

Alternative And Augmentative Communication (AAC) Service Evaluation Talking Mats

Conditions of use

This resource was funded by the Scottish Government Right to Speak initiative. We designed and tested a Talking Mat to enable AAC users to give feedback on their services. We believe taking the time to listen to people and ask for feedback in a structured way is really important and so to support this we are making this AAC evaluation Talking Mats free for you to download and use.

If you use it please reference Talking Mats www.talkingmats.com and please be aware of the intellectual property restrictions linked to the symbols; The Symbols are designed and © to Adam Murphy and assigned to Talking Mats Ltd. in perpetuity. They may not be reproduced without permission.

Service Evaluation Interview

The interview is divided into 2 sections, based on the ten quality indicators for AAC services: *People who work with you, and how AAC services work* (the process of being assessed, getting equipment etc.)

Start by defining AAC – make sure the person knows that you are talking about the methods they use to communicate (e.g. high-tech AAC, communication book, etc.)

A. People who work with me:

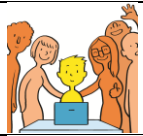


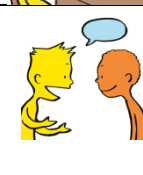
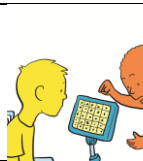


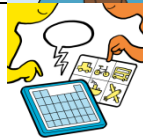


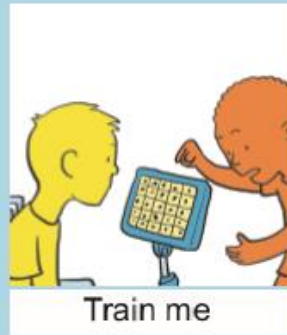
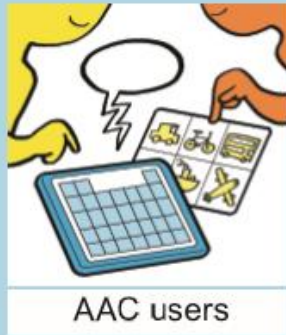
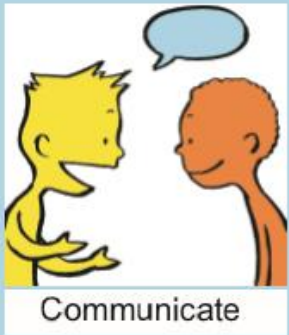
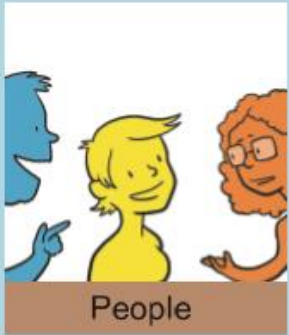
Start by asking: **Who do you think helps you with your AAC?** (to make sure they know who you are talking about)

Write down the person's response here:

Introduce use of the Talking Mat to talk about the people who help you use your AAC (top scale – going well/not going well). 'How's it going?'

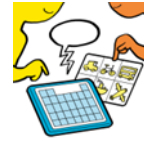
Now use the symbols to ask about people in the AAC team:

<p>How do you feel about information you received about the AAC team</p>	
<p>How do you feel about how your AAC team work together?</p>	
<p>How do you feel about the AAC team listening to you?</p>	
<p>How do you feel about the AAC team knowing how to communicate with you?</p>	
<p>Check – Did anyone teach you how to use your AAC? How do you feel about it?</p>	
<p>Check – Did your family and friends get any training on your AAC? How do you feel about it?</p>	
<p>Check – Did people in your local environment (e.g. shop keepers, taxi drivers etc.) receive any training about communicating with you using your AAC? How do you feel about it?</p>	
<p>Check – Did your AAC team put you in touch with other AAC users? How did you feel about this?</p>	








B. Information and how AAC services work

Introduce the topic which is information relating to your AAC services



How do you feel about the assessment process?	An icon depicting a person in a blue wheelchair sitting at a desk and reading a document. A red arrow points to the right, indicating a process or flow.
How do you feel about how long things took? If it didn't go well, how do you feel about the information you got?	A simple icon of a clock face with a red border and black hands, representing time.
How do you feel about funding for your AAC? If it didn't go well, how do you feel about the information you got?	An icon showing several banknotes and coins, representing money or funding.
Optional, if not going well	A blue square icon with a white lowercase 'i' inside a circle, and the word 'INFORMATION' written in white capital letters below it.
How do you feel about how often you see members of the AAC team – and ongoing support?	An icon showing a yellow person being held or supported by two other people, one orange and one pink, representing ongoing support.
How do you feel about how information is presented – for example, letters and reports being in a format that you can understand	An icon of a yellow person sitting at a desk and using a laptop, representing the presentation of information.

<p>How do you feel about having information so you know who to contact if things go wrong with you AAC (help in an emergency)?</p>	
<p>How do you feel about what happens when your equipment breaks down?</p>	
<p>How do you feel about the process when you need to get a replacement machine?</p>	
<p>How do you feel about being able to access services if your needs change and you need to be reassessed?</p>	
<p>Check – do you have an environmental control system? If yes – ask: How do you feel about having equipment that works together (for example you AAC and environmental controls working together)</p>	



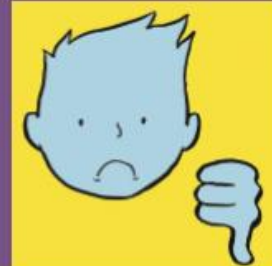
AAC services



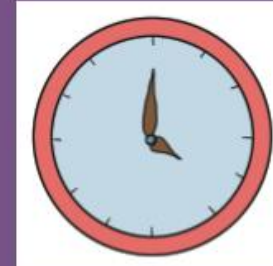
Going well



Unsure



Not going well



Length of time



Funding



Ongoing support



Info and support



Assessment



Equipment



How info is given



Who to contact



Breakdown



Replacement



Reassessment

