

The Role of the Manufacturer in the AAC Service Delivery Process

The Communication Aid manufacturer is primarily concerned with providing technology that can be used by speech-impaired clients either to support/enhance limited articulation or replace the speech apparatus altogether. The manufacturer has to focus on the needs of different groups.

Client

The client wants technology that generally fulfils the following criteria:

- Effective
- Flexible
- Affordable
- Supportable

This is achieved by Manufacturers through the process of Research and Development.

Clinician/Support Personnel

With any piece of technology, there is a learning curve. The Support personnel may need support themselves to help a client become proficient in the use of new technology. Generally, there are three phases to learning any new system or skill;

- "Guessability" Phase
- "Learnability Phase
- "Experienced User" Phase

Funding Agencies

In many cases, the Client is not the source of funding for the device but some other agency. Manufacturers have to work with such agencies to help facilitate the funding process.

- Provide information on functionality
- Provide accurate pricing and options
- Comply with National and State legislation
- Act, when needed, as a liaison between Client, Clinician and Funder

Training Commitment

All these groups are likely to need training to some degree. Manufacturers usually offer this in a variety of formats:

- Manuals
- CD/Video support
- Online Training
- Face-to-Face seminars
- Communication Aid Manufacturers Association (CAMA) tours

More information

Communication Aid Manufacturers Association: <http://www.aacproducts.org/>

Presenter Information and Web Site

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<http://www.roughmagic.net/pathfind>