

## **CIVIC RESEARCH PLAN**

### **Background**

Civic is a not-for-profit organisation supporting people with disabilities. by developing clients Circle of Support

The following research will focus on the modes and motivations behind the communication between key members in the client Circle of Support (CoS). Uncovering the current successes and challenges around communication may provide insights towards improving the relationships within the CoS and enhance client wellbeing.

### **Business Objectives**

- Empower Clients to lead a fulfilling life through a resilient and stable CoS. Improve client satisfaction and business bottom line.
- Productive and happy staff. Improve staff retention.
- Move from transactional to relationship model between CoS participants.
- Implement low-tech solutions that do not interfere with the 2023 roadmap.

### **Stakeholders**

Lauren Roberts - Impact & Design Leader

Connor Forsyth - Service Designer at Impact & Design Team

Annette Connolly - Operations Manager

Support Coordinators

Client Intake Team

### **Hypothesis & Assumptions**

Engaging Practice Leaders (PL) to build connections with a client's circle of support will improve relationships, enhance client wellbeing and inform the better design of Civic services.

Due a majority of administrative work, Practice Leaders are time-poor and struggle to build strong relationships beyond the transactional.

A poor Practice Leader/Support Worker (PL/SW) relationship impacts the client experience negatively.

**Problem Statement**

How might we enhance the wellbeing of the client through improved relationships and communication between key members of their circle of support.

**Research Objectives**

- Identify and understand the roles of key members within CoS.
- Understand key participants’ frustrations and motivations
- Document key participants’ needs and insights
- Identify barriers that may prevent key participants’ needs from being met
- Understand communication/interaction between CoS participants.
- Understand how other organizations build a sense of community.
- Provide recommendations on how to proceed

**Research Methods**

**Contextual Research**

Civic Safari

**Expert Review**

Mark x Connor Interview

**User interviews**

Minimum of five interviewees will be contacted (email or phone) to set up interview, approximately 45 minutes in length.

**Practice Leaders:**

[Redacted]

**Support Worker:**

[Redacted]

**Operations Manager:**

[Redacted]

## Interview Guide

Please tell me a little bit about yourself and your role within Civic?

Walk me through your main tasks and interactions on a typical day within the CoS? Context?

We've been asked to look at ways of improving connection between the practice leaders and the circle of support:

Can you describe the 'Circle of Support'?

Why do you think they might want us to focus on PL specifically?

Within your role how do you fit in and around a client's CoS?

What do you enjoy about your role in the CoS?/What do you think people enjoy about their role/s in the CoS?

What do you think works well within the CoS?

What would you change about your role in the CoS? What would you change about the CoS?

With which member of the CoS do you feel the strongest connection and why?

Can you tell me a time where you have seen a strong relationship/bond within the CoS?

Where does the support coordinator get their information about the client and their goals?

In Supported Independent Living (SIL) which three members of the CoS are the most crucial to its success?

With which members of the CoS do you communicate most often and how? How often?

Talk me through the different tools you use to communicate? Why? What is communicated? Different channels of communication for different purposes?

With which members of the CoS do you communicate most often and how?

What you have found to be the most engaging approach that had a positive outcome for a client's CoS? Why? What was it about the engagement?

Are there areas or processes of a client's CoS where you feel like engagement can be improved?

How would you improve engagement and strengthen relationships within a client's CoS?

What challenges do you face within the CoS?

Could you describe a time where it was difficult to engage or connect with a client's CoS?

If there's one area of a client's CoS that you feel that can be improved, what would it be and why?

Are there any questions that we should have asked you today that we haven't talked about yet?