**Yes**



**Community Health Services**

# 

# Assistive Communication Service

Bowley Close Rehabilitation Centre

Farquhar Road

London SE19 1SZ

Tel : 020 3049 7751

Fax: 020 3049 7703

**Referral Guidance:**

**Whether complex AAC Assessment is required**

Acceptance of referrals for Complex AAC assessment is at the discretion of the AAC service, based on whether they consider each individual case to be sufficiently complex that it cannot be reasonably handled by local staff.

This decision chart constitutes general guidelines for how the complexity of referrals may be considered.

**No**

**No**

**No**

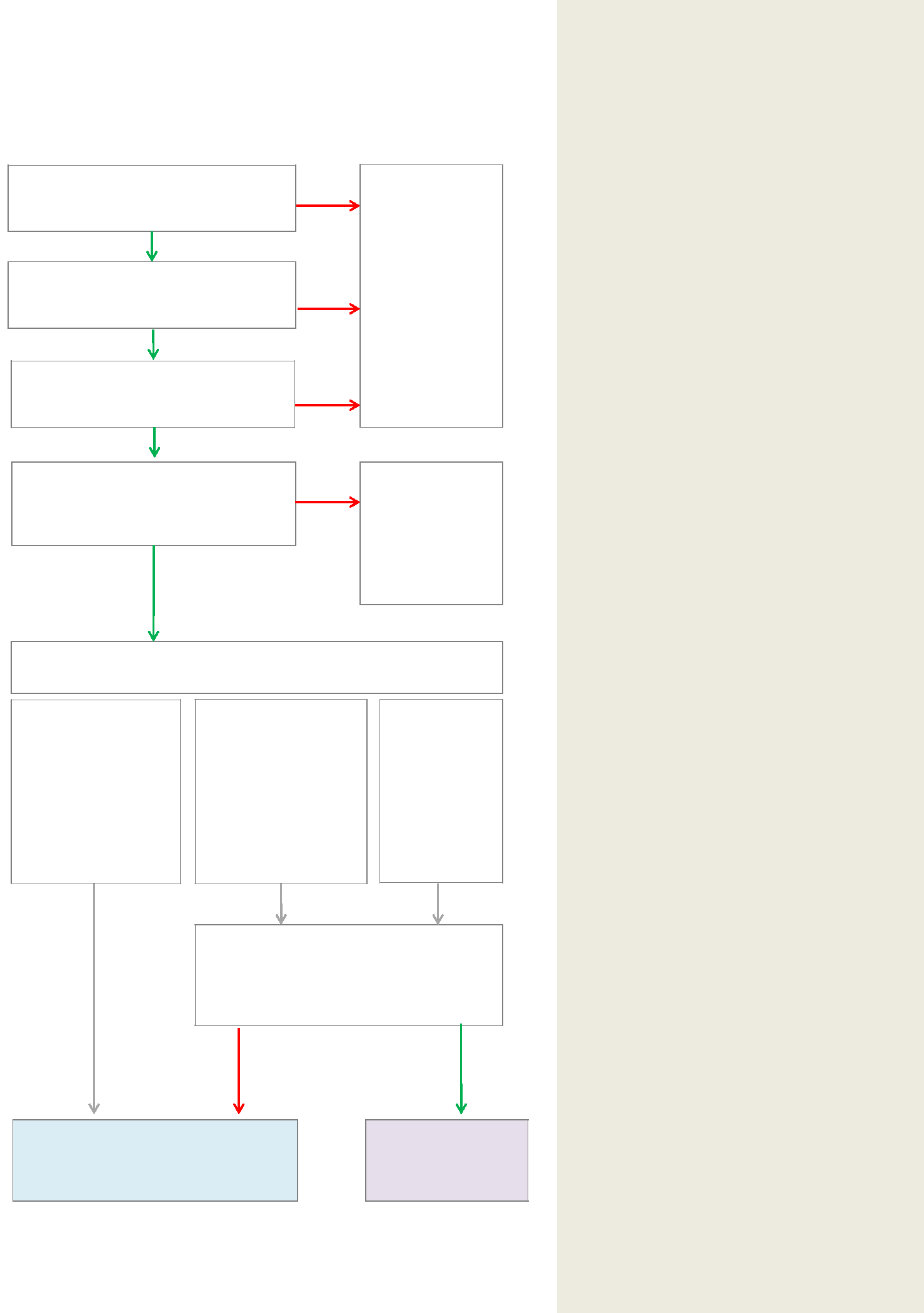
**No**

**No Yes**

A device may be needed for other reasons, e.g. memory support, behaviour management, but this is not the remit of AAC funding.

Computer access is the remit of Environmental Control services (EC). If a person requires a voice output communication aid (VOCA) AND access to email and other written communication, AND the VOCA recommended to meet their communication needs is capable of email or other written communication then the AAC service will attempt to enable this using the same device. Priority of input will be for voice output communication.

When considering the level of language ability, the person’s likely communication environment and communication partners should be taken into consideration. If it is thought that AAC may allow different communication partners or communication environments to be possible, this needs to be realistic in terms of any other cognitive deficits the person may have.



Severely impaired   
language. Unlikely to   
be able to combine   
more than one concept   
to create more complex   
communication. Will   
use high tech or low   
tech aids to select one   
concept at a time.

Impaired language.   
Unable to spell using   
the alphabet but likely   
to be able to use a   
complex multi-page   
vocabulary to combine   
multiple words and   
phrases to build more   
complex sentences.

Needs should be met by **Local assessment** Local funding of any required equipment

Likely to need **Complex Assessment**NHSE funding of any required equipment

**Start here**

Does the person understand   
cause and effect?

**Yes**

Do they understand the purpose of the   
equipment?

**Yes**

Is there a clear discrepancy between the   
person’s level of understanding and their   
ability to speak?

**Yes**

Have ‘low-tech’ strategies and techniques   
been tried and have proved to be   
insufficient to meet the person’s   
communication needs?

How is the person likely to use high tech or low tech AAC in terms of   
language construction?

Local team should trial whether low-tech means will meet the person’s communication needs and re-refer

if necessary

The person does

not meet the eligibility criteria for complex AAC

assessment.

Minor   
impairment or   
intact language   
ability. Likely to   
be able to   
construct novel   
messages using   
the alphabet.

Can the person select items on a touch   
screen, keyboard or membrane keyboard   
with at least one hand with sufficient speed   
and endurance to meet their reasonable   
communication needs?

People with rapidly degenerating conditions may not immediately meet the eligibility criteria for complex AAC assessment, but should be considered in terms of their likely need within a reasonable, clinically appropriate time-frame. People who already meet the eligibility criteria are likely to be prioritised more highly.