

POSTER ABSTRACT

Know My Rights: Harnessing technology, co-design and shared capability to reimagine inclusive, rights-based health and social care

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Karen Patterson¹

1: Ausmed Education Pty Ltd, Australia

Background: Across disability and health services, people frequently describe experiences where their rights were not upheld. Not due to bad intent, but because individuals lacked a shared understanding of what rights mean or how to act on them. Too often, rights are treated as legal obligations or policies, rather than the foundation of safe, respectful, person-centred care. Rights-based care reframes care as a shared social contract, where people with disability have the freedom, support, and confidence to make decisions, and providers have the skills and systems to uphold them. It is about voice, choice, respect, safety, and being heard without fear.

Approach: Led by Ausmed in collaboration with Inclusion Australia and funded by the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission, Know My Rights is a national microlearning platform co-designed with people with disability, carers, workers, and providers. The project recognises that building capability across the care ecosystem requires more than just information; it requires engagement, empathy, and the opportunity to practise new ways of thinking, communicating, and relating safely.

The platform includes:

- Five tailored learning streams for people with disability, families, workers, providers, and managers
- A national mnemonic—"Know it. Show it. Act on it."—to support recall and action
- Generative AI-powered roleplay simulations that "speak back" with tailored, real-time feedback
- A blended evaluation framework using the NDIS Program Logic, Kirkpatrick Model, and Theory of Planned Behaviour

The platform shifts learning from a one-way monologue to a responsive dialogue, where learners engage, question, and adapt in real time. Rights-based practice is brought to life through everyday scenarios. It draws on the diverse expertise of people with lived experience, learning designers, content specialists, engineers, and providers.

Results: Pilot testing has been completed with a wide range of learners, including people with disability from culturally and linguistically diverse backgrounds. Feedback affirms the platform's accessibility, emotional impact, and practical relevance. Participants reported increased

confidence in understanding and acting on their rights. Providers valued the opportunity to practise complex conversations safely.

The platform is scheduled for national launch in November 2025. Evaluation activities will intensify post-launch, including analytics, feedback, and interviews across all cohorts.

By ICIC26, we will share how the platform has been fine-tuned through early feedback and evaluation. The evaluation matrix success metrics include number of completions, number of AI simulation runs, knowledge up-lift and improved rights-based practices

Implications: Know My Rights demonstrates the transformative power of inclusive learning design and responsive technology. When learning is co-designed, accessible, and grounded in lived experience, it builds shared leadership, not just knowledge.

This approach offers a scalable model for integrated health and social care systems, moving beyond compliance toward a culture of capability, clarity, and connection. This enables safer, more inclusive, more human care.

Globally, it shows how investing in personalised, relational learning builds a common language for rights, resilience, and respectful care at scale.

References

1. NDIS Quality and Safeguards Commission. NDIS Quality and Safeguarding Framework. Canberra: Department of Social Services; 2016. Available from: <https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability-ndis-quality-and-safeguarding-framework>.