

INCREASING PARTICIPATION: USING SYMBOLISED FORMATS TO INCLUDE AAC USERS IN THE PROCESSES OF A GOVERNMENT FUNDING BODY

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Short Abstract

This paper describes resources and initiatives introduced by the Medical Aids Subsidy Scheme (MASS), Queensland Health, to include people using symbol based SGD's in routine communication with MASS and a service improvement activity (survey). The results include actual survey responses as well as feedback in relation to the new strategy.