

UNIT CODE	CHCDIS015
UNIT TITLE	Develop and use strategies for communication with 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. It does not include matching AAC systems to the person's needs, as this is carried out by an allied health professional as part of the development of an individualised plan.</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 with disability, family, carer or others identified by the person, to confirm the person's communication needs, preferences and current capacity.</p> <p>1.2 Make appropriate referrals to allied health 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 Support the person with disability to provide information to other professionals about 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 to the person regarding the AAC support options that are available within their individualised plan to address their communication 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 that meet individual communication needs, considering the person's preferences and experience as outlined in the individual plan and in consultation with supervisor and other professionals.</p> <p>2.5 Work with the person to adjust available tools and programs to meet person's individual needs and preferences.</p> <p>2.6 Document communication support strategies according to organisational policies and procedures.</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 with disability 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 and support opportunities for the person to use AAC strategies and encourage contact with other AAC users or support people.</p>
<p>4. Monitor and review communication strategies.</p>	<p>4.1 Monitor implementation of AAC strategies in consultation with the person with disability and report according to organisational policies and procedures.</p> <p>4.2 Seek feedback from the 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 identify where adjustments or modifications to communication strategies and devices are required to address barriers and refer to supervisor or allied health professional.</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 use strategies for communication with 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"> ■ develop 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 their 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.

KNOWLEDGE EVIDENCE	<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 ■ types of AAC and how they support people to communicate with others: <ul style="list-style-type: none"> ○ high-tech ○ low-tech ○ multi-modal ■ 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 ■ roles and functions of allied health professionals in assessing communication needs and establishing and implementing a person's AAC system ■ cross cultural communication protocols ■ human rights framework of service ■ strategies used to provide and support opportunities for the person to use AAC in all settings and facilitate communication partnerships with others ■ 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