

## Errata

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**Unit:** CHCCOM005 Communicate and work in health or community services

**Resource:** Trainer's and assessor's guide

**Update:** Version 1.3 updated to Version 1.4

**Affected page:** 44

Use the attached page to update the affected document.

## 3.4 Solutions to practice tasks

### Practice task 1

#### Example response to Question 1

To demonstrate respect:

- promote dignity, choice and empowerment
- advocate, lobby for and represent the needs and rights of people accessing services
- use inclusive and appropriate language to describe individuals, population groups and others
- involve people accessing services in planning for their development
- listen carefully to others and check for understanding of communication
- ensure the physical environment of the agency provides access to individuals with diverse needs
- ensure the professional and appropriate presentation of workers
- seek consent appropriately
- keep individuals informed and at the centre of services
- seek regular feedback and participation from people accessing services.

#### Example response to Question 2

Nonverbal communication includes:

- body language and postures
- eye contact
- gestures
- appropriate touch.

#### Example response to Question 3

Strategies include the following:

- Using active listening to pick up on messages and cues people may be subtly communicating
- Allowing time for interactions
- Using empathy to try to understand the experience of the person you are interacting with
- Working towards establishing a rapport and developing a trusting relationship
- Checking if you are unsure what is acceptable
- Not making assumptions
- Treating each person as an individual with individual needs regardless of their culture