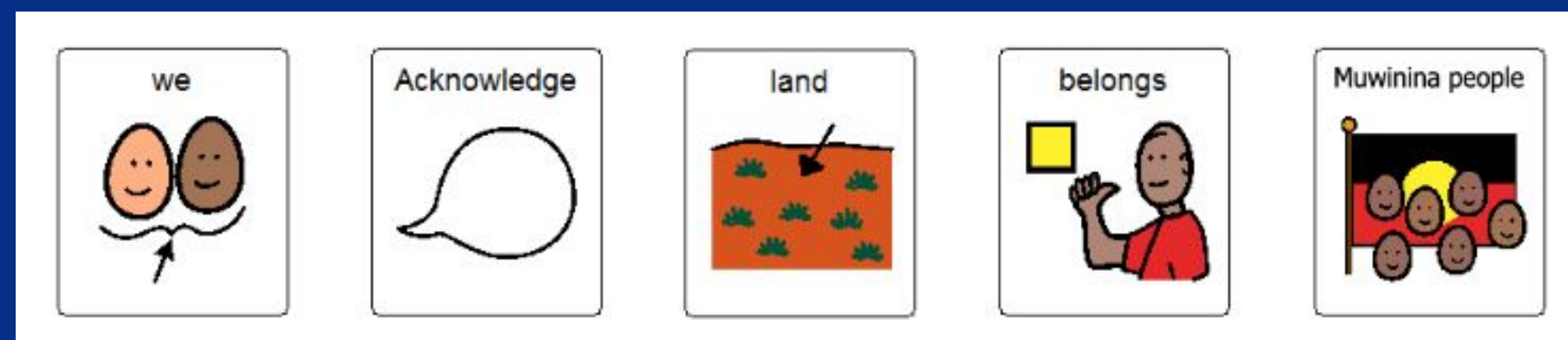


The Holy Grail of AAC services

Creating bespoke services for people with CCN
by design rather than the NDIS price guide.

Presented by: Janelle Sampson

Director and Speech Pathologist at Two Way Street

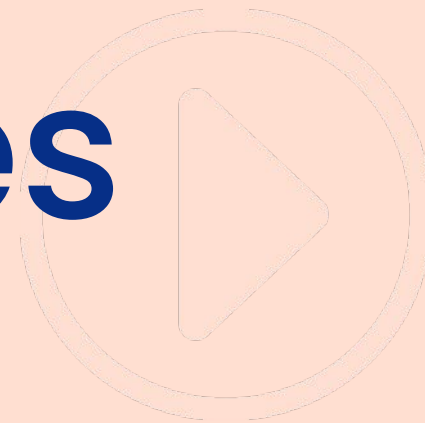


Outline

- **What are services by design and what does this mean in AAC?**
- **What is currently happening?**
- **Challenges**
- **Two Way Street's journey**
- **Tips and tricks**



What are services by design, and what does this mean in AAC?



Services by design

Focus on outcomes for the client



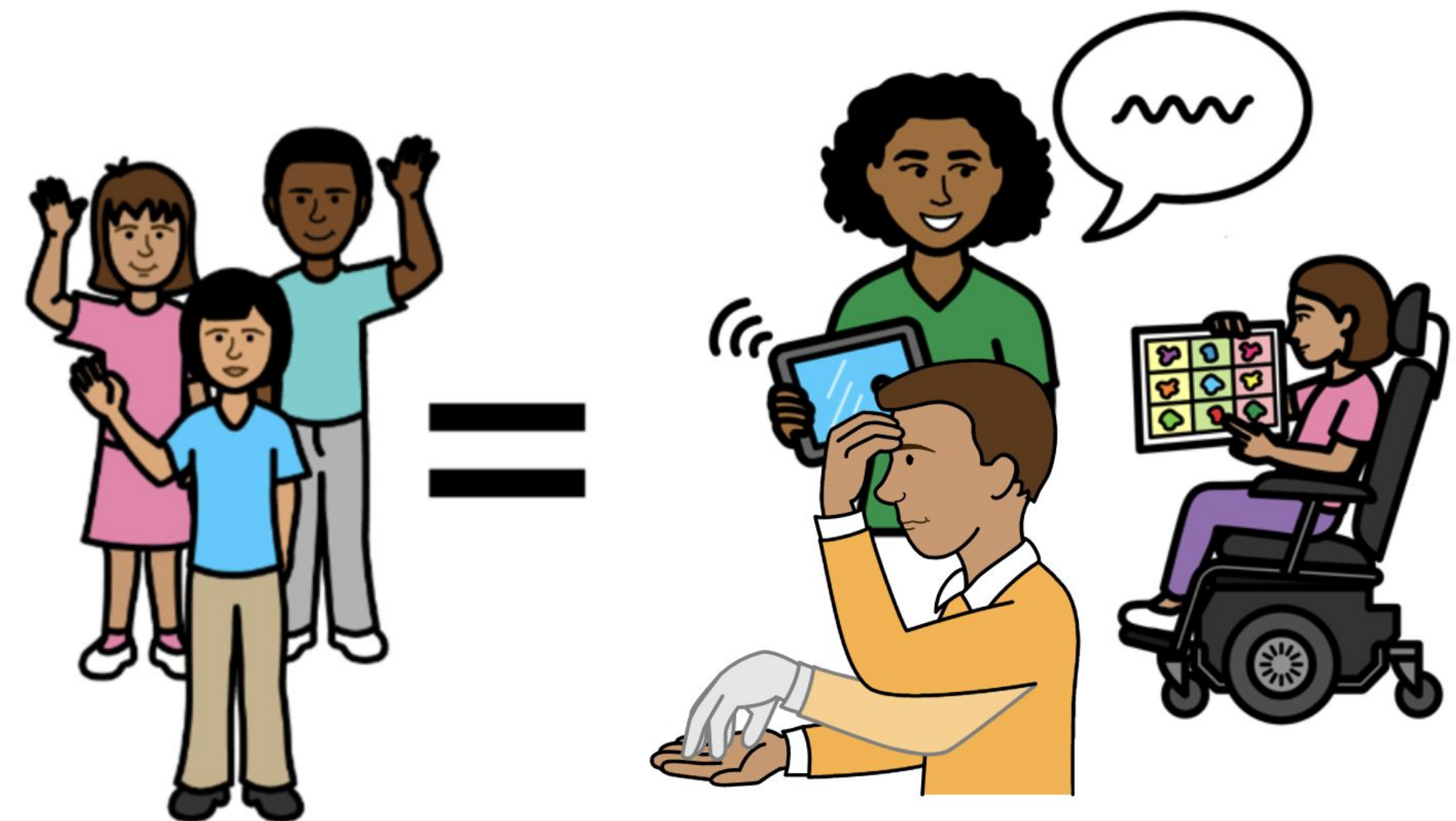
Service by design looks at designing, aligning, and optimizing an organization's operations to better support customer journeys.

Communication Equality (EQ)

Communication equality is defined as the realisation of equal rights, responsibilities, and opportunities for all people regardless of the way they communicate.

Adapted from <https://investinginwomen.asia/posts/gender-positive-advertising/>
Words in orange are used to create a draft definition of communication equality based on an existing definition of gender equality

Future thinking - Jane McGonigal



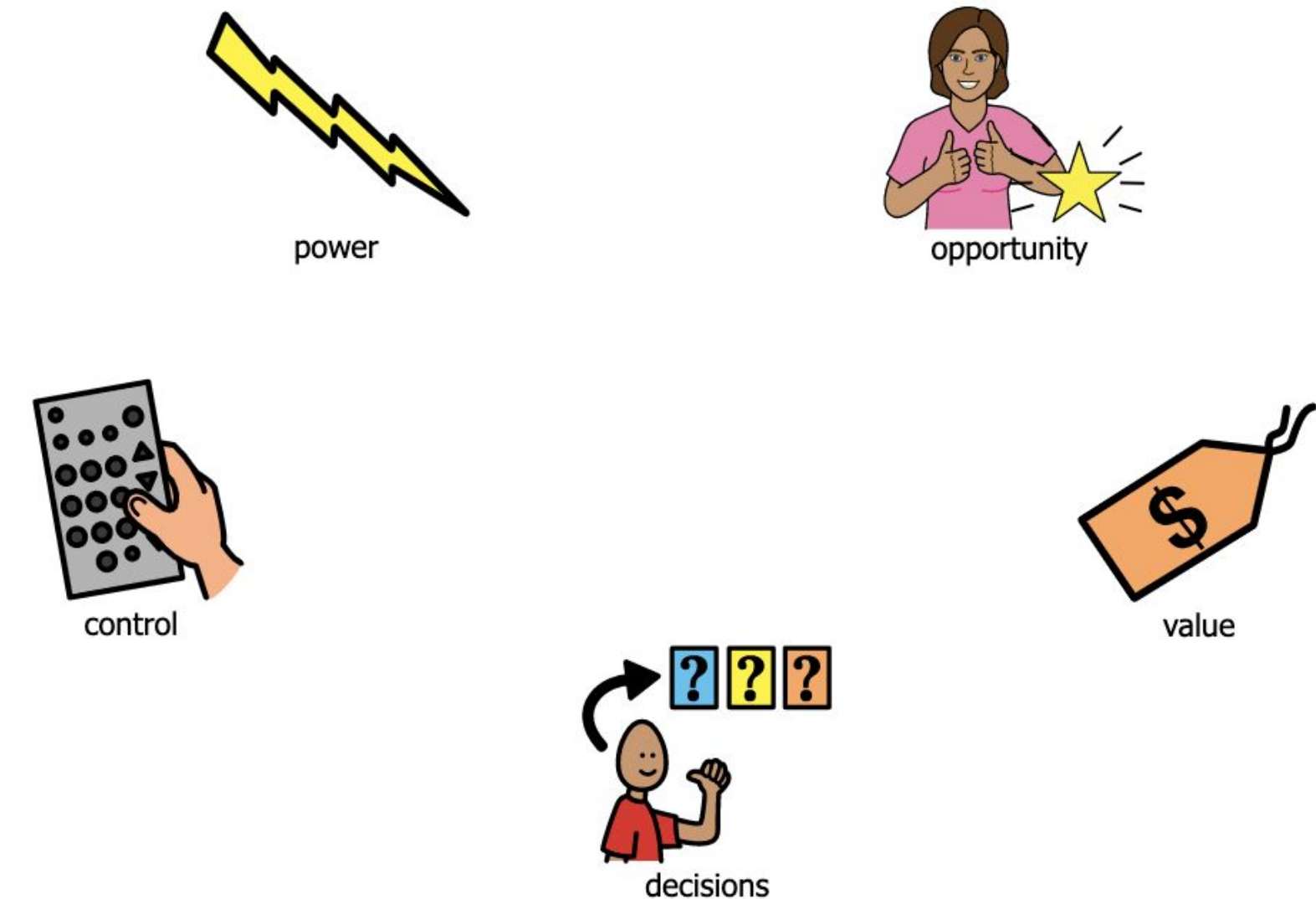
Empowerment

Empowerment for all communicators is a critical aspect of achieving communication equality.

It includes increasing a person's sense of self-worth, their decision-making power, their access to opportunities and resources, their power and control over their own life inside and outside the home, and their ability to effect change.

Adapted from: <https://www.peacecorps.gov/educators/resources/global-issues-gender-equality-and-womens-empowerment>

Words in orange are used to create a draft definition of communication equality based on an existing definition of gender equality/



Services by design for people with CCN

Keeping our eye on the prize

**Communication is a
two way street**

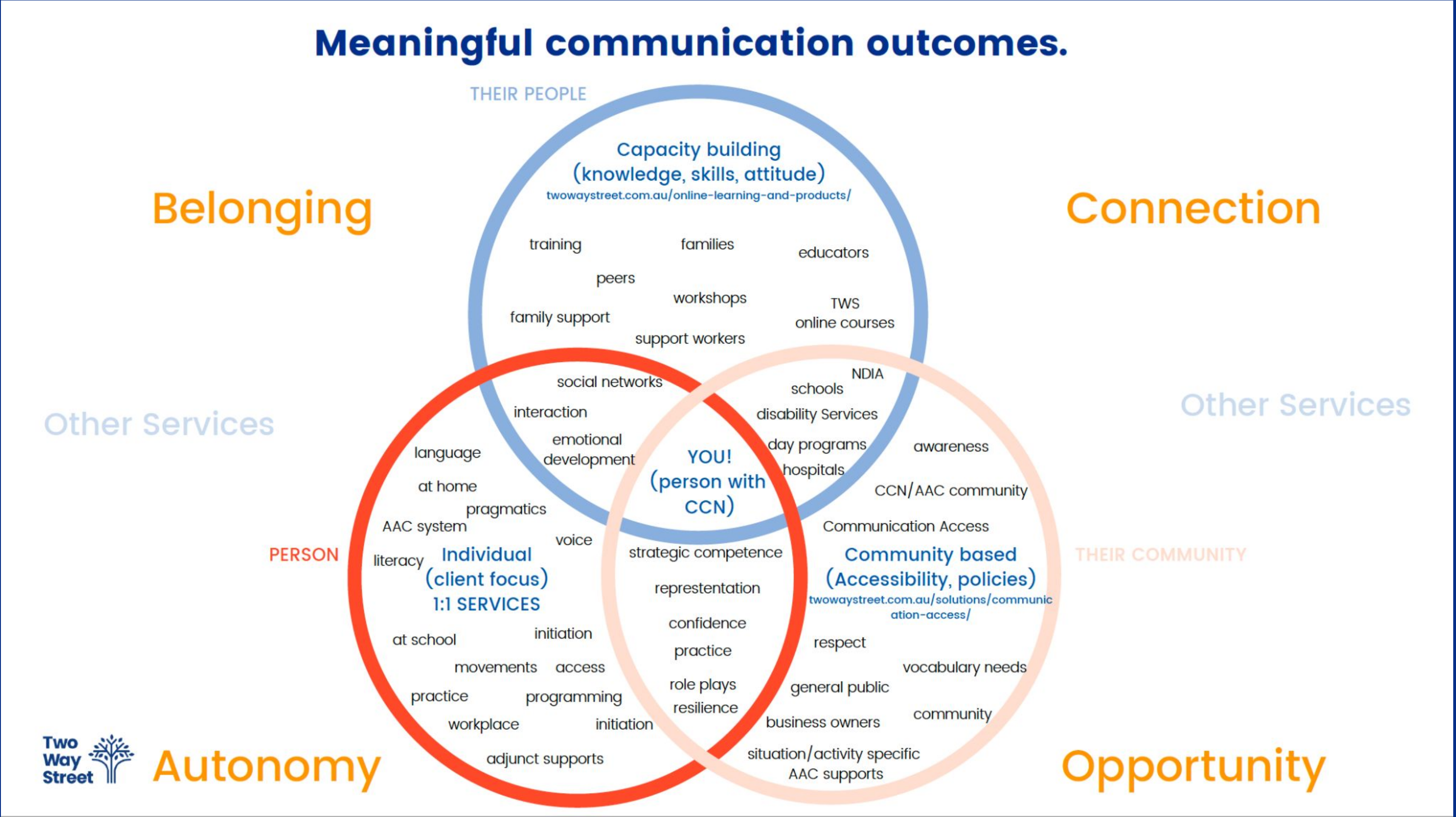
Our vision

We believe in a world where communication brings autonomy, belonging, connection, and opportunity for everyone.

autonomy
belonging
connection
opportunity



The functioning and *disability* of a person occurs in context. (WHO – ICF)



Services by design for people with CCN

The infinite game

- Happy staff
 - aligned vision and job satisfaction
 - diversity
 - opportunity to learn, share, excel, connect
 - working conditions – no more shitty biscuits!
 - voice
 - trust and admiration
- Happy clients
- Connecting with others
- To learn from and contribute to the field of AAC
- Financially successful / viable



What is the current “model”?

Services by NDIS Price Guide

The limiting factors

- Primary focus on 1:1 in clinic services.
- Assumptions:
 - all therapy is the same
 - all NDIS participants need/want the same types of therapy
 - the current model is the best we can do!
- Choice making instead of autonomy.
- Individualised funds – pros and cons
- We are doing ok but are we doing our best?



The life, times (and
future dreams) for Two
Way Street



Spoiler alert!

We're getting closer but there are still many challenges to face.



Conception



Little bubba

NDIS – personal v's organisations decisions

Volunteer or dream but not yet



Toddler

New people and new activities.

Workshops and small groups

Grant – Mel Smith



Primary years

Impatiently patient.

- *AAC user lectures*
- *Visiting presenters*

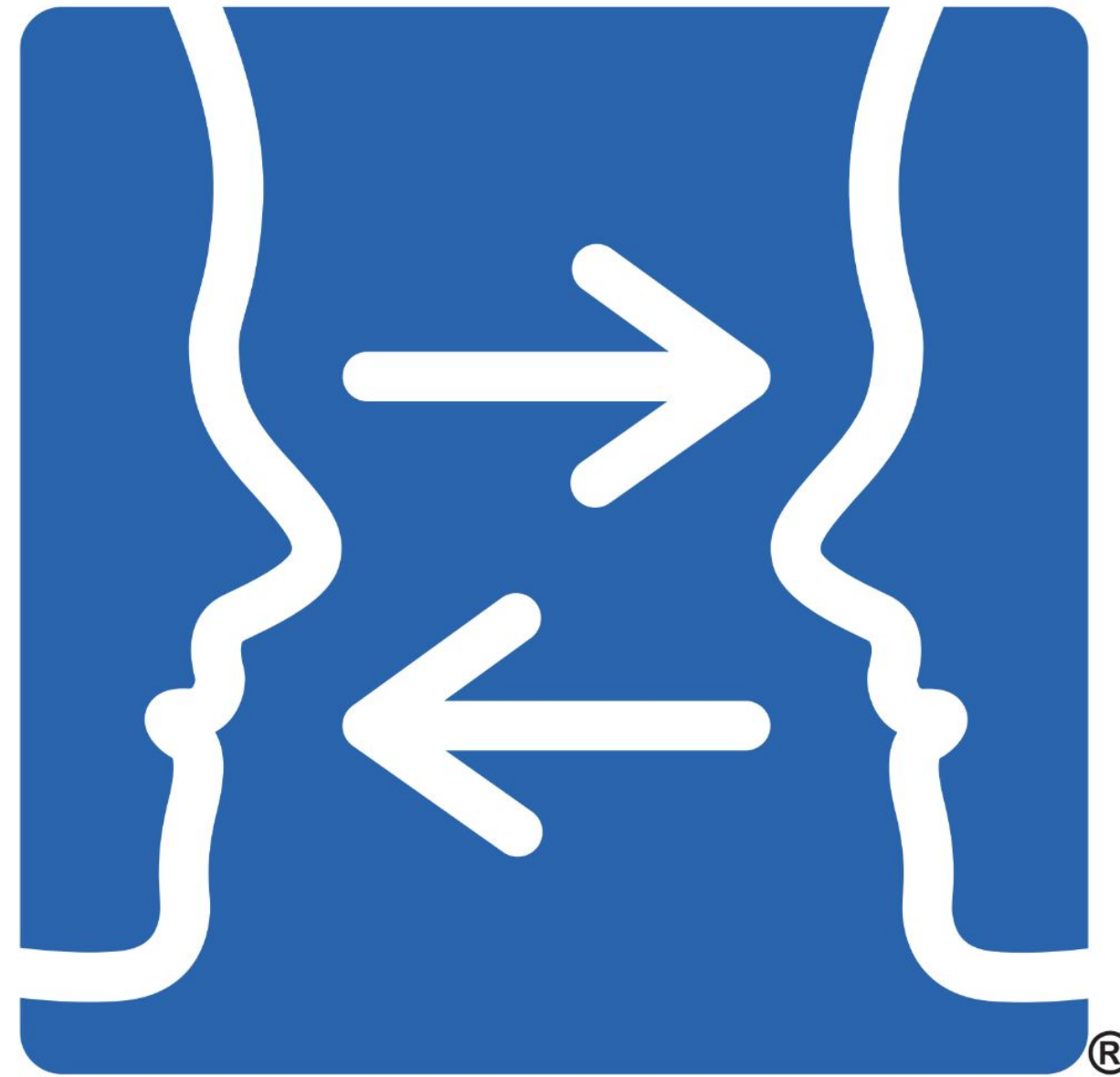
New team members on The Yellow Brick Road.

Team diversity



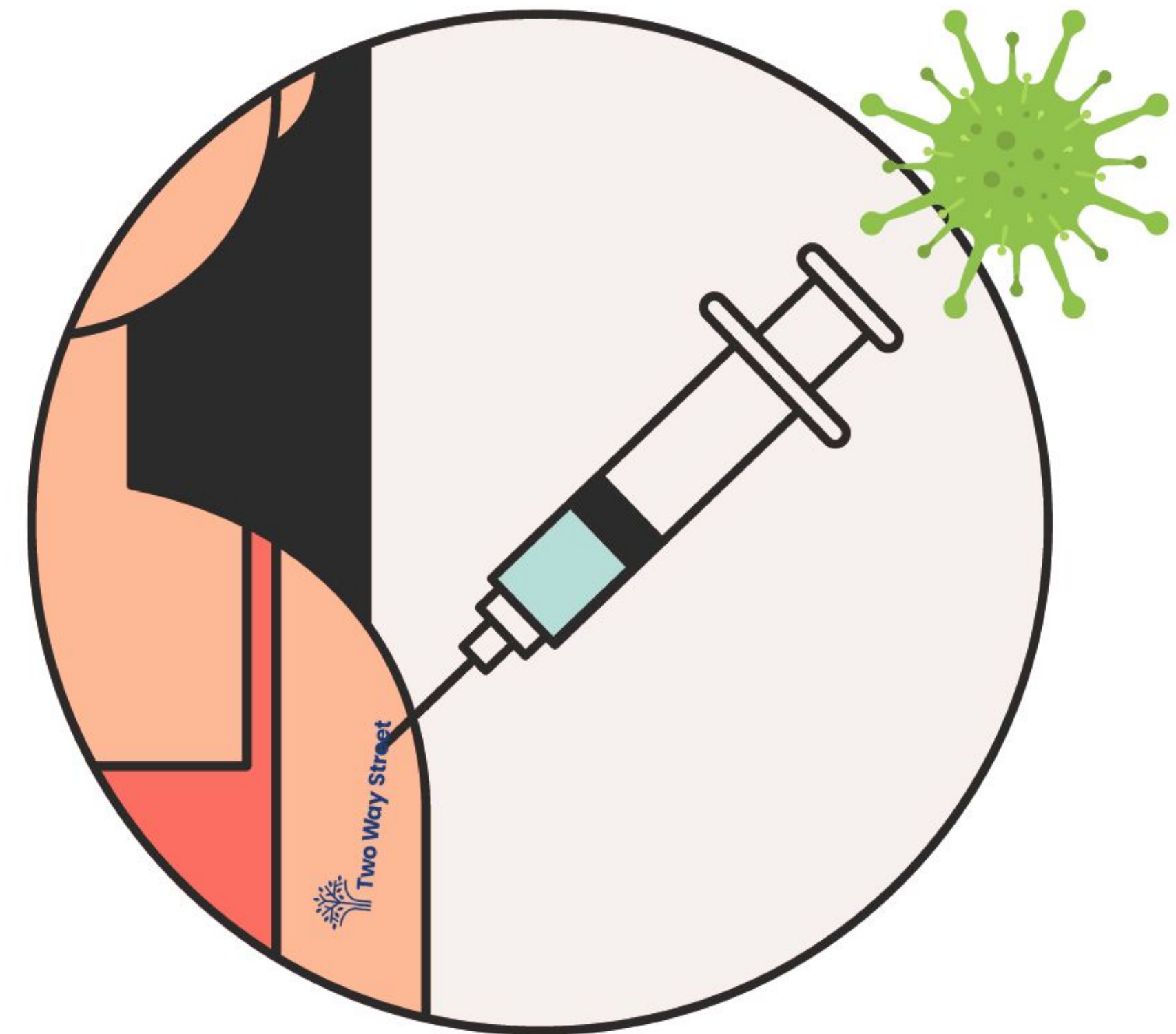
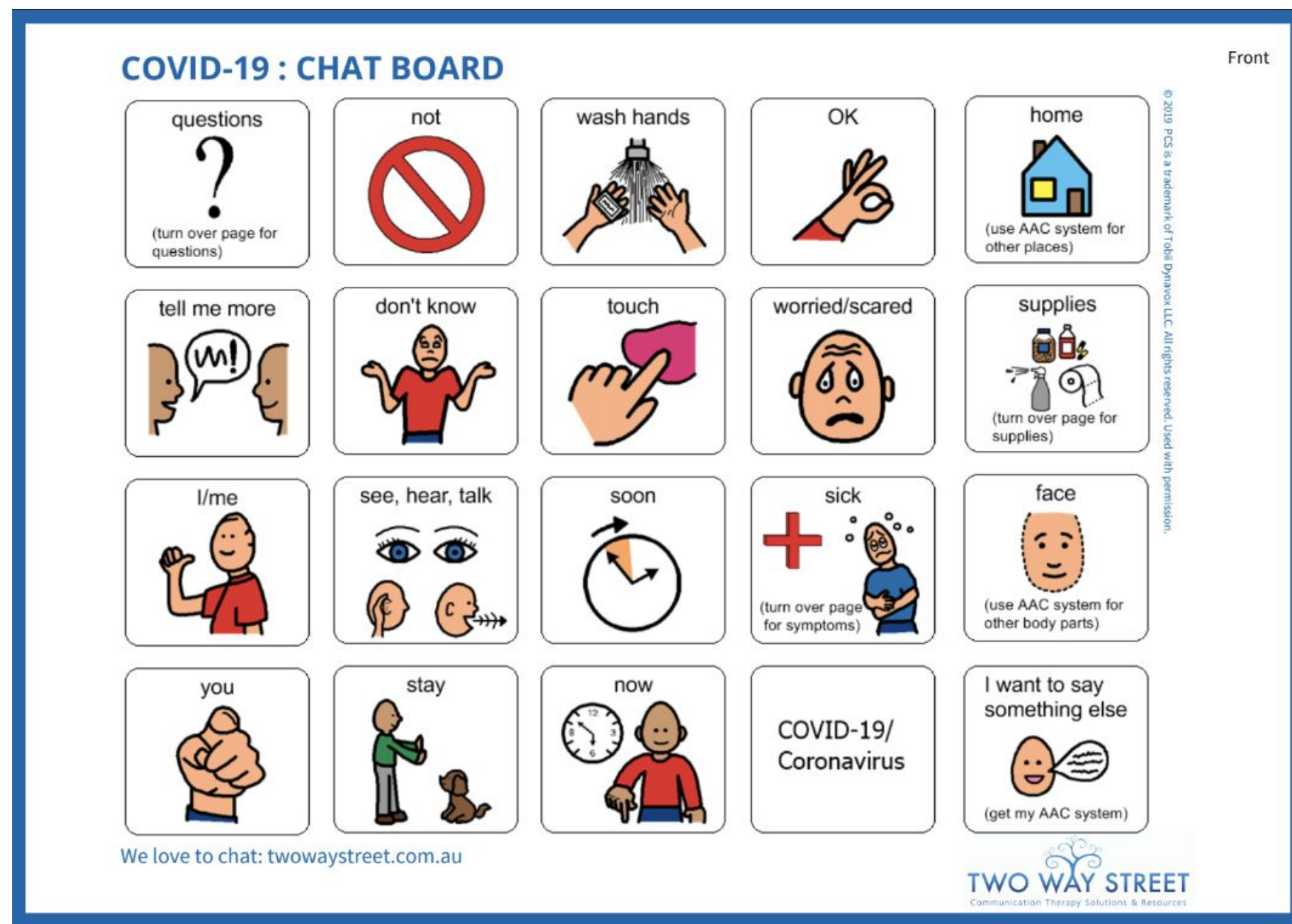
Primary years – CA

Opportunity to work with Scope to provide Communication Access certification in SA.



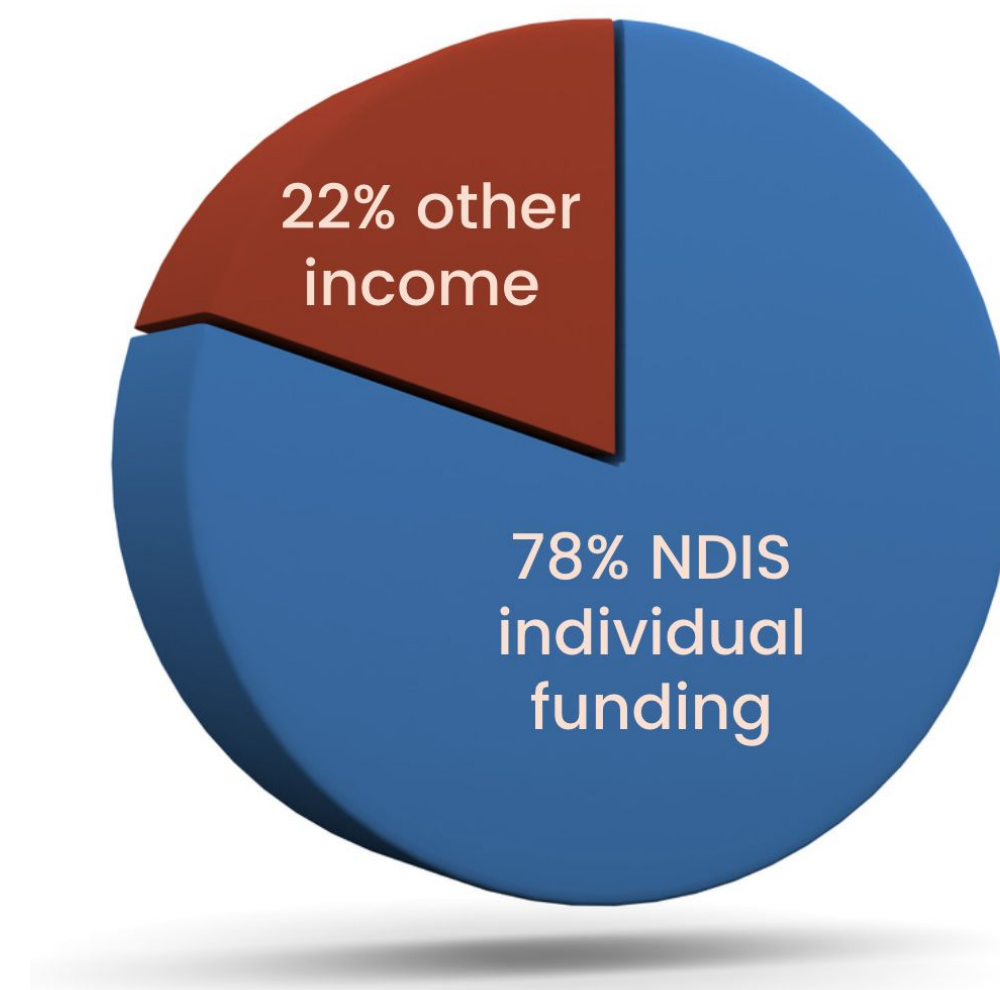
Primary years – COVID

A reality check – not always improvement



TWS the Teenager

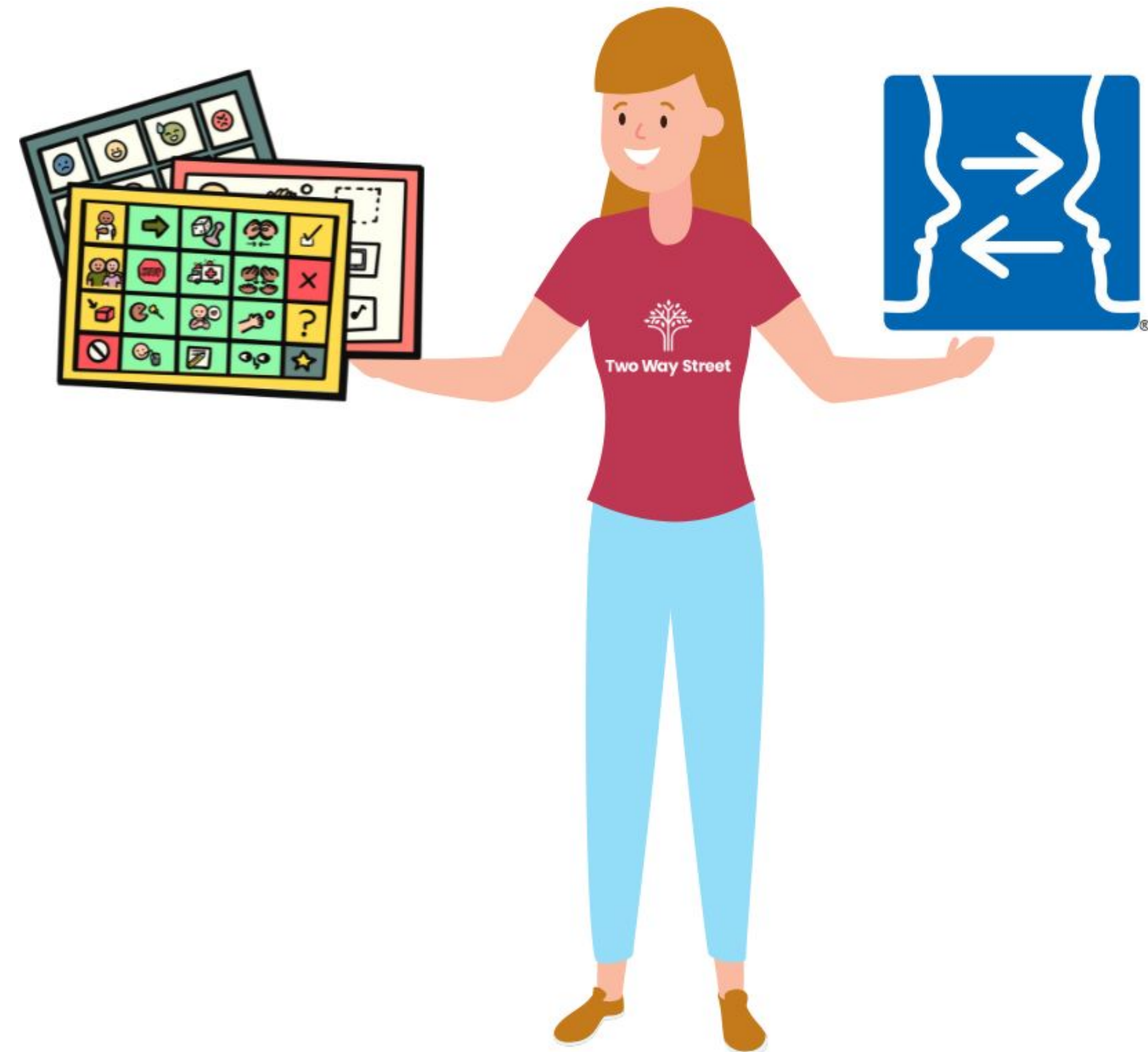
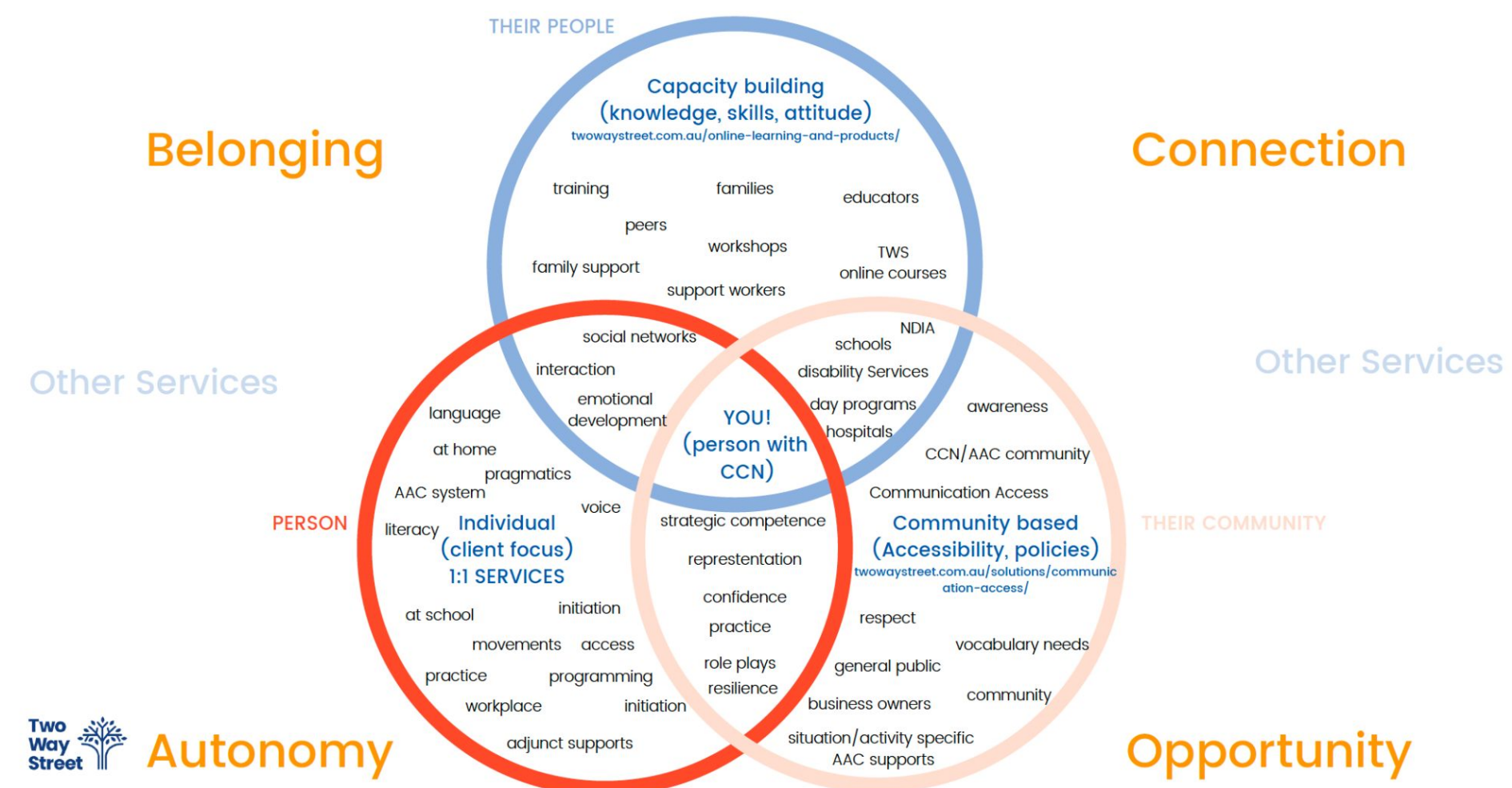
Still very reliant on others to survive (The NDIS)



Adulthood

Expanding and integrating.

Meaningful communication outcomes.



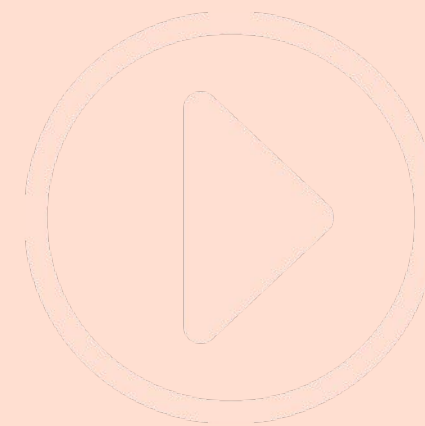
Old age

Aiming for self funded retirement as an open minded granny without reliance on the NDIS.

Build awareness and make ourselves redundant.



Lessons learned and “parenting” tips



Adapted from 7 Habits of Highly Effective People
Stephen Covey

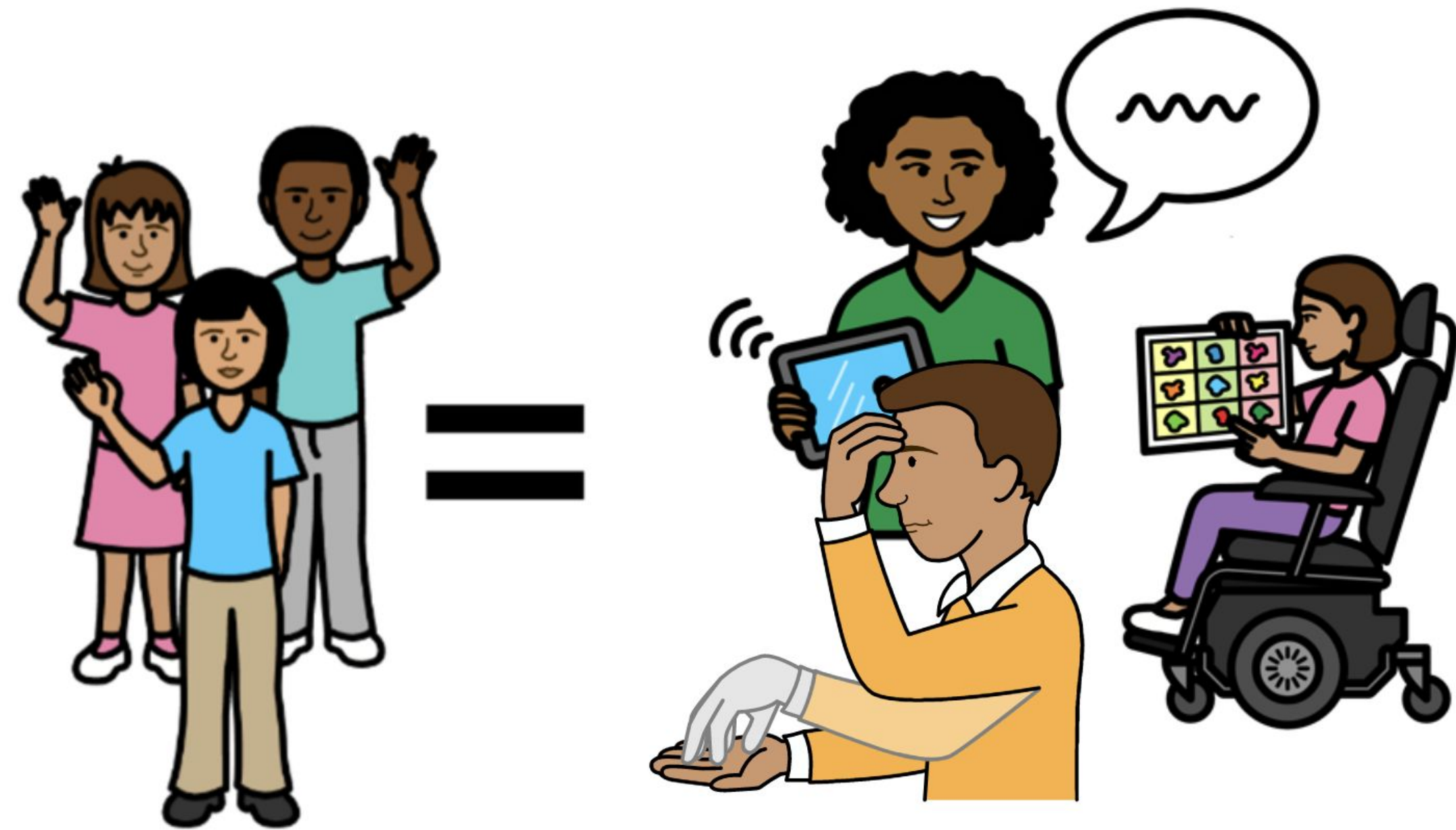
1. Be Proactive

- *Services by design*
- *If you can't do something 'yet', try the 'Adjacent Possible'.*



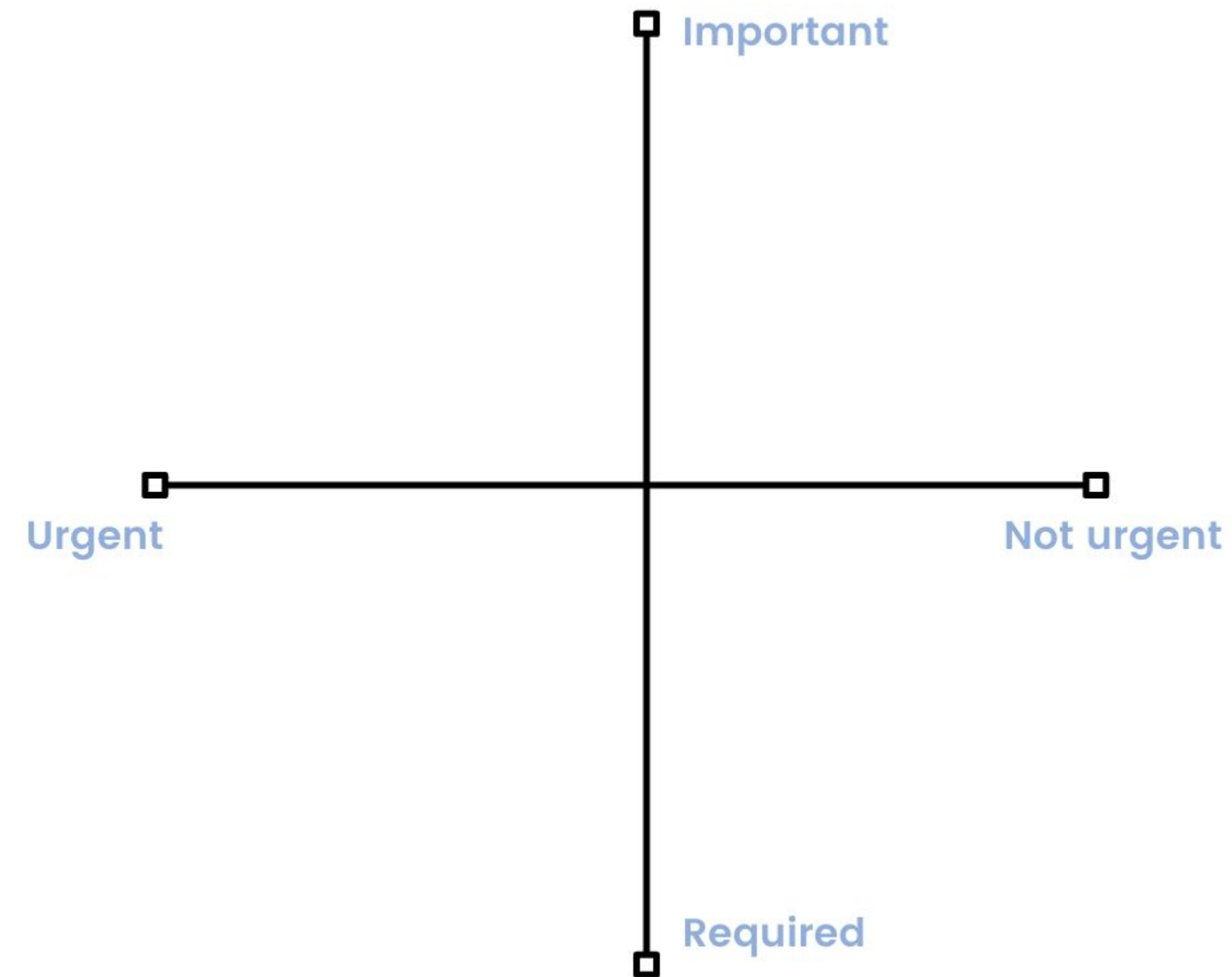
2. Begin with the end in mind

- *Listen first*
- *Keep your eye on the prize.*



Communication Equality

3. Put first things first



4. Think Win-Win

Outcomes and business.



Seek first to understand, then be understood

- *Listen to your what your clients are saying and provide services that support their messages.*
- *Help your team to feel comfortable to listen first, act then aim to make themselves redundant.*
- *Aim to always have someone with lived experience in your team, in your networks or at a minimum, read!*

Synergize

- *Create powerful synergy by fostering the open exchange of ideas.*



Ben Edwards
SPEECH PATHOLOGIST
[Read more +](#)



Raylene Coates
OFFICE AND MARKETING
MANAGER
[Read more +](#)



Phoebe Lehmann
SPEECH PATHOLOGIST
[Read more +](#)



Amy Polglase
ADMINISTRATION OFFICER
[Read more +](#)



Cassie Manuell
COMMUNICATION SUPPORT
WORKER
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Erin Morley
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David Tham
IT CONSULTANT
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Michaela Banks
GENERAL MANAGER
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Margie Charlesworth
COMMUNICATION ACCESS
CONSULTANT
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Peta Perrie
ADMINISTRATION OFFICER
[Read more +](#)



Sue Bailey
COMMUNICATION SUPPORT
WORKER
[Read more +](#)



Sharpen the saw

- *Look after your team, your business and yourself.*



Remember it's an infinite game

No one person or team can solve the world.

We need to work together and contribute our own piece to the puzzle.



Desmond Tutu.

“Do your little bit of good where you are;
it's those little bits of good put together
that overwhelm the world.”

Thanks for listening

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