

## Summary

### Objective

Communication and Assistive Technology Assessment (CATA) is used to determine the most appropriate communication and technology requirements to meet the clients' injury-related needs.


**Owner** Name withheld

**Expert** Name withheld

## Procedure

### 1.0 Who is this service for?

- a This service is for clients who have injury related support or rehabilitation needs, where they may require communication assistive technology. The service will assess the client's needs and recommend options that will contribute towards improved functional outcomes.


 Communication and Assistive Technology Assessment Services (CATA) Service Schedule

- b To make a Referral - Raise a Purchase Order to Talk Link using the ATA03 code. (ATA03 - CATA Initial Assessment and Reassessment)


### 2.0 Exclusions


- a This service excludes assessment services for clients with a visual impairment, where their needs can be addressed through the Services for the Blind contract with the Royal New Zealand Foundation for the Blind (RNZFB). Assessments for visually impaired clients through RNZFB can be requested using the ACC075 Services for the blind - initial needs assessment referral. You can find further information about Services for the Blind [here](#).

However, clients may have additional injury related limitations or impairments, such as a traumatic brain injury, which means that a CATA assessment is the most appropriate assessment to address all of their injury related communication requirements in a single assessment. Talklink Trust can request input into the assessment process from RNZFB as required.

 ACC075 Services for the blind - initial needs assessment referral

### 3.0 Make a Referral

 arrange Communication and Assistive Technology assessment

 About Social Rehabilitation Assessment Suppliers Service Page

### 4.0 Key features

- a • ACC contracts with suppliers to complete the assessments
  - The assessor can meet with the client at their home, hospital, residential setting, the supplier's premises, or another appropriate community location
  - The assessor must advise a range of options to address the identified injury-related needs.


### 5.0 Complexity Framework Tool

- a If the assessment is considered to be complex, the assessor will complete the Complexity Framework Tool, which will determine whether the assessment will be paid as complex.

#### Criteria

In order for a purchase order to be changed to complex, the following criteria must be met:

- Complexity Framework Tool is fully completed and returned to the case owner
- The threshold for 'complex' in the Complexity Framework Tool is a score of 6 or above
- The supplier must provide a robust rationale if the score they give is considered 'complex', otherwise it'll be returned to them or contact made to provide further information.

 Social Rehabilitation Assessments - Complexity Framework Tool.docx

## 6.0 Equipment

**a** Examples of Communication Assistive Technology includes, but isn't limited to:

- Augmentative and Alternative Communication (AAC) - both unaided and aided methods of communication

- Unaided communication systems rely on the user's body to convey messages. Examples include gestures, body language, and/or sign language

- Aided communication methods can include paper and pencil, communication books or boards, devices that produce voice output (speech generating devices or SGD's) and/or written output. Electronic communication aids allow the user to use picture symbols, letters, and/or words and phrases to create messages

- Computer Access Aids can include head pointers, modified or alternate keyboards, switches activated by pressure, movement, or sound, touch screens, special software, eye-gaze technology, or speech to text software that enable persons with disabilities to use a computer

- Environmental Controls are any piece of equipment that allows an individual with a disability to control aspects of their environment that are operated by electricity, eg lights, TV, telephone, etc.

Mobile phones may be required to operate the assistive technology.

There may be occasions when equipment is to be trialled. Go to Trial equipment process for guidelines.

 [Trial Equipment Service Page](#)

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