

# The AT Chat Peer Support Journey

## What is AT Chat Peer Support?

AT Chat Peer Support is the umbrella name for all of AT Chat’s peer-based programs – The AT Navigation Program and Chatterbox.

Following the AT Navigation Program Pilot (formerly AT Chat Peer Mentoring Program) evaluation and further co-design methodologies, the next iteration of peer support was conceived.

The newly named AT Chat AT Navigation Program features the role of an AT Navigator – expert AT users who connect AT users with peer-led information, resources, and services to develop the AT user’s decision-making capability regarding assistive technology (AT) products and services.

The AT Navigation Program is guided by a three-stage process called, Connect, Create and Control. The AT Navigator works with the AT user to develop a personalised Assistive Technology Solutions Guide.

Below is the AT Chat Peer Support journey of AT Navigator Colin and AT user Emma using the 2020 AT Navigation Pilot as a case study.

Please note, names have been changed for privacy and some comments have been edited for clarity and length.

### Connect: Let’s Chat

Colin gets to know Emma and discuss her goals and what AT she is interested in. It’s the start of the peer-support relationship to find out how AT solutions could support Emma to live, play and work!

### Create: Set a Goal & Plan

Emma and Colin explore Emma’s current AT, what is working or not working, and why. Together they identify a priority AT goal and plan what to do next.

### Control: Compare & Choose

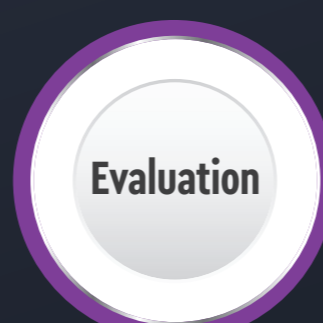
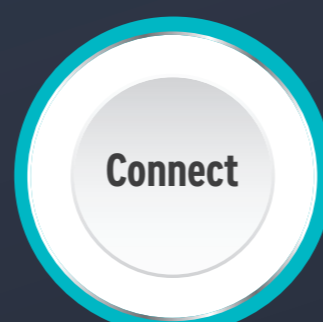
Colin works with Emma to develop a personalised AT Solutions Guide with information about potential AT options, services, and suppliers.

Emma is supported to develop her decision-making capability to make choices about her AT solution. Emma is also provided with opportunities to link in with health professionals to explore if further assessments or applications for AT are required.

### Evaluation

AT Chat Peer Support has made a significant difference to Emma’s ability to access and understand information about assistive technology and improved her ability to make AT related decisions in the future.

The Peer Support Program also enabled AT Navigator, Colin, to share his lived experience and expertise in assistive technology in a way that significantly assisted Emma in her AT journey.



Emma’s assistive technology goals were to purchase a vehicle to be fitted with hand controls and explore home automation that can connect with some of her regularly used devices.

“One of my goals is driving. I haven’t got there yet because of COVID19”  
- Emma

“I had previously gone through the same process myself. I knew the steps that needed to be taken in order to find both a suitable vehicle and have the hand controls fitted.”  
- Colin

“Working with Colin made all the difference. Having someone to talk to that was also in a wheelchair with a similar injury meant he brought so much of his lived experience. It immediately put him in a position of understanding and anticipating possible challenges.”  
- Emma

“I would collate three companies that could possibly provide a solution or offer a quote.”  
- Colin

“It has also helped me realise that I don’t have to simply settle for the option that makes me feel like I’m less trouble for people. It’s ok to have a voice and persist through an issue until it is right for me since I’m the one whose life is affected by assistive technology the most.”  
- Emma

“Being involved has given me a sense of accomplishment and I have enjoyed the experience.”  
- Colin

Find out more about AT Peer Support and AT Chat

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