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| **Scenario:** (Describe your scenario here. Identify the person needing helped, what they need help with, and why they need your help) | | | |
| **Who are the actors?**  *Tell us a bit about the players in this scenario* | **How do you decide if you will help, and how much help you will provide?**  *For example:*   * *What assumptions are you making about their needs or abilities?* * *Does your role make a difference?* * *Do you have a conversation about expectations?* * *What other factors do you take into account?* * *What happens if they come back again?* | **What are the ways that this person can be helped?**   * **What is a good outcome?** * **What could go wrong?**   *For example:*   * *Are there things that the professional/volunteer in the scenario wouldn’t or couldn’t do?* * *How does their role in the scenario affect this?* * *How do they protect themself?*   *(We are trying to capture different perspectives and different issues, so please record who the professional/volunteer “actor” is for different responses)* | **What are the issues involved in this scenario?**  *For example:*   * *What platforms are involved and does that make a difference?* * *Does the system have a way for dealing with this scenario?* * *How do you manage personal information such as passwords, log-in details, or personal details?* * *Are there any employer’s guidance or codes of practice to help you?* * *What is the impact of government policies (e.g. requiring people to access services online if possible)?* * *What changes are needed to best provide the required support?* |
| Why is this person in need of assistance? Why can’t they solve the problem themself? |
| Who is the person (or people) offering assistance? |
| Who else may offer assistance at other points in time, or who would you want to involve *(for example: friends, family, or other professionals)* |