

The Language of Reablement

Communication Activity for: **Intake staff/schedulers**

The Duong and Jack scenarios demonstrated the impact your language can have on the outcome for clients. Read the list of statements below and rephrase them to reflect the reablement approach.

Include the features of reablement language:

- Promotes independence
- Encourages
- Motivates
- Builds confidence
- Builds relationships
- Supports good outcomes for clients

Dependency language	Reablement language
‘We’ve received a referral from your GP advising you’ve had a fall and you’re no longer able to do things at home’	
‘We will arrange for an assessor to come and assess what services you need’	
‘Once you’ve been assessed you can have a support worker do those tasks for you’	
‘Following your assessment, you can access cleaning and gardening services ‘	