or persist. Modifying communication by changing the words and grammar used gives consumers a greater chance of understanding you and committing to wellness and reablement interventions.

Using the bulleted tips left, assessors can use strength-based language to motivate consumers and outline the benefits of wellness and reablement.

Below are some phrases to help you explain wellness & reablement to diverse clients:

What is reablement?

- Makes the most of what you can do
- You start to do more things for yourself
- You start to feel better about yourself
- You feel like you can try more things
- We do things with you, not for you

How it works?

- You move as much as you can
- You'll learn new ways to do the things you do each day – like you sit on a seat to chop vegetables
- See people as much as you can

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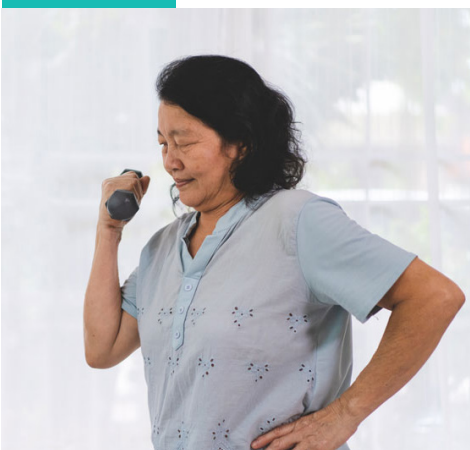
Sharing stories of success



For support workers, sharing stories and examples of when wellness and reablement has been successful with previous clients can also help strengthen consumers understanding. Again, simple words and short sentences can make it easier to analyse and apply complex new knowledge.

Example 1

A man had a fall. He hurt his knee and was scared to go outside alone. I arranged a physiotherapist to come to his home. She showed him exercises to strengthen his muscles. A support worker went every week to help him practice. They started going for small walks together. The man started to feel safe again. The support worker stopped going to see him. This is an example of a reablement programme.



Example 2

A woman had a sore back because of arthritis. She wanted a support worker to vacuum and mop for her. I showed her a different way to vacuum and mop. She bought a lightweight vacuum and steam mop. This made it easier for her. She didn't try to do the whole house in one day. The woman could do her own housework with no help. This is what reablement means.



Example 3

A man's wife died. She had done all the cooking. His family wanted a support worker to cook him dinner 3 nights a week. At the beginning, I went to his house 3 nights a week. We cooked meals together. I showed the man how to cook simple meals. After a few weeks he was able to do it without me. This is what short term reablement is.



Example 4

A woman stopped going out to the shops. She became afraid of going outside. She contacted My Aged Care for shopping support. She wanted someone to go shopping for her. I started going with her. She didn't enjoy going. I helped her become more confident. Now I wait for her outside the supermarket. She knows I am nearby if she needs my help. We are working towards her going alone. Reablement is about working together.

Check out more information at: [keepable.com.au](https://www.keepable.com.au)