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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?*
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| 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)* |