Assistive Technology Navigation

AT Chat is a peer-led, co-designed, online community for assistive technology (AT) users to share information and lived experience about AT.

Objective

To increase capability and confidence of people with disability to make AT decisions through access to peer support and peer-led information.
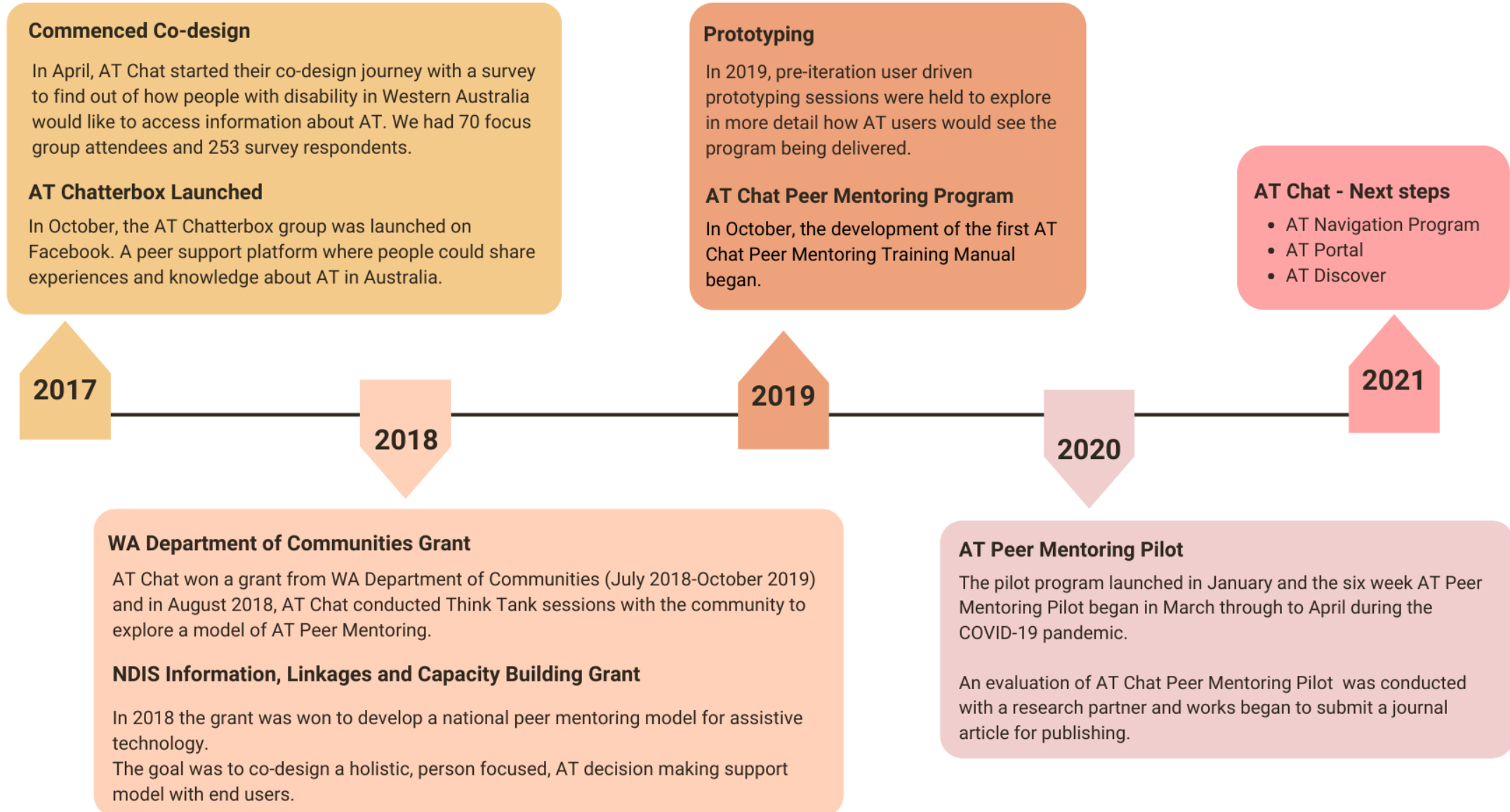
Peer-led Information

- AT Discover

- Collabs

- Live-Play-Work

- AT + Me

- Chatterbox

  Spotlight

Peer Support

- AT Chatterbox

- AT Peer Mentoring

- AT Portal

AT Chat Timeline

Commenced Co-design

In April, AT Chat started their co-design journey with a survey to find out of how people with disability in Western Australia would like to access information about AT. We had 70 focus group attendees and 253 survey respondents.

AT Chatterbox Launched

In October, the AT Chatterbox group was launched on Facebook. A peer support platform where people could share experiences and knowledge about AT in Australia.

Prototyping

In 2019, pre-iteration user driven prototyping sessions were held to explore in more detail how AT users would see the program being delivered.

AT Chat Peer Mentoring Program

In October, the development of the first AT Chat Peer Mentoring Training Manual began.

AT Chat - Next steps

- AT Navigation Program
- AT Portal
- AT Discover

2017

2018

2019

2020

2021

WA Department of Communities Grant

AT Chat won a grant from WA Department of Communities (July 2018-October 2019) and in August 2018, AT Chat conducted Think Tank sessions with the community to explore a model of AT Peer Mentoring.

NDIS Information, Linkages and Capacity Building Grant

In 2018 the grant was won to develop a national peer mentoring model for assistive technology.
The goal was to co-design a holistic, person focused, AT decision making support model with end users.

AT Peer Mentoring Pilot

The pilot program launched in January and the six week AT Peer Mentoring Pilot began in March through to April during the COVID-19 pandemic.

An evaluation of AT Chat Peer Mentoring Pilot was conducted with a research partner and works began to submit a journal article for publishing.

Living Labs

Assistive Technology Peer Mentoring

Traditional AT service delivery steps

1. Initiate

2. Assessment
3. Solution selection

4. Procurement
5. Implementation
6. Follow up & review

AT service delivery steps translated

Connect
1. Let's chat

Create
2. Information gathering
3. Compare and evaluate

Control
4. Purchase/ Checkout
5. Put it to practice/ Trial
6. Feedback and review
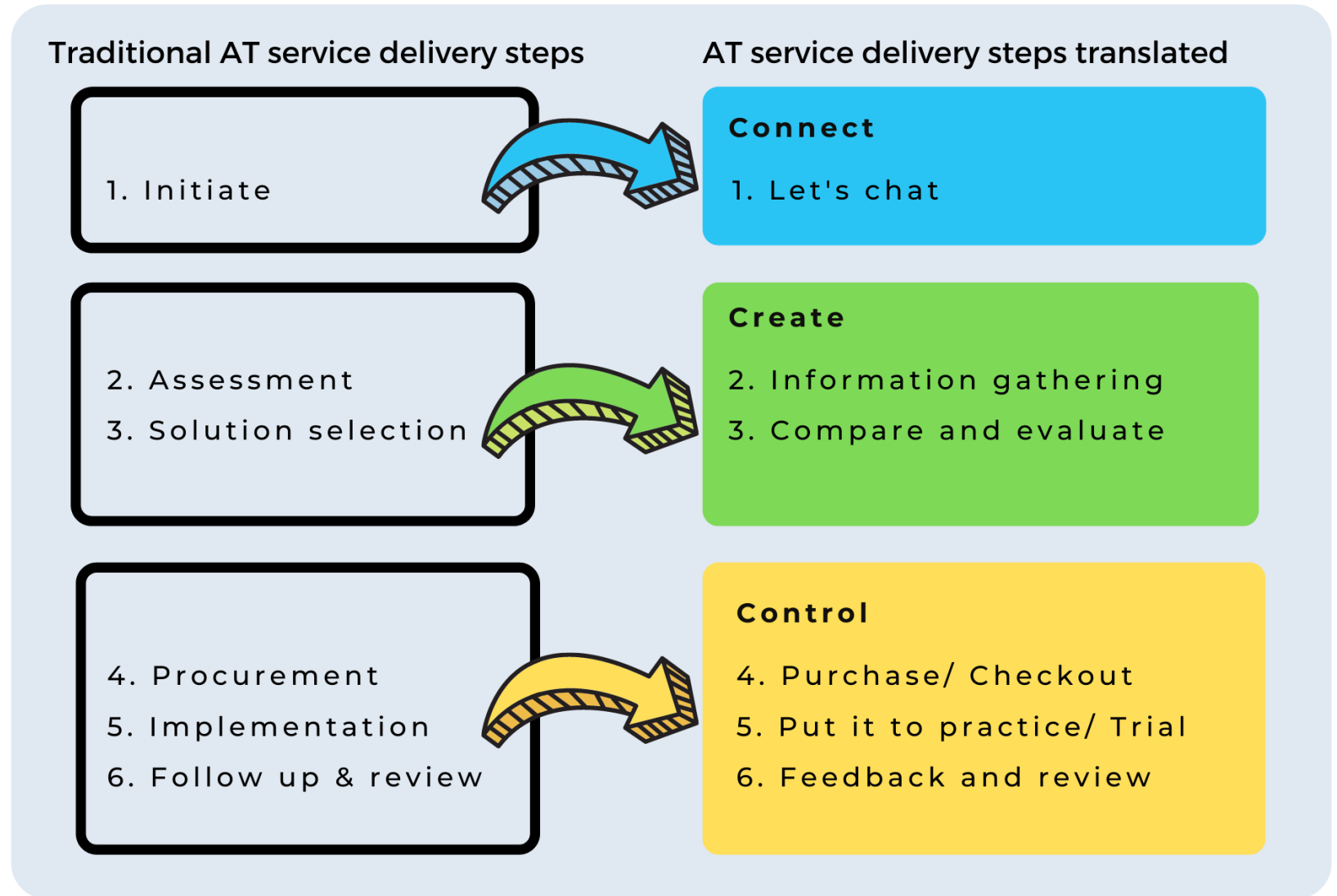
Solution Guide
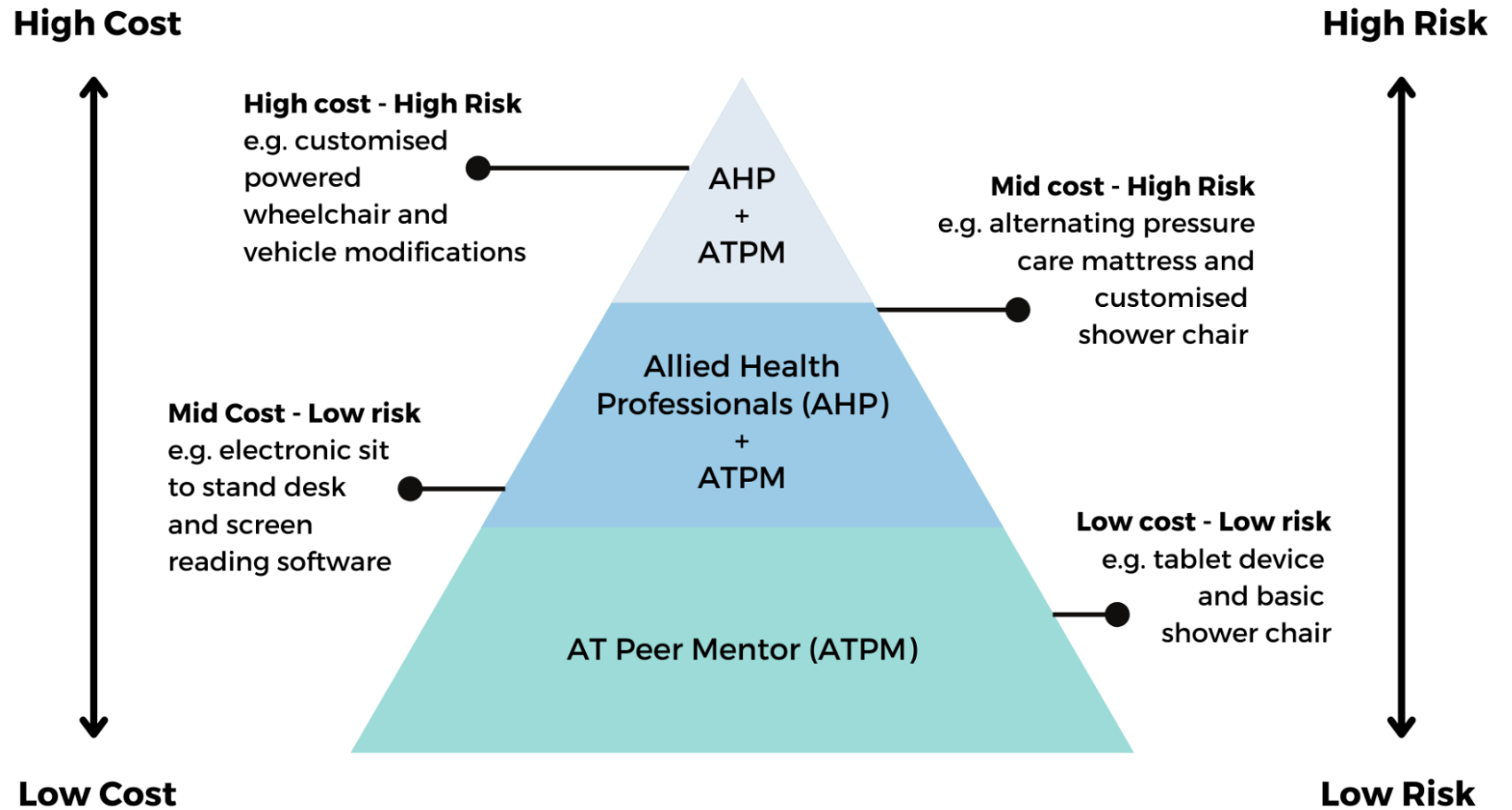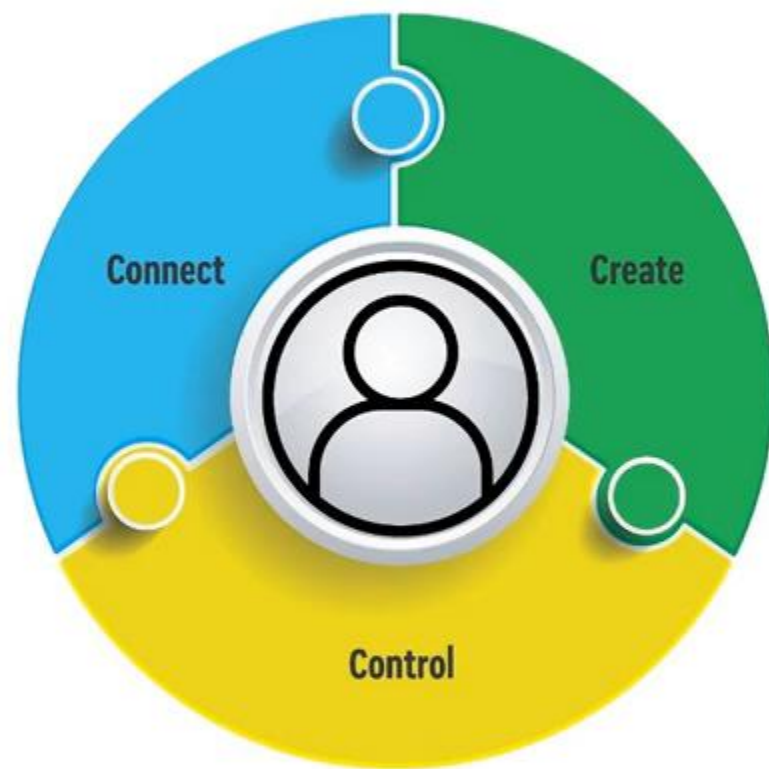
Key Research Findings

AT users who received AT Navigation in line with our Connect, Create and Control model:

- Identified an increased opportunity to access unbiased information about AT.

- Demonstrated choice and control regarding their AT decision-making.

- Reported feeling empowered to independently source information, construct an AT solutions, and make informed AT decisions in the future.

- Demonstrated improved general self-efficacy

AT Chat Peer Mentoring Pilot 2020

Full article: Co-creating an assistive technology peer-support community: learnings from AT Chat (tandfonline.com)

From Best Practice to Next Practice

Four key implications were identified:

1. Active co-design of AT services meets human rights and good practice benchmarks required by contemporary services.

2. Foregrounding AT users within program design and delivery, brings a range of positive outcomes and possibilities for the way services are delivered.

3. AT users have substantial untapped potential which brings tangible outcomes for other AT users, health professionals, service providers and for society.

4. Development of paid roles and pathways to recognise the skills of AT users and AT communities has potential to improve AT user self-efficacy as well as to contribute to the AT workforce.
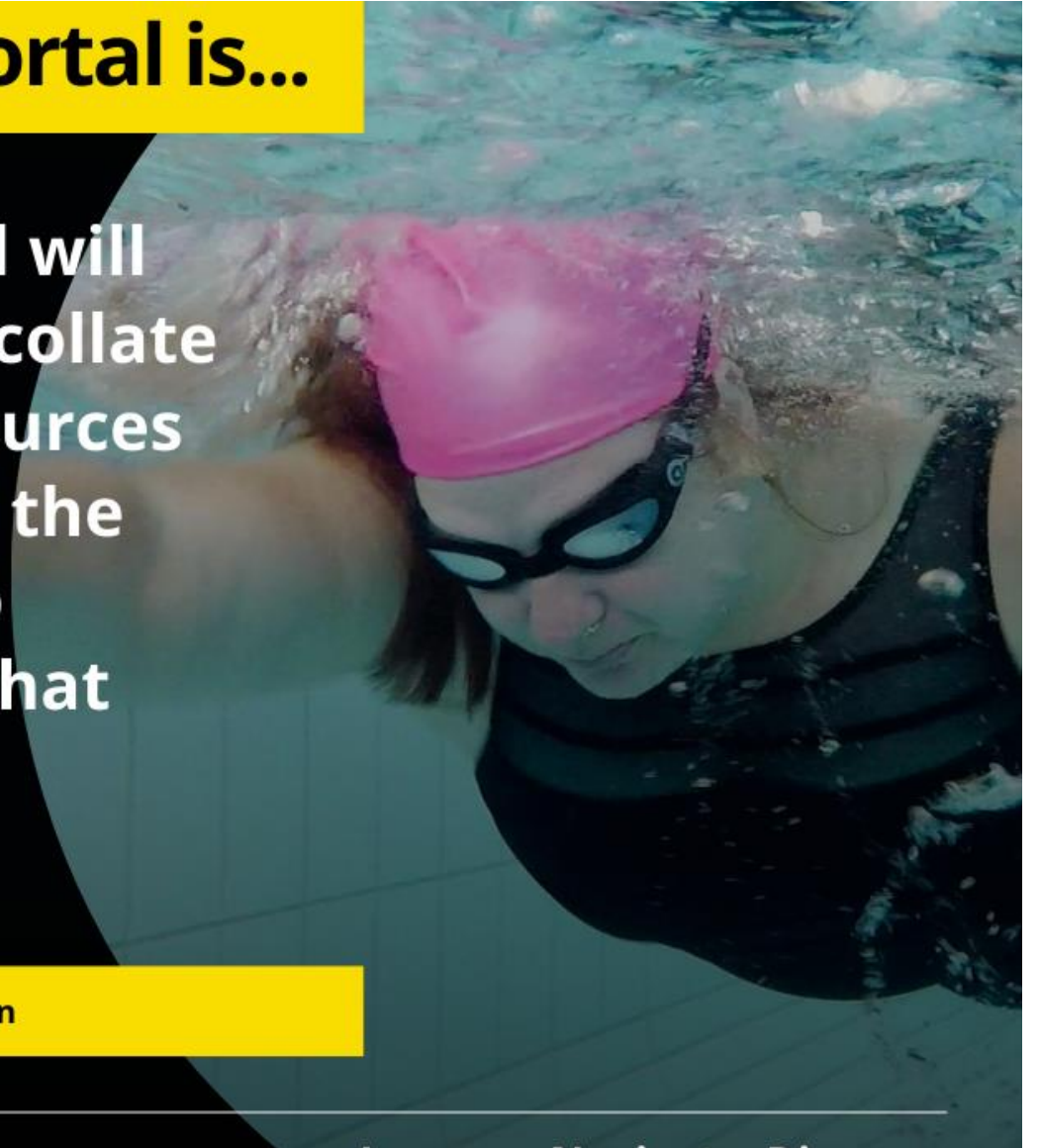
ATportal

Journey. Navigate. Discover

My AT Portal is…

"The AT Portal will change how I collate all my AT resources and will allow the community to connect and chat about AT."
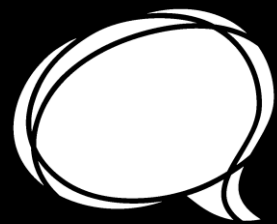
Kerrie Duff

AT Chatter and Paralympian

ATportal

What's Next

ATchat

Live • Play • Work

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