

UNIT CODE	CHCDIS015
UNIT TITLE	Develop and implement strategies for communication using augmentative and alternative communication systems
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to develop and implement strategies to assist people with complex communication needs to communicate through effective use of Augmentative and Alternative Communication (AAC) systems.</p> <p>AAC refers to methods that replace or supplement speech to address the needs of people whose oral speech skills limit their ability to meet their participation and communication needs.</p> <p>AAC systems comprise communication aids, symbols, strategies, devices, tools and techniques and methods that may be aided or unaided.</p> <p>This unit applies to disability support work in a variety of contexts. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Nil
UNIT SECTOR	Disability Support

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

<p>1. Identify the current communication capacity and needs of the person.</p>	<p>1.1 Work in collaboration with the person, family, carer or others identified by the person, to identify the person's communication needs, preferences and current capacity.</p> <p>1.2 Make appropriate referrals to professionals and other service providers as required in consultation with supervisor.</p> <p>1.3 Adhere to protocols around cross-cultural communication and uphold the rights and dignity of the person.</p> <p>1.4 Document the outcomes of this process according to organisational policies and procedures.</p>
<p>2. Develop effective AAC strategies.</p>	<p>2.1 Provide information to other professionals about the person with disability in relation to their likes or dislikes, daily activities and current communication needs according to organisational policies and procedures for privacy and confidentiality.</p> <p>2.2 Provide information on the AAC support options that are available to address the person's communications needs and seek feedback on their preferred options.</p> <p>2.3 Work with the person to identify appropriate supports to aid the person's current communication capacity.</p> <p>2.4 Develop communication strategies to meet individual needs and level of communication, considering the person's history and preferences and in consultation with relevant senior staff and other professionals.</p> <p>2.5 Work with the person to adjust available tools and programs to address person's individual needs and preferences.</p> <p>2.6 Document communication support strategies in the person's individualised plan.</p> <p>2.7 Work within scope of own job role and seek advice from supervisor or others as required.</p>
<p>3. Implement AAC strategies.</p>	<p>3.1 Organise the environment to optimise communication opportunities.</p> <p>3.2 Work with the person to utilise devices, tools and techniques included in AAC strategies.</p> <p>3.3 Identify opportunities to assist the person to increase communication vocabulary.</p> <p>3.4 Identify difficulties experienced by the person when communicating and respond within scope of own job role and responsibilities.</p> <p>3.5 Refer difficulties outside scope of own job role to supervisor or other professionals.</p> <p>3.6 Provide practice opportunities and information to the person to maintain consistency in their use of communication strategies and encourage contact with other AAC users or support persons.</p>
<p>4. Monitor and review communication strategies.</p>	<p>4.1 Monitor implementation of AAC strategies in consultation with the person and report according to organisational policies and procedures.</p> <p>4.2 Seek feedback from person regarding the success of implemented strategies.</p> <p>4.3 Work with the person to identify barriers to the effective use of AAC strategies.</p> <p>4.4 Work with the person to implement adjustments or modifications to communication strategies and devices to address barriers.</p> <p>4.5 Complete, maintain and store documentation and reports according to organisational policies and procedures.</p>

FOUNDATION SKILLS	
<i>Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.</i>	
UNIT MAPPING INFORMATION	CHCDIS004 Communicate using augmentative and alternative communication strategies.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for CHCDIS015 Develop and implement strategies for communication using augmentative and alternative communication systems.
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ developed effective AAC strategies for at least one person with complex communication needs, including: <ul style="list-style-type: none"> ○ identifying current communication capacity, communication needs and preferences in collaboration with the person ○ developing strategies to meet the needs and preferences identified by the person ○ assisting the person to access AAC systems to implement strategies and adjusting AAC systems to meet the person's needs and preferences ○ identifying difficulties in communicating and barriers to effective use of AAC and implementing strategies to overcome ○ completing reports and documentation according to organisational policies and procedures.

<p>KNOWLEDGE EVIDENCE</p>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ definitions of communication and different mechanisms people use to communicate ■ how people with disabilities may communicate and how to facilitate and support their communication ■ principles and practices of AAC ■ components of AAC systems that are aided or unaided and their correct use for the person's needs and level of communication, including: <ul style="list-style-type: none"> ○ communication aids ○ symbols ○ strategies ○ devices ○ tools ○ techniques and methods for use ■ methods of assessing an individual's needs for the use of AAC ■ causes and conditions associated with communication impairment, including stroke and acquired brain injury (ABI) ■ cross cultural communication protocols ■ human rights framework of service ■ roles and functions of different professionals in the development, implementation and maintenance of AAC strategies and devices ■ available range of communication aids and their correct use ■ work role boundaries, responsibilities and limitations ■ indicators of success and methods of seeking feedback regarding success of strategies ■ options to address difficulties and barriers in implementing AAC strategies ■ organisational policies and procedures for: <ul style="list-style-type: none"> ○ documenting and reporting ○ referrals ○ privacy and confidentiality of personal information ○ monitoring implementation of AAC strategies.
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ASSESSMENT CONDITIONS	<p>Skills must have been demonstrated in the disability support workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.</p> <p>These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the person.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ AAC devices■ individualised plans and any equipment outlined in the plan■ organisational policies and procedures relating to AAC■ opportunities for engagement with people with complex communication needs. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide