

AT Chat is a peer-led, co-designed community for assistive technology (AT) users to share information and lived experience about AT. Our objective is to increase the capability and confidence of people with disability to make AT decisions through access to peer support and peer-led content.

In 2018, an NDIS Information, Linkages and Capacity Building Grant enabled us to develop the AT Navigation Program (formerly AT Chat Peer Mentoring Program). Our goal was to co-design a holistic, person focused, AT decision making support model. In February 2020, the AT Chat AT Navigation Program Pilot was launched across Australia, based on three building blocks of evidence - co-design, peer-support and AT service delivery best practice.

Co-design

AT Chat used a Living Lab's approach to co-design with our community, drawing on their ideas and innovations to co-produce the AT Navigation Program.

AT Chat collaborated with AT users, experts, health practitioners and the wider community to explore, experiment and evaluate 'what good looks like' in AT peer support.

The service delivery steps of the Program were transformed through the Living Labs into a set of simplified, reworded stages comprising of Connect, Create, and Control.

Peer Support

AT Chat is an online community space for people with disability to seek and share peer-led information and support about AT.

In October 2017, AT Chat launched the Chatterbox Facebook group which has grown exponentially to include members from across Australia and around the world.

In 2020, AT Chat added the AT Navigation Program to its suite of peer support offerings. The AT Navigation Program features an expert AT user in the role of an AT Navigator (formerly an AT Chat Peer Mentor), who connects AT users with peer-led information, resources, and services.

AT Chat also creates peer-led content including AT + Me stories, AT Check-Ins, AT Peer Reviews, Tech Tuesdays, Chatterbox Spotlight, and Collabs.

AT Service Delivery Best Practice

AT Chat is committed to research and evidence-based practice and sharing our outcomes with the community.

The AT Chat Research Report, developed in partnership with Swinburne University, explores these three building blocks of evidence.

The AT Chat AT Navigation Program was evaluated using the AT Service Quality Indicators and the General Self-Efficacy Scale across the peer support dyads.

AT User
AT Chat Survey

"I would like to be more involved and informed with what's available to me. I feel being more informed about what is out there is important."

AT User
AT Chat Think Tank

"Having someone's input from a lived experience point of view would be highly valuable, especially as they are often looking at things from a different point of view."

AT Peer Mentor

"The project is very valuable, and I am a big believer in the peer to peer model of support."

AT Team Member

"We always wanted the peer mentors to have autonomy in delivering the peer support, while being guided with some processes to have a consistent approach"

AT Research Partner

"Despite the challenges of the COVID-19 pandemic, the pilot highlighted positive qualitative findings."