

Domain 2: Professional Communications and Collaborations	
Promotes health and wellbeing through respectful and appropriate communications to ensure mutual understanding with all stakeholders	
Competency	Sub-competency
2.1 Uses appropriate and effective verbal and non-verbal communication, adapted to suit the professional situation and health literacy of the other person(s)	<ul style="list-style-type: none"> i. Ensures all interactions, regardless of communication mode, aim to meet the needs of the client, including Māori and Pacific Island peoples and those from other culturally and linguistically diverse backgrounds ii. Demonstrates an understanding of how communication skills affect the assessment of, and engagement with, clients and how the means of communication should be modified to address and adapt for age, physical and cognitive status, and social-emotional well-being iii. Demonstrates an understanding of and respect for the specific cultural and communication needs of the Deaf community iv. Uses inclusive language and explains terminology and/or jargon which may be unfamiliar to the listener/reader v. Demonstrates understanding of the role of non-verbal communication, including facial expressions and natural gestures, and how the consequences can be affected by difference of any kind (such as age, gender, socio-economic status, ethnicity, culture, spiritual or religious beliefs) vi. Communicates in a professional, timely, caring and empathetic manner to encourage trust and honesty in all relationships vii. Participates respectfully in challenging conversations viii. Uses strategies to facilitate a mutual understanding of shared information
2.2 Optimises the environment and mode of communication as required to maximise effectiveness of communication	<ul style="list-style-type: none"> i. Utilises or advocates for the use of interpreters, when required, to convey information accurately and confidentially ii. Considers and manages the environment to optimise communication including factors such as background noise, lighting, camera and microphone settings, and privacy requirements, for face-to-face and telehealth iii. Communicates in accordance with the Code of Ethics for New Zealand Audiological Society, including when engaged in advertising or marketing activities or when using social media iv. Provides telehealth services, using an evidence-based standard of care, that results in outcomes comparable to in-person care, and in accordance with NZAS guidelines
2.3 Communicates in accordance with confidentiality and privacy considerations	<ul style="list-style-type: none"> i. Ensures valid consent is obtained, which is voluntary and informed, with due regard to a client's capacity, is proportionate to the circumstances, and is appropriately documented ii. Maintains confidentiality, privacy and security of client information, in accordance with the Privacy Act, across all mediums including photography, video, and audio recordings iii. Implements safe and effective use of health and social care information

<p>2.4 Ensures documentation is timely, stored securely and conforms with medical and legal requirements</p>	<ul style="list-style-type: none"> i. Retains evidence of communication regarding clients such as referrals, letters, emails and case notes, allowing client access in accordance with privacy and other legislative requirements ii. Identifies in the client record when consent to exchange information has been obtained and whether written or verbal iii. Produces succinct, factual, respectful, relevant, targeted, legible and informative case notes, including documenting all services provided and their outcomes iv. Generates accurate, clear and complete reports in a timely manner, which facilitate shared decision-making v. Provides accurate, meaningful and complete information in records being transferred to another service
<p>2.5 Collaborates with clients, colleagues and other professionals</p>	<ul style="list-style-type: none"> i. Demonstrates the ability to identify and engage with interprofessional networks (such as otolaryngologists, advisors on deaf children, hearing therapists, etc.) ii. Manages conflicts to find resolutions that are respectful of client interests, seeking support where needed iii. Partners with the client, colleagues and other professionals and organisations to achieve the best outcome for the client, with consideration to the client's preferred role in decision-making iv. Recognises and respects the roles and perspectives of other individuals v. Enhances interprofessional collaboration through respect, trust, shared decision making and partnerships