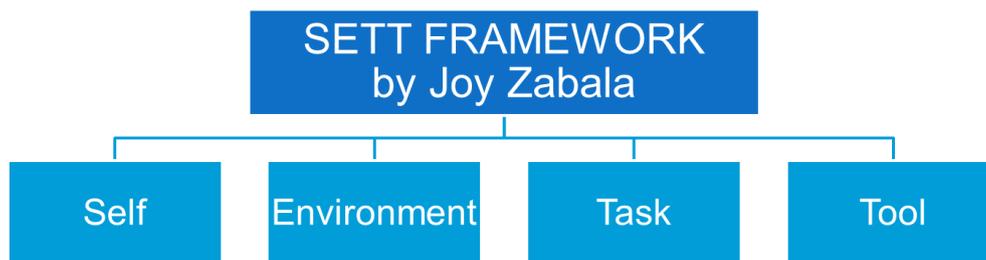


# Factors to Consider: Communication

## The SETT Framework

The SETT framework by Joy Zabala provides guidelines to choosing assistive technology tools which suit the individual's skills and needs. It may be used when choosing a new communication device or when evaluating the suitability of an already existing device. The SETT framework reduces the likelihood of tool abandonment. SETT stands for Self, Environment, Task, and Tool.



### Self:

Self refers to the user's skills. The five main areas considered are:

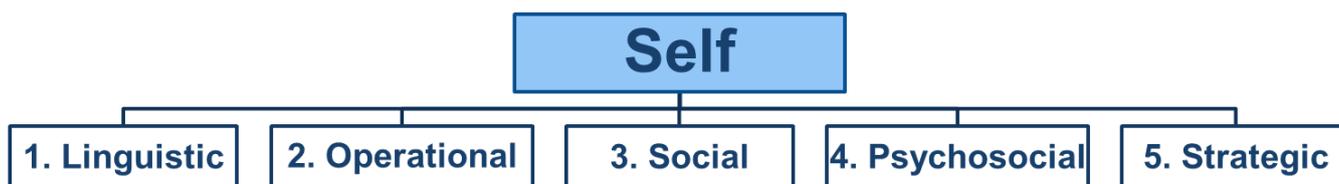
1– **Language skills:** understanding of language, language production, and literacy.

2– **Operational skills:** physical, sensory, and cognitive skills required to operate the device.

3– **Social skills:** social etiquette, interpersonal skills, and conversational skills.

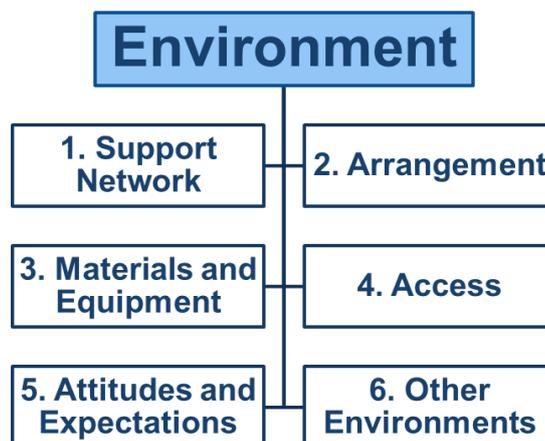
4– **Psychosocial skills:** personal factors such as motivation, confidence, resilience, and attitude.

5– **Strategic skills:** problem solving skills which allow the person to overcome language, operational, social and psychosocial barriers to effective communication.



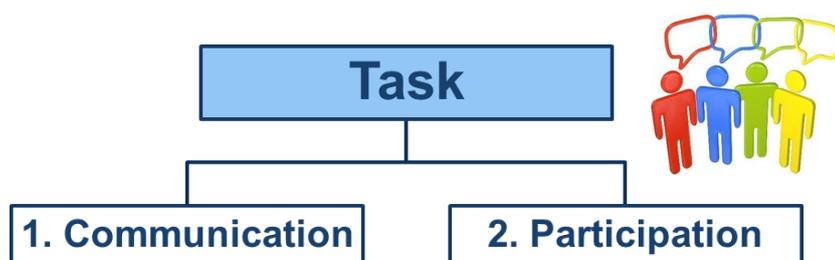
### Environment:

Environment takes into consideration the individual's support network, the physical arrangement, materials and equipment, access, attitudes and expectations as well as other environments the person may be in.



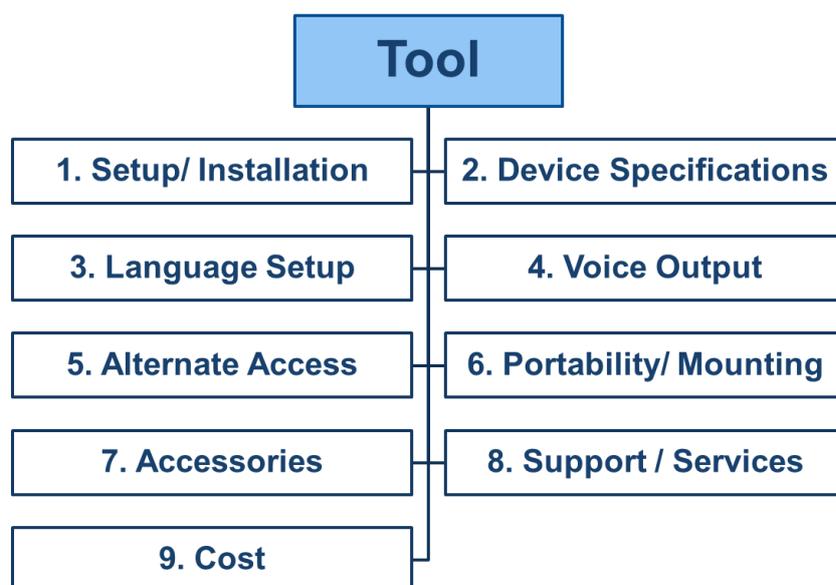
## Task:

Task refers to the critical elements of a specific task/activity, what a successful participation looks like and the barriers to successful participation. Communication strategies and possible modification of the activity are considered to support the individual's active participation.



## Tool:

Refers to devices, services, and strategies which are needed to allow the person to participate and meet expectations in the given tasks and environments.



When exploring current abilities, it is important to keep in mind that, no matter how great the needs, everyone has abilities which can be built upon and enhanced – and not necessarily replaced!

For more information about the SETT framework, please visit: [www.joyzabala.com](http://www.joyzabala.com)

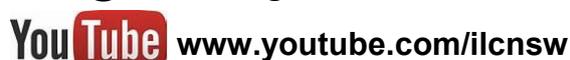
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