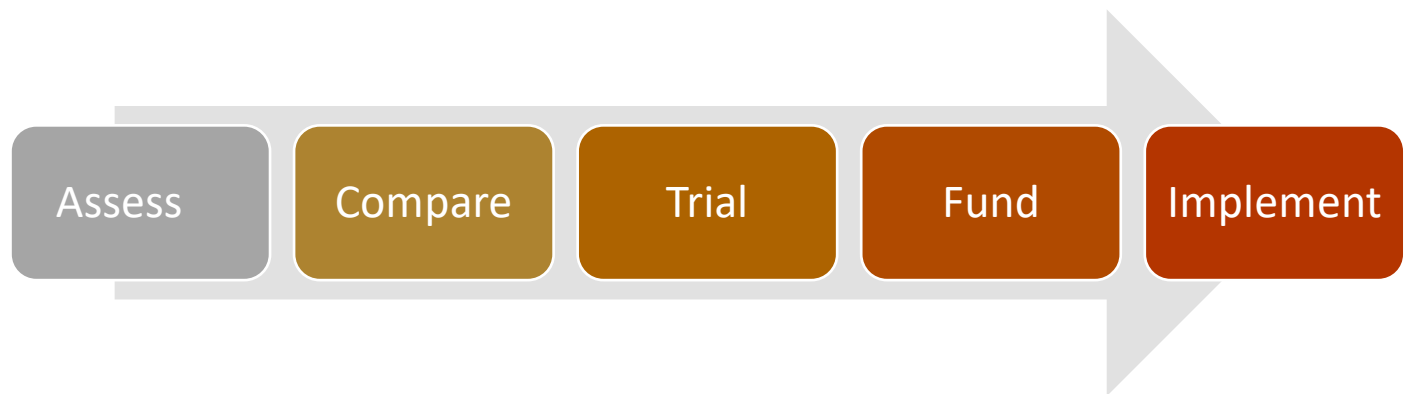


Trial Process Overview

Head Office	General Enquiries	office@linkassistive.com (08) 7120 6002
Link Assistive Loans	Loan requests Loan enquiries Device return enquiries	loans@linkassistive.com (08) 7120 6002
Technical Support	Device hardware repairs and software troubleshooting	support@linkassistive.com (08) 7120 6002
Clinical Support	Device information and trial support Contact your local consultant ACT VIC NSW QLD SA WA TAS NT	act@linkassistive.com vic@linkassistive.com nsw@linkassistive.com qld@linkassistive.com sa@linkassistive.com wa@linkassistive.com tas@linkassistive.com nt@linkassistive.com

Trial Steps and Considerations



Assess	
Assess the individual's communication skills	<p>The following frameworks may help you:</p> <ul style="list-style-type: none"> • Participation Model (Beukelman and Mirenda, 2013) • Matching Persons with AAC Technology Model (Hill, 2010) • SETT Framework (Zabala, 2001) • WHO International Classification of Functioning, Disability and Health (ICF) Framework (World Health Organisation, 2007)
Discuss goals and expectations	<p>Discuss the individual's goals and expectations of a communication device in. Consider long and short-term goals.</p> <p>Consider needs and goals around:</p> <ul style="list-style-type: none"> • Communication • Computer Access • Environmental Control • Recreation • Social Networking
Complete Assessments	<p>Use assessment tools and checklists to determine needs and priorities for a communication device</p> <ul style="list-style-type: none"> • Needs Assessment • Access Screening Tool • Feature Matching: Considerations for Choosing a Communication Device • TD AAC AT Feature Consideration Tool • Dynamic AAC Goals Grid (DAGG-3) <p>See: Assess - AAC Trial Process - Link Assistive</p>
Determine Goals	<p>Using information from your assessments set goals to record during the trial.</p> <p>See: Goals for Trial</p>

Compare	
Identify the key features the individual needs	<p>Use the Link Assistive Feature Matching Tool and TD AAC AT Feature Consideration Tool to help you.</p> <p>For further learning: Tobii Dynavox Learning Hub</p>

Research Supplier websites for options	We have all our devices with their key specifications available on our website. Link Assistive Products
Meet with your local Assistive Technology Consultant	Our clinical team is available to discuss suitable options for individuals. They can provide product demonstrations over video call or in person if you are in their region.

Trial	
Complete the loan request form	<p>Complete the form online: Equipment Trial</p> <p>Any questions please contact loans@linkassistive.com <i>Request any accessories you require e.g., switches, mounts</i></p> <p>Link Assistive Loans will contact you offering dates, confirm delivery address</p>
Begin familiarising with software	<p>Download the trial software, begin programming, decide on set up and layout so you are ready to go when device arrives.</p> <p>See: Trial Support Resources</p>
Book Support with local Assistive Technology Consultant	Our clinical team is available for support if you are unfamiliar with the device and software. Please aim to book anticipated support in advance to ensure the availability of the clinical team.
Check the Device when it arrives	<p>The device will be delivered to your preferred address sometime in the week before the date your trial commences.</p> <p>Check the device is charged and working prior to taking to the client.</p> <p><i>Should the equipment not operate properly when it arrives, please notify Link Assistive immediately upon noticing the malfunction and request instructions.</i></p> <p>Check you have received all accessories and mounts you are expecting</p>
Technical Support	<p>Contact Link Assistive for support (08) 7120 6002 or support@linkassistive.com or Book a call online</p> <p>Link Assistive will use TeamViewer to log into your device. Booking an appointment time is preferred.</p>
Program and customise device to the individual	<p>Make further programming and customisations as needed throughout trial. <i>Devices get reset when they are returned</i></p>
Check all technical aspects of the device	<p>Many users want their device to do environmental controls, emails, Facebook etc. During your trial test all functions that are a priority for the user to check compatibility.</p> <p>See: Control Feature Checklist</p>

Record data during the trial	<p>Record details of device, software and page set used See: Communication System Summary</p> <p>Record data against goals See: Trial Record</p>
Back up device and Sign Out of Accounts	<p>At the end of the trial:</p> <p>Save the programming at the end of the trial to USB or cloud account (MyTobii Dynavox, Smartbox Account)</p> <p>See: Sync, Share, and Save in TD Snap.pdf</p> <p>If you signed into Apple, Smartbox, Tobii Dyanvox accounts please sign out prior to return. Remember to write down your account and password details!</p>
Return device	<p>Post/ courier device on the end date of your trial or next business day. <i>Return details will be emailed to you, return information is also on your loan form.</i></p>
Evaluate the trial	<p>Consider the strengths and weaknesses of the communication device trialled and whether goals were achieved.</p> <p>See: Trial Evaluation</p>

Fund	
Complete funding application	<p>Depending on the device cost and funding body you will need to complete a report including information about all device trials, feature comparisons and goal outcomes.</p> <p>For NDIS eligible clients see the NDIS AT Information and Form</p> <p>See NDIS Assistive Technology Report Writing for tips and tricks when completing your AT application.</p> <p><i>For information regarding AT Australian Standards (or ISO AT standards) and warranty, scroll down on the product page on our website</i></p>
Get a quote	<p>To request a quote please email office@linkassistive.com with the list of items you require. Do not forget your accessories and any software not included as standard.</p> <p>You can also request a quote via the website by adding products via “add to quote” button</p>

Implement	
Order Device	Once funding is approved you can order the device with us. Link Assistive Ordering Process
Device arrives	Hooray! When the device arrives, you can set it up for the individual. Re-load any user files that you backed up during the trial.
Post purchase support	The Link Assistive Tech Team is available to support with repairs and technical issues. (08) 7120 6002 or support@linkassistive.com or Book a call online Warranty Information
Further Learning	The Tobii Dynavox Learning Hub as HEAPS of courses freely accessible on a range of topics including <ul style="list-style-type: none"> • Specific devices • AAC Assessment • Access • AAC Implementation Access them for free: Learning Hub