

Co-design

AT Chat has embedded co-design into our ethos with all elements of the project including service development, evaluation, content creation and reporting being co-designed and co-produced.

The AT Chat AT Navigation Program (formerly AT Chat Peer Mentoring Program) used a Living Lab's approach in order to co-design with our community, drawing on their ideas and innovations to co-produce the best possible program.

This methodology provided the opportunity to design, build, implement, and evaluate the AT Navigation Program at every stage of development with assistive technology (AT) users and the intersectional AT community.

2017

Commenced

AT Chat commenced co-design in April 2017, by conducting a survey of 253 people with disability in Western Australia about how they prefer to access information about assistive technology.

Focus group sessions were conducted across Perth and regional areas with a total of 70 attendees.

The results of both the survey and focus groups overwhelmingly favoured an online interactive group led by fellow AT users. AT Chat responded by launching The Chatterbox group on Facebook October 2017, as a peer support platform for members to share their experiences and knowledge about AT.

The group's focus was to build a community of AT users with Chatterbox as the platform to create and share content to aid the AT discussion.

2018

Think Tank

In August 2018, AT Chat conducted Think Tank sessions with the community to explore peer support for AT users.

The community was overwhelmingly supportive of the creation of a peer support program. AT Chat received funding from the NDIA to pilot the AT Navigation Program aimed at supporting AT decision making.

2019

Prototyping

In 2019, AT Chat conducted pre-iteration user driven prototyping sessions to explore how AT users would see the peer support program being delivered. During this stage of development, AT Chat undertook several other co-design activities with various community members including 'story-telling', 'user-profiling' and 'user-testing'.

2020

Pilot

The AT Navigation Program pilot launched in January 2020. A review panel was formed to co-design the program's training manual.

In February 2020, the AT Navigators (formerly AT Chat Peer Mentors) completed a two-day training workshop.

The 6-week AT Navigation Program ran from March 2nd - April 10th as the COVID19 pandemic unfolded. The pilot transitioned to a completely online and remote model of delivery for the participants, with many self-isolating for health reasons.

The evaluation of the pilot formed part of AT Chat's co-design methodologies.

Future Directions

AT Chat has commenced implementing the findings from the pilot evaluations, transforming the AT Chat Peer Mentoring Program into the AT Navigator Program.