# **Simulated Assessment Task 1.2 - Client Briefing Document**

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| **Dear Volunteer.**  Thank you for agreeing to participate in the candidate’s assessment.  The candidate’s assessment includes a role-play activity in which you will take part.  To fulfil your role in the activity, review this Briefing Document carefully. Discuss any queries you may have about this document with the candidate’s assessor or training organisation.  *Thank you very much, and have a good day.* |

## **Your Role**

You will act as Abraham, an aged care client at Lotus Compassionate Care. The candidate will act as Abraham’s support worker.

There will be one other volunteer who will act as:

* Abigail, Abraham’s niece

## **Volunteer Instructions**

### Before the activity

1. Read this *Briefing Document* and other relevant simulated documents. The candidate’s assessor will also walk you through these documents.
2. Raise any questions or concerns you may have about this document or the role-play activity with the candidate’s assessor.

### During the activity

1. Have this *Briefing Document* with you during the role-play activity.
2. Participate in the role-play discussion. Follow the cues and scripts provided in the *Discussion Guide* section of this document.

## **Background**

### Lotus Compassionate Care

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| Lotus Compassionate Care is committed to providing high-quality care and support to people with disability, seniors, and their carers living in the Cascade Peak Community.  You can read more about the organisation by clicking on the link below:    Harvard Management Institute Pty Ltd.  *(Username: newusername Password: newpassword)* |

### Case Study - Abraham

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| **SCENARIO**  C:\Users\abigail.c\Documents\2 - Transition Developments\Individual Support\Subject 1\6 - Images\Abraham Chatzkel.jpg  Abraham is a new client at Lotus Compassionate Care.  Abraham never married and has no kids of his own. Before moving to the centre, Abraham stayed with his niece, Abigail, her husband, Jacob, and their two daughters. Abigail is a stay-at-home mother, taking care of Abraham and her two kids.  Abigail’s husband recently accepted a job in a different state and moved there with the rest of the family. Abraham does not want to move with them and prefers to spend the rest of his life in his hometown, where he has spent most of his life.  Because of this, Abraham, Abigail, and Jacob decided that it will be best for Abraham to move to Lotus Compassionate Care where he can be fully cared for.  Due to the distance, Abigail now visits Abraham at Lotus Compassionate Care three times in a month. |

## **Scenario**

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| **SCENARIO**  After reviewing Abraham’s individualised care plan and relevant policies and procedures, the candidate is now ready to meet with him and his family/carer, Abigail.  In this meeting, the candidate will review and confirm with them the support requirements, goals, needs, and preferences recorded in Abraham’s Care Plan. |

## **Role Play Discussion Guide**

**General Disposition**

* The candidate will take you and Abigail to a private room to chat.
* Throughout this task, you must do the following:
  + Speak slowly and clearly.
  + Allow the candidate to finish their statements or questions – do not interrupt the candidate when they are speaking.
  + Stay consistent with the scenario. Do not introduce new elements that may interfere with or add to the existing scenario (e.g. stating that you are hard of hearing, asking for language support, etc.).
  + Refrain from making unnecessary remarks during the discussions.
  + Use minimal body language.

**The candidate will confirm your support requirements**

* The candidate will discuss your support requirements in several aspects of daily life.
* The candidate will ask you if the support requirements discussed are correct
  + You must confirm that they are correct
* The candidate will ask for your feedback or insights on the support requirements discussed
  + You must give feedback on one of the aspects discussed.

A sample statement is provided below:

Volunteer: *I will need a little more assistance with my walking cane, though I’d prefer to still walk on my own. I have had a lot more trouble walking recently.*

**The candidate will confirm your preferences**

* The candidate will discuss your preferences in several aspects of daily life.
* The candidate will ask you if the preferences discussed are correct.
  + You must confirm that they are correct
* The candidate will ask for your feedback or insights on the preferences discussed.
  + You must say you have no further feedback.

**The candidate will confirm your other needs and preferences**

* The candidate will ask you about your other physical needs and preferences
  + You must respond that you prefer to try walking over using your wheelchair
* The candidate will ask you about your other sensory needs and preferences
  + You must respond that you like soft background noises over total silence
* The candidate will ask you about your other cultural needs and preferences
  + You must respond that you have no other cultural needs or preferences other than the ones in the plan

**The candidate will determine your preferred level of participation**

* The candidate will discuss the actions that they will do during support activities and the level of support they will provide
* The candidate will ask you what actions you would like to do during the support activities
  + You must respond that you want to do things on your own as much as possible
* The candidate will ask you for your feedback or insights on the actions discussed
  + You must confirm that you are okay with them

**The candidate will confirm the needed aids, devices and equipment**

* The candidate will discuss with you the aids, devices and equipment to be used during support activities.
* The candidate will ask you if the discussed items are correct
  + You must confirm that they are correct
* The candidate will ask you for your feedback or insights on the actions discussed
  + You must confirm that you have no further feedback

End of Briefing Document