



Effective communication practices: Provider

It is essential that all stakeholders commit to establishing more inclusive, collaborative and connected ways of working together to develop the future workforce through placements.

NDIS Providers

- Seek information from universities regarding processes around practice education
- Provide generic information to one contact in each university to be shared between disciplines
- Develop policies and procedures to recognise and value student education and support practice educators in providing this
- Designate a senior staff member to managing student processes to ensure efficiency of communication with universities rather than adding this to the workload of practice educators/service providers
- Seek early consent from participants to work with students, enabling efficient and timely service provision

Communication with the student

Discuss with the student that good communication skills are important not only when working with participants, but also to support their own learning. Encourage students to:

- explain techniques and highlight essential points
- develop clinical reasoning
- provide feedback
- focus on their personal growth through personalised/individualised goal setting
- effectively ask questions to develop their ability to reflect and self-evaluate

Tips for optimising effective communication when communicating with students are:

- Be aware of body language: ensure the content matches the delivery
- Be clear about the message that is being communicated, use plain English
- Minimise distractions and interruptions when communicating, particularly when giving potentially uncomfortable feedback



References

- Health Workforce Australia (2012) ClinEdAus: Enabling Clinical Education Skill / Communication. Retrieved from <http://www.clinedaus.org.au/topics-category/communication-39>
- Martin, P., Copley, J. & Tyack, Z. (2014). Twelve tips for effective clinical supervision based on a narrative literature review and expert opinion. Retrieved from https://www.health.qld.gov.au/CC_FINAL?a=159993
- Victorian State Government: Health and Human Services. (2015). Communication strategy guide Victorian assistant workforce model (VAWM) activity 1.5. Retrieved from <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/vawm-communication-guide>