# **Case Study Assessment Task 3.1 - 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 Xiaoting, an aged care client at Lotus Compassionate Care. The candidate will act as Xiaoting’s support worker.

## **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. Secure a copy of Case Study Task 3.1 Benchmark Answers from the Assessor.
3. 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* and a copy of Case Study Task 3.1 Benchmark Answers 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.](https://compliantlearningresources.com.au/network/lotus-v2/)  *(Username: newusername Password: newpassword)* |

### Case Study - Xiaoting

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| **SCENARIO**  Xiaoting is a 74-year old female who has been living in the Lotus Compassionate Care facility for a few months. Her family migrated to Brisbane from China when she was 9 years old. Growing up, they still celebrated significant Chinese holidays, such as Lunar New Year, and prepared traditional food. They spoke Mandarin at home and Xiaoting only spoke English outside.  Xiaoting enjoys walking to the local shops each morning to buy food and loves catching up with her friends at the local café. She is able to speak English well but you have noticed her speaking more and more in Mandarin. She feels like she can better express herself in her first language but since no one else in the facility speaks Mandarin, she gets frustrated when others cannot understand what she is trying to say.  Lately, you have noticed that Xiaoting sometimes gets in an agitated mood and no longer visits her friends in the café. Upon further probing, she discloses that her friends have called her slurs and made fun of her while she was telling her childhood memories from her hometown. This has caused her to grow wary and distrust other people.  She often says she misses celebrating Chinese holidays and cooking Chinese food but is afraid that people will make fun of her. As much as you want to help, you are not too familiar with Chinese culture nor about the food she talks about.  She sometimes visibly gets teary on certain days. When you ask her how she is feeling, her answers are usually ‘unhappy’, ‘hopeless’ or ‘lonely’. She seems emotionally distressed and may need counselling. |

## **Role Play Discussion Guide**

### General Disposition

* Throughout this roleplay activity, you must act in a way that reflects Xiaoting’s age, cultural background and disposition.
  + Xiaoting is of Chinese background and speaks Mandarin. However, your conversations with the candidate will be in English.
    - You must NOT attempt to imitate the Chinese accent and way of speaking.
    - You must NOT act in a way that depicts the Chinese people in a stereotypical and discriminatory manner.
  + Xiaoting is 84 years old. Your body movements must reflect Xiaoting’s age – do not move too quickly or use forceful or jerking motions.
  + You must express unhappiness, loneliness and frustration through your tone of voice, facial expressions and body movements.
  + You must also show wariness during your interactions with the candidate – this can be accomplished by briefly pausing before replying to the candidate’s questions and in between phrases.

### The candidate will share their findings with you

* The candidate will inform you of their findings:
  + Variations in your wellbeing
    - Refer to your copy of the benchmark answers.
    - If the candidate’s findings do not match the benchmark answers, you must inform the candidate that you think their findings are incorrect. Do NOT provide the candidate with the benchmark answers.
  + Cultural issues impacting your wellbeing
    - Refer to your copy of the benchmark answers.
    - If the candidate’s findings do not match the benchmark answers, you must inform the candidate that you think their findings are incorrect. Do NOT provide the candidate with the benchmark answers.
  + Aspects of supporting your wellbeing that are outside of the candidate’s scope of knowledge, skills or job role
    - Allow the candidate to state aspects of support that are outside of their knowledge, skills or job role. There are no two definite correct answers here.

### The candidate will ask you if you agree that the cultural issues mentioned have affected your wellbeing.

* The candidate will seek your confirmation on their findings regarding the cultural issues that they believe are impacting your wellbeing.
  + You must pause briefly, then reply with the following:

Volunteer: *I’m not entirely sure, but… I do think the cultural issues you mentioned did affect my wellbeing.*

### The candidate will use questioning techniques to confirm their understanding.

* The candidate will use open-ended questions, e.g. *What do you think?* or *Why are you unsure?*
  + You must reply to these questions in a way that is consistent with the scenario and Xiaoting’s profile.
    - Remember that Xiaoting has become wary of others ever since she has been ridiculed for discussing her experiences involving her culture.
    - Xiaoting feels hopeless about the situation – you may express this directly (i.e. verbally) or indirectly (i.e. through your tone of voice, pace and body language)
  + A sample conversation is provided below:
    - Candidate: *Why do you say you’re unsure if the issues are affecting your wellbeing?*
    - Volunteer: *Well, I don’t know. Maybe my friends just don’t like me. There’s nothing I can do about that. That’s their issue.*
* The candidate will use probing questions for elaboration, e.g. *You mentioned something earlier, can you please elaborate on that?*
  + You may provide responses that are consistent with the scenario and Xiaoting’s profile. You must answer the candidate’s questions in a way that does not deviate from the scenario.
  + A sample conversation is provided below:
    - Candidate: *You mentioned that your friends may not like you. What do you feel towards your friends right now?*
    - Volunteer: *I am angry at them. I have no idea how long they’ve been mocking me behind my back. They got me to think that maybe other people are doing it too.*

End of Briefing Document