

## **Lonsdale's Augmented and Alternative Communication (AAC) Support Team**

As a team we aim to provide a high level of support to meet each pupils Alternative and Augmented Communication (AAC) needs.

We provide specialist knowledge of AAC to families and professionals, assessments for access to assistive technology needs and communication aids, technical support, mounting solutions, paper base solutions and training for staff, families and professionals.

We aim to have a multi-disciplinary approach to ensure that all professionals are involved when making decisions regarding different aspects of using assistive technology and a pupils AAC.

We work alongside the specialist HUBS- Communication Aid Service, East of England (CASEE) and Assistive Communication Service (ACS), NHS and Private Speech and language Therapy Team, NHS and private Occupational Therapist and Physiotherapist and Lonsdale IT department.

Within our roles we aim to provide each pupil who requires AAC support with equipment, both hardware and software, that reflects their ability, interests, needs and wants. We work closely with the pupil, their families and class team to ensure this

We ensure that our knowledge is up to date with the most current forms of assistive technology and AAC, to enable us to provide the specialist knowledge for assessments of all pupils' access to technology or their AAC.

### **We are responsible for:**

**Assessments;** access to technology, hardware for VOCAs (Voice Output Communication Aids), mounting solutions for VOCAs.

**Specialist Support for;** technical support for VOCA, technical support for mounting solutions, specialist software.

**Training – VOCA hardware, access and mounting solution;** for all school staff, for families and carers.

**Programming, editing, upgrading and updating;** all AAC, this includes both paper base and powerbase.

**Equipment;** Funded by Education or Health – this will be supported by Lonsdale's AAC Support Team.

### **Support in holiday times:**

#### **Holiday Support / Contact information:**

If you experience any issues with your child's VOCA during the holidays, please see contact details below for technical repairs, software and who to contact if there is a cost to the repair due to warranty expiring.

#### **Smartbox**

① 01684 578868  
@ [support@thinksmartbox.com](mailto:support@thinksmartbox.com)  
📄 <https://thinksmartbox.com>

#### **Techcess**

Contact: Ian Foulger

① Tel: 01476 512881 Mobile: 07799 697903  
@ [ianf@techcess.co.uk](mailto:ianf@techcess.co.uk)  
📄 <https://techces.co.uk>

#### **Tobii**

① 0114 307 2364  
@ support.uk@tobiidynavox.com  
📄 Tobii returns procedure  
[https://www.tobiidynavox.co.uk/support-training>Returns- Step-by-Step/](https://www.tobiidynavox.co.uk/support-training>Returns-Step-by-Step/)  
📄 Tobii contact form  
<https://www.tobiidynavox.co.uk/About/Contact/Contact-Tobii-Dynavox-UK/>

#### **Liberator**

① 01733 370 470  
@ info@liberator.co.uk  
8 <https://www.liberator.co.uk>

**For Grid 3 / Grid for iPad Software queries please contact:**

#### **Smartbox**

① 01684 578868  
@ [support@thinksmartbox.com](mailto:support@thinksmartbox.com)  
📄 <https://thinksmartbox.com>

#### **Authorisation of repairs**

#### **Funded by CASEE**

① 01223 349 401  
@ [enquiries.casee@nhs.net](mailto:enquiries.casee@nhs.net)

**Funded by ACS**

① 0208 102 4069

@ [Theresa.tanchak@nhs.net](mailto:Theresa.tanchak@nhs.net)

**Members of Lonsdale's AAC Support Team:**

L Swaine- Specialist AAC Technician

C Bartlett- Specialist AAC Technician