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Project Background

The *National Disability Insurance Scheme* (NDIS) is a project founded by government aiming to benefit up to 500,000 Australians with disabilities. Every individual is assessed by the NDIS and receives their “plan” consisting of a budget to support their lives and achieve their goals across fifteen different categories. This includes day-to-day living, capital items, and learning and growth initiatives. However, the process of developing these plans is time-consuming and opaque, which rely on manual processes, planner experience and hidden standards.

In order to overcome these difficulties, *Capital Guardians* expected to build a publicly available tool with the API of ChatGPT to automate the process and avoiding spending large amount of time on revision. The main propose of project is to implement a free, simple and public tool that can be comfortably used by those who have no financial background, providing them with a streamlined solution to produce suitable plans and budgets.

NDIS

The NDIS was introduced in 2013 and is operated by *National Disability Insurance Agency* (NDIA). Established under the *National Disability Insurance Scheme Act 2013*, the scheme provides support and services to people with disabilities. It is designed to provide a flexible and individualised approach to disability support, with a focus on helping them have more control of their own lives and make their own decisions. The program provides funding for a wide range of services, including healthcare, education, employment, and community support.

Each participant within the scheme can receive funding based on their individual needs to finance supports and services that help them attain their goals and aspirations.

NDIS Plan

NDIS participants are able to receive a plan with their specified goals and supports that help attain them, based on their disability needs. Supports are classified into one of two categories: *general*, and *reasonable and necessary*.¹ General supports are not funded by the NDIS plan and are identified to be *informal*, *community-based* and *mainstream*. Informal supports are provided by close individuals (e.g., friends and family) or other people known by the participant within their community. Community supports are available to everyone within the community (e.g., sporting clubs, libraries) and mainstream supports include other services provided by the government (e.g., health). Reasonable and necessary supports are funded by the plan to grant them as much independence as possible.

Reasonable and Necessary Supports

Reasonable and necessary supports must provide suitable services to the participant in terms of their cost and effectiveness in allowing them to achieve their goals and participate in the community. Each support must be reasonable and necessary separately and when compiled into a package. They can be categorised as either *flexible*, where the provided funds can be spent within the defined description with greater flexibility, or *fixed*, where supports must be purchased exactly as defined. Additionally, these supports are further sorted into three budgets, each with separate categories that support different areas of an individual's life (as described in *Table 1*):

- Core supports - daily activities
- Capacity building supports - build skills and increase independence
- Capital supports - assistive technology, vehicle/home modifications, etc.

Support Purpose	Outcomes Framework Domain	Support Category (Plan Budgets)
Core Supports	Daily Living	Assistance with Daily Life
		Transport
		Consumables
	Social & Community Participation	Assistance with Social & Community Participation
Capital Supports	Daily Living	Assistive Technology
	Home	Home
Capacity Building Supports	Choice & Control	Coordination of Supports
	Home	Improved Living Arrangements
	Social & Community Participation	Increased Social & Community Participation
	Work	Finding & Keeping a Job
	Relationships	Improved Relationships
	Health & Wellbeing	Improved Health & Wellbeing
	Lifelong Learning	Improved Learning
	Choice & Control	Improved Life Choices
	Daily Living	Improved Daily Living Skills

Table 1. Funding breakdown

The funds within the core supports budget are usually flexible across core categories, capacity building support funds are flexible within their category and capital supports have fixed budgets.²

Typical Support Package

A *Typical Support Package* (TSP) is used to ensure budgets are being distributed fairly between participants with similar situations. They indicate what should be in an individual's plan given their situation. This model was an effective solution when the scheme was first introduced as it enabled rapid processing of plans. However, the approach has displayed limitations:

- The data used to construct the TSP contains inconsistencies;
- Current TSPs cannot handle the variety of situations, leading of the creation of more TSPs;
- More participants were recorded as having "no informal supports" at home over time, leading of the creation of more TSPs; and
- These issues limited the possibility of improving the TSP model.³

Accounting for these factors, this data is still used as the NDIS budget model and must be taken into consideration when building project.

ChatGPT by OpenAI

OpenAI's *ChatGPT* is a new and widely popular language model. It has been trained by a large amount of data, can comprehend text input to generate appropriate responses with natural language processing (NLP) algorithms. It is an evolving self-learning model that is constantly trained with new data. ChatGPT can assist a user in finding information, can providing guidance on a wide range of topics or summarise given information.

In this project, some pre-defined personal circumstances and plans will be provided to ChatGPT, for establishing the model specialised for NDIS plans.

Limitations

ChatGPT's limitations arise due to some fundamental issues:

- Nonsensical answers, as there is no source of truth during reinforcement learning training to guarantee optimal learning;
- Human bias, from the supervised training as the person affected the learning;
- Input sensitivity; and
- Input ambiguity.

These issues primarily arise from the training of the model, as its output heavily relies on the quality of its training data.

Problem

Currently, creating and maintaining an NDIS plan is considered to be a complex process with inefficiencies. The issues are described by the:

- Confusion while creating or changing a plan;
- Time-consuming process of planning by the NDIA; and the
- Manual nature of budget planning, which primarily is organised using Excel spreadsheets.

Plans for NDIS participants are initially discussed during planning meeting conducted by an early childhood provider, local area coordinator or NDIA planner often over the phone. These plans then require time within the NDIA to independently: begin creation, receive approval and be returned to the participant. *Table 2* displays the most days each process takes in generating an initial plan, reflecting the wait participants can expect to undergo throughout the planning stage.

Task	Maximum duration taken by the NDIA
Start making the plan	21 days
Approve a plan	56 days
Approve a plan for a child under 7 years	90 days
Make a time to have a meeting to start the plan if requested	As soon as possible
Have a meeting to start the plan if requested	28 days
Return a copy of the approved plan	7 days

Table 2. Getting a plan.⁴

To generate a plan, NDIA planners are required to converse with participants in a structured format to gather the appropriate information and determine funded supports. Each support must adhere to the NDIS Act 2013, and are assigned utilising the NDIS Rules 2013 and Operational Guidelines for the NDIS. This project's purpose is to emulate this format to produce plans for its users.

Solution

The objective is to build a tool that utilises an API with OpenAI's ChatGPT to assist users create an NDIS plan from the inputs of a questionnaire. It must be able to capture and identify:

- **Goals**, addressing any personal desires that the participant want to achieve that provide an opportunity for a fair, ordinary life;
- **Evidence-based required supports**, that have been determined as essential for the participant;
- The role of **informal supports and mainstream services** in addressing these goals; and
- **Reasonable and necessary funded supports** that are desired and the participant currently does not have.

Therefore, this tool is beneficial to NDIS participants, local area coordinators and the NDIS planning process.

Participants can:

- Gain clarity and better understand the NDIS Act's requirements for reasonable and necessary supports/service; and
- Manage expectations and plan short, medium and long term goals with confidence.

Local area coordinators can improve their information gathering procedure, allowing for:

- A better understanding of the participant's needs, enabling the production of a well-tailored plan;
- The reduced time of the overall NDIA internal planning process; and
- The minimisation of budget revisions, as more, comprehensible information is provided at the beginning.

This tool must adhere to the NDIS Act 2013, NDIS Operational Guidelines and NDIS Pricing Arrangements to produce accurate results.

Scope

The tool must produce a valid NDIS plan for NDIS participants. It must be:

- Usable by participants, their representatives, non-financially trained individuals (social workers, family members, etc.);
- Intuitive - able to use without instruction and minimal assistance;
- Accessible for users with a disability - features a simple UI, taking factors such as colour, font size, text length (i.e., prioritising conciseness), etc.;
- Able to accept and interpret .doc/.docx and .pdf documents, to analyse required evidence and NDIS plans;
- Implemented with ChatGPT to assist in NDIS plan creation, and supported using logic, history and experience from planning previous data;
- Learning over time, improving the quality and accuracy of output NDIS plans from user input and feedback;
- Capable of accommodating a large amount of training data, including some personal scenarios and their corresponding plans to effectively reverse engineer the TSP.

Consequences

As a result its scope, the project must take the following into account:

- This tool will be heavily dependent on the accuracy and stability of ChatGPT and its API, which is derived from the quality of its training data;
- Security precautions and privacy must be prioritised, as the tool will acquire sensitive personal information including disability and financial background; and
- Operation within NDIS regulations and guidelines. Failure to consist with these regulations could lead to significant legal and financial consequences.

References

¹*How do we decide what supports to include in your plan?* NDIS. (n.d.). Retrieved March 18, 2023, from <https://ourguidelines.ndis.gov.au/your-plan-menu/creating-your-plan/how-do-we-decide-what-supports-include-your-plan>

²*Plan budget and rules.* NDIS. (n.d.). Retrieved March 18, 2023, from <https://www.ndis.gov.au/participants/creating-your-plan/plan-budget-and-rules>

³*PB Personalised Budgets - technical.* NDIS. (n.d.). Retrieved March 18, 2023, from <https://ndis.gov.au/media/3128/download?attachment>

⁴*Participant Service Guarantee.* NDIS. (n.d.). Retrieved March 19, 2023, from <https://www.ndis.gov.au/about-us/policies/service-charter/participant-service-guarantee#getting-a-plan>

Requirement Elicitation

The interview is the most suitable technique for our first elicitation with the client. The more direct form of contact will allow us to build rapport with the client, and helps us to gain a better understanding of the client's requests. Conversation allows the elicitation process to be more flexible compared to using the Survey/Questionnaire techniques. Depending on answers to questions, the interviewer can build upon the information that has been gathered to ask further questions. This will allow us to extract more valuable and relevant information. Body language, facial expression and real-time reflection can also be captured during the interview. It is also easy to clarify uncertainties, e.g. if anything is unclear, not detailed or misunderstood.

However, the interview technique also has its drawbacks. An interview is delivered through conversation, so it highly depends on the interviewer's communication and question-asking ability. Interviews can also be more time-consuming compared to other techniques. Preparing for the interview, arranging meeting times, conducting the interview, post interview process; the complete process requires commitment to ensure that we can get the most value from our interactions with the client.

Interview Method

Open questions

Most of the open questions focus on the "what", "how", and "why", so the answers cannot be a simple "yes" and "no". By leaving the questions open, it allows the interviewee to give a more detailed and elaborate response.

Interview preparation

It is not easy to schedule an interview meeting. To make sure the interview runs efficiently, preparation will be important. Researching the interviewee's background is necessary. We can collect information such as the interviewee's role, company background, project experience etc... Planning the interview process can maximize the quality of the interview. We should have a list of prepared interview questions and decide on the interview format. The roles and responsibilities of team members during the interview should be decided beforehand. Interview length needs to be adhered to and communicated prior. Another consideration is preparing some way of "breaking the ice" at the beginning of the interview to let the interviewee feel at ease.

Note-taking

During the interview, there should be a person as a note-taker. It is important to write down the exact word the interviewee used, not what the note taker thinks how they mean. Notes should be comprehensive and specific, so it will be clear when reviewed. After the interview, both the interviewer and recorder should write down what they feel from observation and how the interviewee reacts to the topics.

Time control

The total time of the interview should be set to a reasonable length. Each question should have an approximate time length during the interview. It is important to guide the interviewee back to the point if the conversation is going off-topic, so that the interview can end on time.

Managing the relationship with the interviewee

Before the interview, a formal email should be sent to the interviewee to check their willingness and availability to attend the interview. Sending an electronic calendar invite is good practice. As well as the meeting agenda so they can be well prepared during the interview. After the meeting, a follow-up email should be sent to the interviewee to thank the interviewee for their time.

Communicating effectively

During the interview, the interviewer should not either talk too fast or too slowly, and the pronunciation should be clear. In addition, It is important to keep the questions relatively simple and understandable. Body language and eye contact also need to be considered to assist communication. In addition, the interviewer should respond to the interviewee to make them more comfortable during the interview. It's important not to talk over the interviewee or cut them off unnecessarily.

Interview reflection

It is significant to seek self-improvement by reflecting on our own performance. For note-takers, it is good to reflect on the quality (Is it clear enough? Is it well organized?) of the notes. For the interviewer, we can reflect on their communication skills, this will allow us to improve the quality of future interviews; i identify which parts of the conversation were delivered well or needed improvement. We can also examine how useful the prepared questions were, and if the planned format of the interview was adhered to.

Roles and Responsibilities

Team roles for the elicitation

Name	Role	Responsibility
Eldon Yeh	Scribe	Document key items, actions and questions. Maintain meeting minutes documents.
Emmanuel Pinca	Participant	Actively participate in the meeting, and make any supplement to the question if necessary.
Hanyun Zhang	Participant	Actively participate in the meeting, and make any supplement to the question if necessary.
Ruiqi Yu	Facilitator	Facilitate discussion, and ask interview questions. The main point of communication with the client.
Simon Chen	Participant	Actively participate in the meeting, and make any supplement to the question if necessary.

Interview Questions

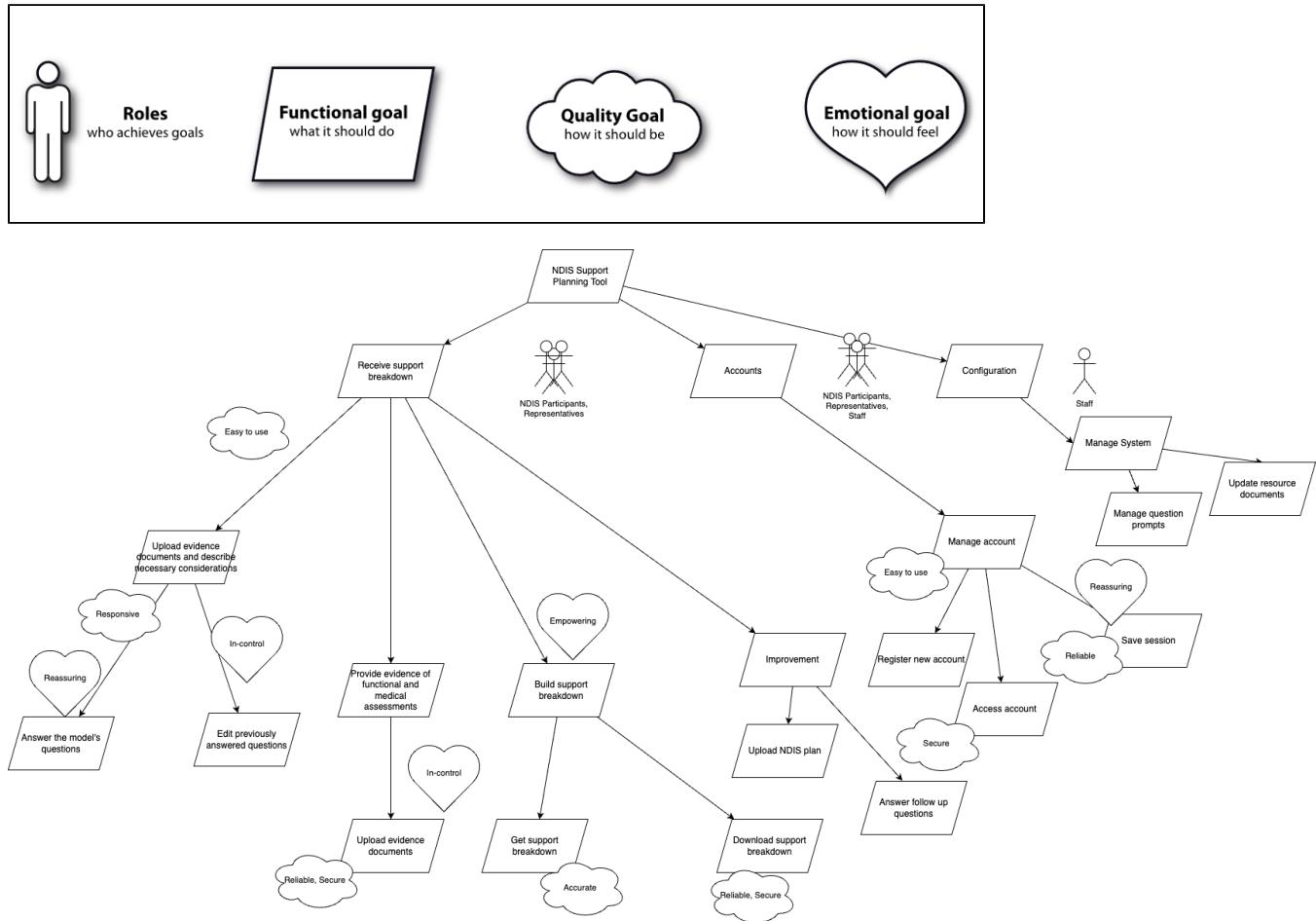
Question	Notes	Responses
Can you please introduce your team and tell us about what you do?	<ul style="list-style-type: none"> Give some time for the teams and clients to introduce themselves to each other 	
Can give us an overview of the product requirements?	<ul style="list-style-type: none"> Understand generally what the product should offer Request a written document with requirements 	<ul style="list-style-type: none"> See functional requirements page
How do you want the teams to work on the project?	<ul style="list-style-type: none"> We have 3 teams of 5 working on the ChatGPT project The 3 teams could work cooperatively, or competitively 	<ul style="list-style-type: none"> We prefer 3 teams to work together on the project, but we are flexible if you choose a different team structure.
Can you describe the scope and scale of the project?	<ul style="list-style-type: none"> Goals and objectives Resources available Constraints What is outside of scope? 	<ul style="list-style-type: none"> See functional requirements page
What are some design interests that you want us to focus on?	<ul style="list-style-type: none"> Functions or designs that will be important for the product 	<ul style="list-style-type: none"> See functional requirements page
How do you want future meetings to be conducted?	<ul style="list-style-type: none"> How often are the meetings to be conducted? Format of meetings <ul style="list-style-type: none"> Length of meetings Meeting venue <ul style="list-style-type: none"> face-to-face or online 	<ul style="list-style-type: none"> Meetings will be conducted weekly 1hr in length Mostly online, but face-to-face occasionally will be valuable

Do/Be/Feel List

Roles (who achieves goals)	Functional Goal (what it should do)	Quality Goal (how it should be)	Emotional Goal (how it should feel)
<ul style="list-style-type: none"> • NDIS Participant • Representative 	<ul style="list-style-type: none"> • Answer the model's questions • Edit previously answered questions • Upload evidence documents • Get support breakdown • Download support breakdown • Upload NDIS plan • Register new account • Access account • Save session 	<ul style="list-style-type: none"> • Easy to use • Responsive • Reliable • Secure • Accurate 	<ul style="list-style-type: none"> • Reassuring • In-control • Empowering

Goal Model

The goal model shows the functional goals, quality goals and emotional goals of the product.



User Stories

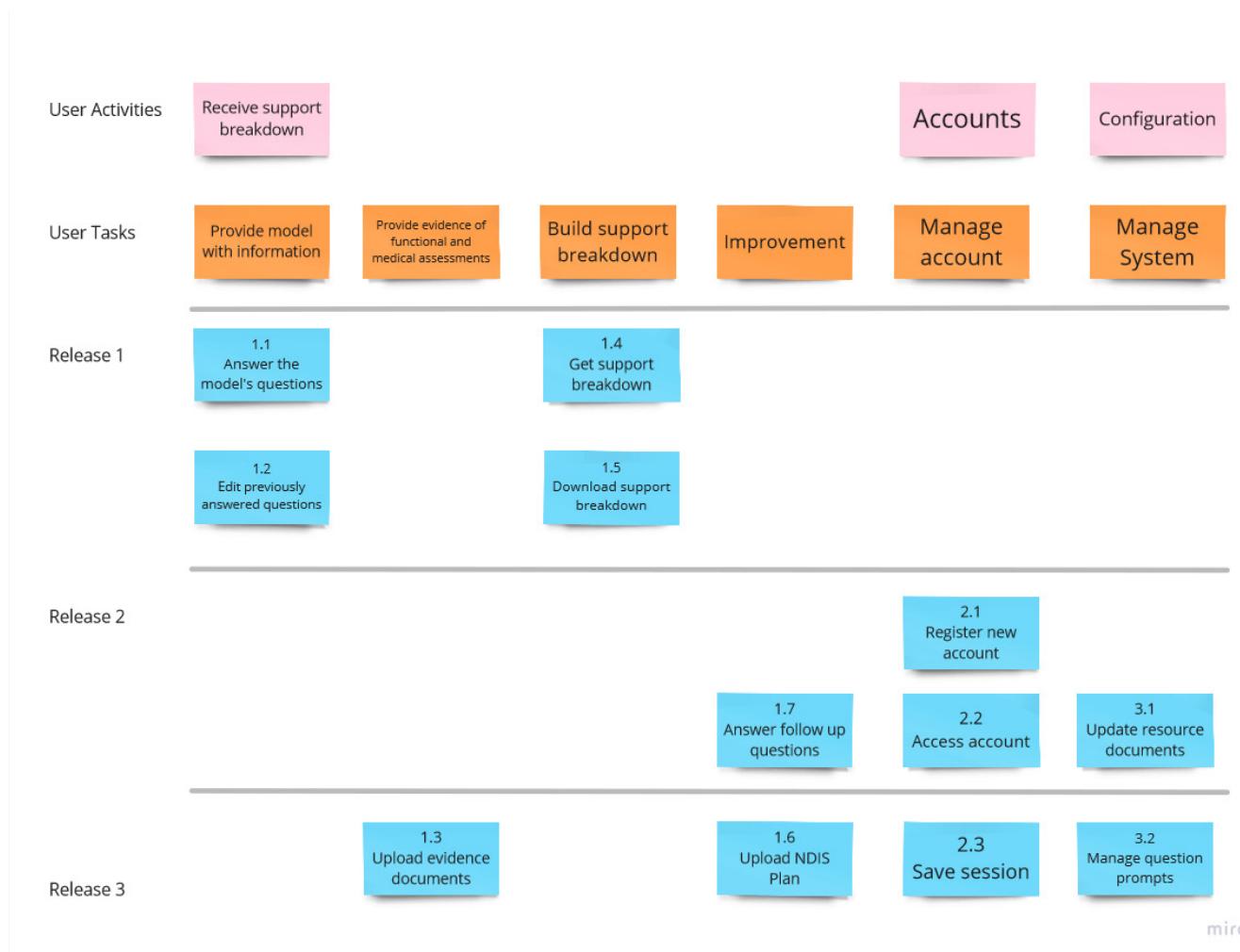
Epic ID	Epic	User Story ID	As	I Want To	So That	Size Estimation	MoSCoW Priority	Justification
1	Receive support breakdown	1.1	NDIS Participant, Representative	Answer questions that ask about me, my goals and aspirations. These questions can later be tailored to me, and are generated from my previous answers.	The tool has a better understanding of my unique situation and requirements. This ensures that I am accurately informed about the relevant supports that help me achieve my goals and aspirations.	Large	Must Have	<p>This user story is fundamental to the entire system. The system is required to be designed to allow for the generation of subsequent questions based on user's input, to ultimately gather sufficient information. This includes the testing for possible, appropriate prompts and selection mapping.</p> <p>This is an essential system component. The data gathered from these questions is foundational in creating plans and support breakdown for participants.</p>
		1.2	NDIS Participant, Representative	Jump back to and edit answers to questions that I have previously completed.	I can change the answers I have provided for previous questions without having to restart the entire process.	Medium	Should Have	<p>This user story requires the additions of:</p> <ul style="list-style-type: none"> • Returning to the selected question /section • Modifying the input used to answer the selected question/section <p>This requires minor considerations when developing the system to facilitate the modification of previous answers.</p> <p>The ability to return and modify previously answered questions provides the user with the flexibility to improve their answers, therefore better informing the model to create more personalised outputs.</p>
		1.3	NDIS Participant, Representative	Describe necessary considerations determined by functional and medical assessments, detailing required supports and factors. This is accompanied by a document upload to support these assessments.	My unique requirements can be better defined and the tool's assessments can be adjusted to support my needs.	Medium	Could Have	<p>This user story requires ChatGPT to accept additional prompts that must be taken into account when generating a support breakdown. This includes creating a suitable prompt that is interpretable by the AI model and requires testing so that the information described in this prompt is understood correctly.</p> <p>After a user submits their support breakdown to the NDIA, the planners would have to re-verify provided evidence. However, this could accelerate this process as it collates all the evidence for examination.</p>
		1.4	NDIS Participant, Representative	Receive an estimation of which supports I should be eligible for within the NDIS.	I can approach my planning meeting empowered and confident, with evidence justifying the supports that I should be entitled to.	Large	Must Have	<p>The support breakdown is an essential result that the system must provide. Generating a breakdown requires a model with a complex design that involves the analysis of collected answers. Creating this model would require more time and effort due to the large variety of possible answers that can be provided by users, which has to be delivered as an accurate breakdown detailing relevant supports.</p> <p>This is an essential user story as the support breakdown contains the result of the model's assessment and is the tool's main output.</p>
		1.5	NDIS Participant, Representative	Download my support breakdown with an accompanying transcript of the model's questions and my answers, as an exported, transferable file.	I can send my support breakdown to the NDIA to accelerate my NDIS application. This is possible as this document contains evidence of the supports I should receive along with the appropriate justification.	Small	Must Have	<p>A PDF document download is a common, simple feature in website design. This can be accomplished using a publicly available library. Additionally, the contents of this document should already be provided from an existing support breakdown.</p> <p>This feature is required as they must be able to download the tool's output so that they can submit it with their NDIS application and accelerate the process. This is one of the primary benefits users gain from using this tool.</p>

		1.6	NDIS Participant, Representative	Upload the plan I have received from the NDIS.	The tool can learn from my document, providing it with opportunities for improvement and to better create future assessments. The uploaded plan can also provide relevant information for my next NDIS plan.	Small	Could Have	The methods applied to achieve the self-learning feature of system requires research on relevant topics and the exploration of the available functionalities of ChatGPT. There is no subject expert (e.g., NDIA planner) to check if this addition improves the system as desired. However, the self-learning feature provided by this user story would be useful for the system in the long term.
		1.7	NDIS Participant, Representative	Answer the follow-up questions based on what I improve/achieve from previous NDIS plan.	I can update my progress since the last time I received the support.	Medium	Should Have	The similar model design has been implemented in User Story 1.1. Develop team can build the model based on their experience from it. This user story enable the system to keep track of each participants' circumstance, and the system can provide more accurate support breakdown in this way.
		1.8	NDIS Participant, Representative	Receive a breakdown explaining why the NDIA has assigned me the supports listed in the plan.	I can gain clarity into their process and understand why supports have been assigned to me.	Extra Large	Will Not Have (wish)	This user story involves training ChatGPT model to specialise for NDIS plan interpretation. The development of this user story should be a separated into another project due to size, scope and time constraints. This system requires a large amount of data inaccessible to Capital Guardians. Furthermore, a subject expert (e.g., NDIA planner) is necessary to train/provide feedback to model. Since there is no expert involved to train the system and there is not enough data to estimate the decisions an NDIA planner has made, ChatGPT cannot reliably generate a support breakdown of existing NDIS plans.
2	Accounts	2.1	NDIS Participant, Representative	Create a new account.	I can gain access to the tool.	Medium	Should Have	Allowing user to register new account requires integration of database and email verification, which may require several days to finish. The system needs to store user information to recognise them when they want to continue with their previous session or submit their NDIS plan. Instead of hosting a new account system, this could involve integrating it into the existing one currently used by Capital Guardians.
		2.2	NDIS Participant, Representative	Access an existing account.	I can use the tool and associate my progress to this account.	Medium	Should Have	As the tool acquires sensitive information, the login system should be designed to deal with most types of common cyberattacks. The security of the account system should be heavily scrutinised and examined for potential attacks as the system can contain confidential data. This is reliant on account registration and consequently shares same priority.
		2.3	NDIS Participant, Representative	Save all progress I have made using the tool.	My progress is available for me to return to at a later time. This ensures I am not pressured into completing all the questions within a single sitting and gives me the flexibility to use the tool at any time.	Medium	Should Have	Saving progress requires the team to set up the database, which will take several days to ensure its stability and correctness. This is a commonly used feature in various systems that enables users to resume their progress after leaving the system. Persistent sessions allow users to freely retrieve any additional information they need and later return to where they left off, rather than restarting the entire process.
3	Configuration	3.1	Staff	Be able to change/update the prompts of questions.	The system can adapt to new regulations/rule changes in NDIS criteria.	Medium/Large	Could Have	Allowing for the changing of prompts requires more work than fixed prompts. Changing prompts may require the system to be retrained. Designing how the system should react to changes of prompts can be time-consuming. Despite the regulations and policy always changes, the essential factors considered in creating an NDIS plan do not appear to undergo significant changes (e.g., goals, necessary supports). While this can provide the system with more flexibility, this user story may not be used frequently.

		3.2	Staff	Be able to upload new resource documents (e.g., new NDIS pricing arrangements, support list).	The system can adapt to any changes of regulations/rule based on evidence.	Small	Should Have	In the initialisation step of the system, current resource documents will be loaded to and interpreted by system. In response to dynamically changing requirements/regulation, this user story provides the system with a flexible way to adapt to those changes. This feature is necessary if the system is designed for long-term use.
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User Story Map

<https://miro.com/app/board/uXjVMO3-S1k=/>



miro

Mood Board



Explanation

Colour Layout

- We chose the colour blue as it aligns well with the existing system used in Capital Guardians.
- Brighter colours could potentially cause dizziness or discomfort for some users.

Sky, Sea and Mountains

- We anticipate that users will be able to achieve their goals and explore their unlimited potential
- With the support they receive from NDIS, individuals are able to overcome the difficulties associated with their disabilities.

Supportive Community

- Reflects the sense of support and encouragement that users experience within the platform.
- Users feel supported as they face their disabilities and overcome them through the implementation of the NDIS plan.

Kids Playing

- For young participants, this website can contribute to a fulfilling life they truly deserve
- Kids represent the image of unlimited potential and possibilities.

Acceptance Criteria

Epic	User Story ID	User Story	Acceptance Criteria ID	Given	When	Then
Receive support breakdown	1.1	As NDIS Participant, Representative I want to answer questions that ask about me, my goals and aspirations. These questions can later be tailored to me, and are generated from my previous answers. So that the tool has a better understanding of my unique situation and requirements. This ensures that I am accurately informed about the relevant supports that help me achieve my goals and aspirations.	AC1.1.1	There is an unanswered question that the system generates on the questionnaire page.	I submit a sufficient answer to a specific question	The system will accept my answer and continue with the next question
			AC1.1.2	There is an unanswered question that the system generates on the questionnaire page.	I submit an insufficient answer to a specific question	The system will ask follow-up questions for clarification
			AC1.1.3	All questions generated by the system in the current section are finished	I start the next section	The new questions generated will use information from previous responses
	1.2	As NDIS Participant, Representative I want to jump back to and edit answers to questions that I have previously completed. So that I can change the answers I have provided for previous questions without having to restart the entire process.	AC1.2.1	A question is already answered on the questionnaire page	I change the answer	The system will accept my answer and the question targeted to my previous answer after the question I changed will be changed correspondingly.
			AC1.3.1	The evidence category is selected on the questionnaire page	I upload my document to the system	The document will be successfully uploaded to the website
	1.4	As NDIS Participant, Representative I want to describe necessary considerations determined by functional and medical assessments, detailing required supports and factors. This is accompanied by a document upload to support these assessments. So that my unique requirements can be better defined and the tool's assessments can be adjusted to support my needs.	AC1.4.1	All the questions in each category have been completed	I finish inputting the information and view the support breakdown	The system will display the information input
			AC1.5.1	All the questions in each category have been completed	I download the support breakdown	The system will generate .PDF file that contains all information input
	1.6	As NDIS Participant, Representative I want to upload the plan I have received from the NDIS. So that the tool can learn from my document, providing it with opportunities for improvement and to better create future assessments. The uploaded plan can also provide relevant information for my next NDIS plan.	AC1.6.1	The system has my previously completed questionnaire	I upload the NDIS plan	The system will store the NDIS plan on my account
			AC1.7.1	The system has my previously completed questionnaire	I request for a new support breakdown	The system will generate additional questions for me to answer
Accounts	2.1	As NDIS Participant, Representative I want to create a new account. So that I can gain access to the tool.	AC2.1.1	There is no existing account for me in the system	I register for a new account	The system will approve the registration if the email address and username provided are both not used
			AC2.2.1	I am not signed in and my account exists in the system	After entering my credentials	The system will redirect to the main page if my username and password are both correct
	2.3		AC2.3.1	There is an existing email linked to my account and I am on my profile page	I change the email address	The system will send a verification email to the user's new email address to confirm

		<p>So that my progress is available for me to return to at a later time. This ensures I am not pressured into completing all the questions within a single sitting and gives me the flexibility to use the tool at any time.</p>	AC2.3.2	There exists a password for me and I am on my profile page	I change my password	The system will ask the user to type in the old password, and then ask the user to type in the new password twice to confirm the new password
			AC2.3.3	There exists a password for me and I am on my profile page	I reset my password	The system will send a password recovery email to the user's email address
Configuration	3.1	<p>As a staff</p> <p>I want to be able to change/update the prompts of questions.</p> <p>So that the system can adapt to new regulations/rule changes in NDIS criteria.</p>	AC3.1.1	A collection of question categories in the system configuration.	I add a new category	The system will create the category and it will show up in the collection
			AC3.1.2	A question category in the system configuration.	I edit the existing category name	The system will display the new category name
			AC3.1.3	A question category in the system configuration.	I add a new question to the category	The question will be displayed in the questions list for that category
			AC3.1.4	A question in the system configuration.	I edit the question	The system will update the question to reflect the edit
	3.2	<p>As a staff</p> <p>I want to be able to upload new resource documents (e.g., new NDIS pricing arrangements, support list).</p> <p>So that the system can adapt to any changes of regulations/rule based on evidence.regulations/rule changes in NDIS criteria.</p>	AC3.2.1	A collection of resource documents in the system configuration.	I add a new resource document to the system	The new resource document will be added to the collection
			AC3.2.1	A collection of resource documents in the system configuration.	I edit the existing resource document for the system	The system will replace or delete an existing resource document

Acceptance Tests

Epic	User Story ID	Acceptance Criteria	Test ID	Acceptance Test	Critical		Test Result		Comments
					Yes	No	Accepted	Rejected	
Receive support breakdown	1.1	1.1.1 Given There is an unanswered question that the system generates on the questionnaire page. When I submit a sufficient answer to a specific question Then The system will accept my answer and continue with the next question	T1.1.1_1	On the questionnaire page, types sufficient answers to one question into the text box and click the enter button. The system will accept the answer and move to the next question.					
		1.1.2 Given There is an unanswered question that the system generates on the questionnaire page. When I submit an insufficient answer to a specific question Then The system will ask follow-up questions for clarification		T1.1.2_1 On the questionnaire page, types insufficient answers to one question into the text box and click the enter button. The system will accept the answer and ask a follow-up question. T1.1.2_2 Repeat T1.1.2_1 until sufficient information is provided to the system.					
		1.1.3 Given All questions generated by the system in the current section are finished When I start my next section Then The new questions generated will use information from previous responses		T1.1.3_1 On the questionnaire page (personal condition section), the system put questions about the participant's personal condition on the screen. The participant then types all his/her personal situation answers and clicks the next button. The next section's question shows to the participant is targeted in his/her condition					
	1.2	1.2.1 Given A question is already answered on the questionnaire page When I change the answer Then The system will accept my answer and the question targeted to my previous answer after the question I changed will be changed correspondingly.	T1.2.1_1 The participant in the second section page, he/she clicks on the first section page. The system will redirect he/she to the first page. T1.2.1_2 The participant edit his/her answer regarding question A. and he/she then clicks enter button. The system accepts the answer and then a confirmation pop-up will pop out to warn he/she that by doing so. T1.2.1_3 The participant clicks accept button. The afterwards questions that related to question A's answers are wiped out						
		1.3.1 Given The evidence category is selected on the questionnaire page When I upload my document to the system Then The document will be successfully uploaded to the website		T1.3.1_1 On the question page. The participant selects the file he/she wants to upload by clicking the upload button. The system sends a reminder that the file is successfully uploaded.					
		1.4.1 Given All the questions in each category have been completed When I finish inputting the information and view the support breakdown Then The system will display the information input		T1.4.1_1 On the breakdown page, the user clicks "preview", the system will display a breakdown preview of the draft that contains all the information entered by the user.					

	1.5	<p>Given All the questions in each category have been completed</p> <p>When I download the support breakdown</p> <p>Then The system will generate a PDF file that contains all information input</p>	T1.5.1_1	On the breakdown page, the user clicks "download breakdown", the system will allow him to choose the location in the computer to store the .PDF file. After selecting the proper location, the .PDF file will be downloaded and stored to local computer.				
	1.6	<p>Given The system has my previously completed questionnaire</p> <p>When I upload the NDIS plan</p> <p>Then The system will store the NDIS plan on my account</p>	T1.6.1_1	On the landing page, the user clicks "submit", all the information entered will be uploaded to the client's server for further review.				
	1.7	<p>Given The system has my previously completed questionnaire</p> <p>When I request for a new support breakdown</p> <p>Then The system will generate additional questions for me to answer</p>	T1.7.1_1	The user clicks "Get a new support breakdown", and the system will generate more questions to let the user answer and store, similarly to the previous steps.				
Accounts	2.1	<p>Given There is no existing account for me in the system</p> <p>When I register for a new account</p> <p>Then The system will approve the registration if the email address and username provided are both not used</p>	T2.1.1_1	On the registration page, the user clicks "register" and is redirected to another registration page. After entering email address, username and password (correctly twice), the system will generate a new account for the user. The user will be redirected to the dashboard page as long as the registration is finished				
	2.2	<p>Given I am not signed in and my account exists in the system</p> <p>When After entering the correct credential</p> <p>Then The system will redirect to my main page if my username and password are both correct</p>	T2.2.1_1	On the login page, the user enters username and password correctly, and clicks "login". The user will be redirected to the dashboard page				
	2.3	<p>Given There is an existing email linked to my account and I am on my profile page</p> <p>When I change the email address</p> <p>Then The system will send a verification email to the user's new email address to confirm</p>	T2.3.1_1	On my profile page, the user clicks "change email" address, a verification email will be sent to his old email address. After clicking the link in the email, he will be able to change the account's email address. As long as this is finished, the old email address will be abandoned and the new email address is the only credential to login				
		<p>Given There exists a password for me and I am on my profile page</p> <p>When I change my password</p> <p>Then The system will ask the user to type in the old password, and then ask the user to type in the new password twice to confirm the new password</p>	T2.3.2_1	On my profile page, the user clicks "change password", after entering the old password correctly, the system will ask the user to enter the new password correctly twice. After entering the new password correctly, the password to access my account will be updated to the new password.				
		<p>Given There exists a password for me and I am on my profile page</p> <p>When I reset my password</p> <p>Then The system will send a password recovery email to the user's email address</p>	T2.3.3_1	On my profile page, The user clicks "reset password", and a verification email will be sent to his old email address. After clicking the link in the email, he will be able to change the account's password. As long as this is finished, the old password will be abandoned and the new password is the only credential to login				
Configuration	3.1	3.1.1	T3.1.1_1	Staff member is logged into the configuration dashboard. Click on questions and categories. The existing questions and categories are displayed.				

	<p>Given A collection of question categories in the system configuration.</p> <p>When I add a new category</p> <p>Then The system will create the category and it will show up in the collection</p>	T3.1.1_2	Click on the create new category button. An input appears, which allows a new category to be added. Type in the name of the category and click confirm. The new category shows up in the list.				
	<p>3.1.2</p> <p>Given A question category in the system configuration.</p> <p>When I edit the existing category name</p> <p>Then The system will display the new category name</p>	T3.1.2_1	Create a new category using the process from 3.1.1 Click on the category created, and click the edit category button. An input appears which allows the existing category to be modified. Change the name of the category and click confirm. The new name is updated in the list of categories.				
	<p>3.1.3</p> <p>Given A question category in the system configuration.</p> <p>When I add a new question to the category</p> <p>Then The question will be displayed in the questions list for that category</p>	T_3.1.3_1	Click on an existing category. Click add new questions button. Specify what information is needed about this category and click confirm. This information will be stored in the categories/question list.				
	<p>3.1.4</p> <p>Given A question in the system configuration.</p> <p>When I edit the question</p> <p>Then The system will update the question to reflect the edit</p>	T_3.1.4_1 T_3.1.4_2	<p>Click on an existing question. Modify the question description and/or name. This information will be updated in the categories/question list.</p> <p>Click on an existing question. Click the delete button. The question will be removed from the list.</p>				
3.2	<p>3.2.1</p> <p>Given A collection of resource documents in the system configuration.</p> <p>When I add a new resource document to the system</p> <p>Then The new resource document will be added to the collection</p>	T3.2.1_1	Staff member is logged into the configuration dashboard. Click on resource documents. The list of existing resource documents is displayed. Click the add new button. An input appears, which allows a new document to be uploaded. Upload a new document and click confirm. The new document shows up on the list of resource documents.				
	<p>3.2.2</p> <p>Given A collection of resource documents in the system configuration.</p> <p>When I edit the existing resource document for the system</p> <p>Then The system will replace or delete an existing resource document</p>	T3.2.2_1 T3.2.2_2	<p>Staff member is logged into the configuration dashboard. Click on an existing resource document in the list. A modal appears, which allows a new document to be modified. Click the Update button. A modal appears, which allows a new document to be uploaded. Upload a new document and click confirm. The new document shows up on the list of resource documents.</p> <p>Staff member is logged into the configuration dashboard. Click on an existing resource document in the list. A modal appears, which allows a new document to be modified. Click the delete button. A confirmation screen will appear. Click confirm. The resource document will be deleted from the resource documents list.</p>				

Traceability Matrix

User Story \ Acceptance Test	1.1	1.2	1.3	1.4	1.5	1.6	1.7	2.1	2.2	2.3	3.1	3.2
T1.1.1_1	X											
T1.1.2_1	X											
T1.1.2_1	X											
T1.1.3_1	X											
T1.2.1_1		X										
T1.2.1_2		X										
T1.2.1_3		X										
T1.3.1_1			X									
T1.4.1_1				X								
T1.5.1_1					X							
T1.6.1_1						X						
T1.7.1_1							X					
T2.1.1_1								X				
T2.2.1_1									X			
T2.3.1_1										X		
T2.3.2_1										X		
T2.3.3_1										X		
T3.1.1_1											X	
T3.1.1_2											X	
T3.1.2_1											X	
T3.1.3_1											X	
T3.1.4_1											X	
T3.1.4_2											X	
T3.2.1_1												X
T3.2.2_1											X	
T3.2.2_2												X