

# Co-designing service innovations with young people and families

Researcher

Date and time



# For the researchers

## General interview principles

- Be your calm, observant, curious, respectful self!
- Keep it conversational, no need to interrogate: Think 'talk show conversation' rather than 'job interview.' Be familiar with the questions and ask them:
  - in a way that feels natural to you and
  - as they are relevant to what you are talking about – no need to read from the script.
- Build rapport (and that includes your body language, tone and eye contact). Feel free to use the first 5 -10 minutes to get to know one another- no need to dive into the questions straight way.
- Ask open ended questions (e.g. ones that start with 'how', 'when', 'tell me about', 'why', etc). Try to avoid leading questions that suggest an answer you're looking for
- 'Show (don't tell)' — ask for really specific examples or see if participants are willing to physically show you things / point things out for you. This often makes for some rich insights
- Pace yourself ... it's not a race (but at the same time, don't move in!), go with the flow and allow for silences
- Be responsive to the respondent's needs. Pivot if something is working. Feel free to set a tool aside if someone isn't coping and try something else.
- End on a high. This could be questions about what people want in their lives, their ideas for how things could be different, and in your close explain how this interview will help inform future design for creating change for people.
- Remember to take care of yourself. If you encounter tough conversations (or inspiring ones) be sure to check in with your research buddy to talk things through and check in around your own learning.



# Interview # 1

## Getting to know you

In this conversation we want to learn more about you: what you like and don't like, what interests you, and what your goals and ambitions are.

### KEY ACTIVITIES

1. Introduction and consent (20)
2. Ambitions and Goals (20)
3. Comic Book (20)
4. Card Sorting (20)
5. Explain Bingo Photo Diary (10)

1.5  
hours

## Before we get started

talking  
tips

### 1. Introduce the project

We're from an organisation called The Australian Centre for Social Innovation - TACSI for short. We work with people - of all types - to develop new services, programs, opportunities together so that they reflect the needs, wants, and values of the people they serve.

Why shouldn't disability services be designed by people with disability? So that's precisely what we're doing in this project. We're developing new disability services, based on the things we hear from you and people like yourself.

We want to understand what works and what doesn't. What you like and what you don't like. What you value, what your dreams are and how people around you can make that a reality. We'll gather all the ideas we hear and we'll come back to you to hear your feedback. Then, if all goes well, we'll get the chance to test out those ideas to see how they work and how much people like them.

### 2. There are no right or wrong answers, this is a conversation

We want to do a few activities with you, they're all a little silly but they help us have a more of a fun conversation, even though we're talking about serious things. Anything you don't want to talk about? No worries. You let us know if there are questions you don't want to answer or things you want to spend more time on. This is about you.

### 3. Consent

We want to read through the consent form so you understand all of the things we'll be doing with the information you share with us and how that will help us develop new opportunities.

## KEY QUESTIONS

- Would you start by telling us a little bit about yourself?
- What's going on today for you?
- 
- 

Notes:

# 2 Goals

20  
mins

Looking to learn about:

- Goals and aspirations (small and big)
- What / who helps in achieving goals
- The role of support workers in helping people achieve goals
- Listen for: what's missing in helping them achieve their goals

talking  
tips

Next up! Let's talk a bit about our goals and ambitions. We're really curious to hear about some of the things you're working toward —small or big.

We've got four medals here with space to write goals.

We'll write ours down too! Then we can share together.



Take a selfie together wearing the medals.

## KEY QUESTIONS

- Could you tell us about why that goal is really important to you?
- What might get in the way?
- Who helps you work toward that goal? What do you do together or alone to work toward that goal?
- What would accomplishment of that goal feel like?



Notes:

# 3 Comic Book

20  
mins

Looking to learn about:

- Life experiences and what helps/ hinders
- Barriers and enablers
- Needs, aspirations and motivations
- Values and interests

talking  
tips

We want to start with an activity about superheroes. — All of our activities are meant to be a bit silly and playful — hope you don't mind.

We have a mockup comic book and want to fill it in together based on how you might imagine your life as a superhero.

If you were a superhero, who would you be? It can be made up or one you know of.

What would the title of your comic be?  
What would you look like?

[Go on to follow the prompts on the inside cover. End with the back cover - what's the sequel - what happens next?]

Notes:

# 4 Card Sorting

20  
mins

Looking to learn about:

- What's important in support work to young people and their families
- The qualities, experiences and interactions that = 'exceptional' support work

talking  
tips

Do you have a support worker? Could you tell us a bit about your experience with them?

What do you do together? What are some of the things that you really like? Don't like so much?

We have a set of cards with different support worker attributes.

We're interested to hear about what you look for or prefer in a support worker.

Put the cards in two piles. 'Really important' vs. 'Not important'

## KEY QUESTIONS

- Could you pick the top three most important cards. What's important to you in this one? Why is that important? Could you tell us about a time when you've experienced that?
- What about the not important cards - why are these not important to you?

Notes:

# 5 Photo Bingo

Looking to learn about:

- Interesting things about you
- What's a day like through your eyes/perspective
- What are some of the highs and lows - what stands out in a day
- Decision making and who participates
- Preferences and interests, motivations and incentives

talking  
tips

We're going to talk again in a couple of days, but we wanted to leave you with a game.

This is a bingo sheet with a set of different prompts or questions. We'd like you to take a picture of different ones and send them to us. Cross off the boxes when you send a picture. If you tick off enough to make a line we'll bring a small prize next time.

How does that sound?

# B I N G O

Best meal of the day	Something beautiful	A time you were surprised	Something you're curious about	Something that makes you feel confident
The best part of your day	An un-fun part of your day	Something that makes you laugh	Learned something new	Something you shared
Something that makes you feel at ease	Something that makes you feel prickly	 FREE SPACE	Something you bought	Someone you admire
Something you appreciate	Something frustrating	Something you made	Something that inspires you	Something you want to buy
Your favourite music	Your favourite thing to do	Something you wish there was less of	Something you wish there was more of	Something no one knows about you

# Analysis

## Client Interview #1

KEY QUOTES

REMAINING QUESTIONS



## OBSERVATIONS

Something you saw or heard (behaviours, actions, objects relevant to the research questions)

## ASSUMPTIONS

Something you (or they) think or believe; a hypothesis; a hunch to test

## THEMES

An noticeable pattern; repeated subjects

## INSIGHTS

Explains how or why

# Analysis

Interview #1

What did we learn about...

THE JOB TO BE DONE	The problem to solved, in a way that works best for the client.		
Functional	Social	Emotional	
Help me...	Help me...	Help me...	
Ideally...	Ideally...	Ideally...	

PAINS & GAINS		Pain makers (obstacles) and pain relievers (opportunities).	
Pains		Gains	

[Outside of the interview]

DECISION MAKING

VALUES

INCENTIVES AND MOTIVATIONS

WHAT GREAT SUPPORT MEANS TO THEM



# Interview # 2

## Co-designing Great Support

In this conversation we want to learn more about what you look for in services and supports and we want to co-design an ideal support worker experience together

### KEY ACTIVITIES

1. Service Mapping (40 mins)
2. Spending \$ (25 mins)
3. Would you rather (25 mins)

1.5  
hours

# 1 Service Mapping

40  
mins

Looking to learn about:

- Perceptions of services and agencies
- What jobs to be done are currently unfulfilled
- What's helpful/ unhelpful about the way services approach working with people

talking  
tips

We'd like to learn about what services and supports you use.

We'll write down each of the services or supports on these cards and ask a few questions.

Once you've done about 3-6 ask them to organise them in the order of the one they like the most to the one they like the least. Ask why.

## KEY QUESTIONS

- What do you find to be helpful? Not helpful?
- For the ones they like: What do you look forward to?
- For the ones they don't like: What would make it better? Why would you continue?

Notes:

# 2 Spending \$

25  
mins

Looking to learn about:

- Priorities in spending money

talking  
tips

Here are some different types of services and supports.

Here's \$2000 - in monopoly money. How would you spend it to take care of the basics? Which things would you prioritise first?

...

What if you had an additional \$2000 on top of that? How would you spend it?

## KEY QUESTIONS

- Why did you choose to put more money in that one?
- What kinds of other fun, personal things would you spend money on that aren't listed here?



# Notes:

Take notes on how money moves around and changes in decisions

# 3 Would you rather

25  
mins

Looking to learn about:

- What would finding, meeting, engaging, learning, sharing, fun and hard work look like with an ideal support worker?
- What are the things that support workers could do that would make the experience amazing or most helpful?

talking  
tips

We have a set of cards with different options. We're going to ask you what you would rather do. Put a sticker on the option you prefer.

Notes:

# Analysis

## Client Interview #2

KEY QUOTES

REMAINING QUESTIONS

## OBSERVATIONS

Something you saw or heard (behaviours, actions, objects relevant to the research questions)

## ASSUMPTIONS

Something you (or they) think or believe; a hypothesis; a hunch to test

## THEMES

An noticeable pattern; repeated subjects

## INSIGHTS

Explains how or why



DECISION MAKING

HOW THEY SPEND MONEY; PRIORITIES IN SPENDING

WHAT'S IMPORTANT IN SERVICE EXPERIENCES / OFFERS

WHAT'S IMPORTANT IN SUPPORT EXPERIENCES

[In the interview]



# Interview # 3

## Feedback on ideas

In this conversation we want to understand your thoughts on the different ideas we heard about support workers.

### KEY ACTIVITIES

1. Support worker reactions
2. Gift /thank you for working with us + explanation of next steps

45  
mins

# 1 Reactions

45  
mins

Looking to learn about:

- Which of the options are best for you
- How much money would you be willing to spend
- How could these ideas be better

KEY QUESTIONS



[In the interview]

Notes:

# Analysis

Interview #3

KEY QUOTES

REMAINING QUESTIONS

## OBSERVATIONS

Something you saw or heard (behaviours, actions, objects relevant to the research questions)

## ASSUMPTIONS

Something you (or they) think or believe; a hypothesis; a hunch to test

## THEMES

An noticeable pattern; repeated subjects

## INSIGHTS

Explains how or why

# Analysis

Interview #3

What did we learn about

THE JOB TO BE DONE		
Functional	Social	Emotional

PRICE POINT	
Willingness to pay	Tipping points

[Outside of the interview]

PREFERENCES

UNEXPECTED REACTIONS

WHAT'S IMPORTANT IN SERVICE EXPERIENCES / OFFERS

WHAT'S IMPORTANT IN SUPPORT EXPERIENCES

We develop  
innovations that  
change lives  
with young people  
and families