

# COMMUNICATION ASSISTANT ASSESSMENT REPORT SURVEY FEEDBACK



This infographic provides an overview of the feedback Moretalk received about their assessment reports from a survey in October 2024.

## WHO DID THE SURVEY?

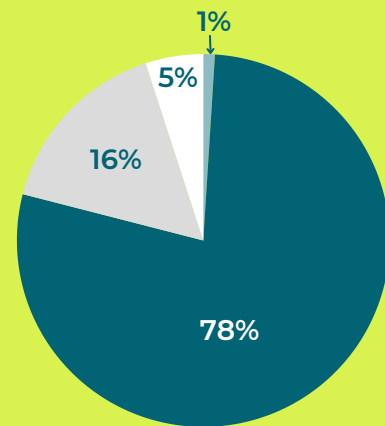
We sent the survey to professionals working in the Aotearoa justice system who have worked with a CA and read their reports. We did not include Judges this time, but we will in the future. 37 people completed the survey.



## AMOUNT OF DETAIL

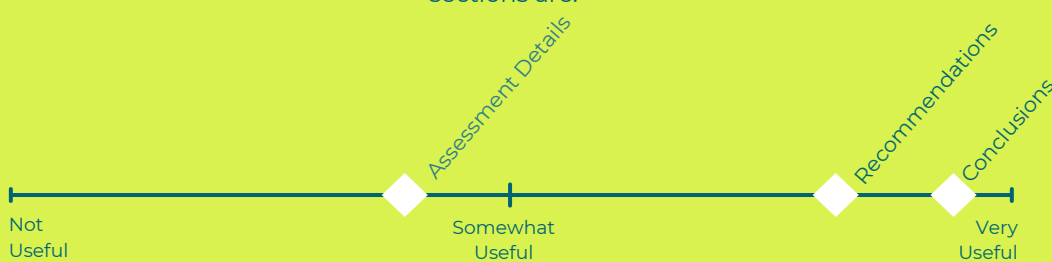
We asked respondents to tell us if we are putting an appropriate amount of detail in our reports.

- Not enough
- Appropriate amount
- Too much
- Did not answer



## HOW USEFUL IS EACH SECTION OF OUR REPORTS?

Our assessment reports have three key sections: Conclusions of Assessment, Recommendations for Accommodations and Assessment Details. We asked respondents to tell us how useful each of these sections are.



## HOW USEFUL ARE OUR REPORTS?

We asked respondents to tell us how useful our reports are when they are preparing for different parts of the justice process.

*Preparing for Ground Rules Hearings*

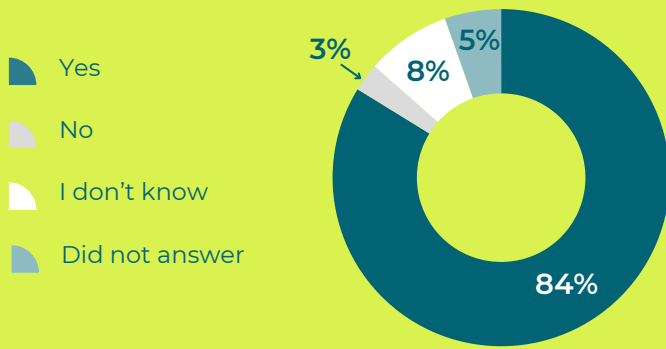


*Working with participants in and out of court*



## ONE PAGE SUMMARY

We asked respondents to tell us if a one page, easy-read summary at the front of the report would be helpful.



"We have so much material to read on a daily basis all I can really emphasize is, less is more!"

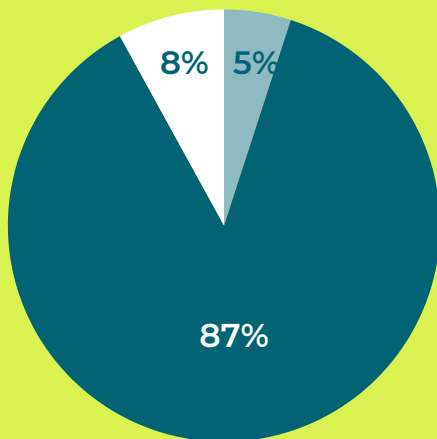
"It would make it easy for me to have a refresher of the issues each time I pick up a file"

"I really like the idea of a summary I find the report too wordy at present."

## WORKING WITH A CA

We asked respondents to tell us to tell us if working with a CA made it easier for them to effectively engage with participants.

Yes No Did not answer



## WHAT DID RESPONDENTS SAY ABOUT WORKING WITH A CA?

"It has helped me rethink how I engage with others in my work and how to recognise potential communication difficulties."

"Very helpful - in fact essential."

"I couldn't do my job without the assistant of CA."

"It has been fantastic, and I know so many more of our clients need it."

## WHAT NEXT?

Based on the feedback we have received, we will take the following steps to improve our assessment reports:



Creation of a one page, easy-read summary template that will go at the front of all Moretalk assessment reports.

Collaboration among our CA team to work on minimising the length of the reports, while still presenting the most relevant and useful information.



Distributing the survey to Judges across Aotearoa to receive their feedback on our reports.



**Thank you to all the respondents for sharing their time and experience with us.**

**Ngā mihi nui ki a koutou kātoa!**