



**Australian Government**

**CHCDIS014 Develop and use strategies for  
communication with augmentative and  
alternative communication systems**

**Release: 1**

# CHCDIS014 Develop and use strategies for communication with augmentative and alternative communication systems

## Modification History

Not applicable.

## Application

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.

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.

AAC systems comprise communication aids, symbols, strategies, devices, tools and techniques and methods that may be aided or unaided.

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.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Unit Sector

Disability Support

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

1. Identify the current communication

### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

1.1. Work in collaboration with the person with disability, their family, carer or others identified by the person, to confirm

- capacity and needs of the person.                      the person's communication needs, preferences and current capacity.
- 1.2. Make appropriate referrals to allied health professionals and other service providers as required in consultation with supervisor.
  - 1.3. Adhere to protocols around cross-cultural communication and uphold the rights and dignity of the person.
  - 1.4. Document the outcomes of this process according to organisational policies and procedures.
2. Develop effective AAC strategies.
- 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.
  - 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.
  - 2.3. Work with the person to identify supports to aid the person's current communication capacity.
  - 2.4. Develop communication strategies that meet individual communication needs, considering the person's preferences and experience as outlined in the individualised plan and in consultation with supervisor and other professionals.
  - 2.5. Work with the person to adjust available tools and programs to meet the person's individual needs and preferences.
  - 2.6. Document communication support strategies according to organisational policies and procedures.
  - 2.7. Work within scope of own job role and seek advice from supervisor or others as required.
3. Implement AAC strategies.
- 3.1. Organise the environment to optimise communication opportunities.
  - 3.2. Work with the person with disability to utilise devices, tools and techniques included in AAC strategies.
  - 3.3. Identify opportunities to assist the person to increase communication vocabulary.
  - 3.4. Identify difficulties experienced by the person when communicating and respond within scope of own job role and responsibilities.
  - 3.5. Refer difficulties outside scope of own job role to supervisor or other professionals.
  - 3.6. Provide and support opportunities for the person to use AAC strategies and encourage contact with other AAC users or support people.

4. Monitor and review communication strategies.
  - 4.1. Monitor implementation of AAC strategies in consultation with the person with disability and report according to organisational policies and procedures.
  - 4.2. Seek feedback from the person regarding the success of implemented strategies.
  - 4.3. Work with the person to identify barriers to the effective use of AAC strategies.
  - 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.
  - 4.5. Complete, maintain and store documentation and reports according to organisational policies and procedures.

## Foundation Skills

*Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.*

## Unit Mapping Information

Supersedes and is not equivalent to CHCDIS004 Communicate using augmentative and alternative communication strategies.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>