# Overview

## Project Background:

The NDIS (National Disability Insurance Scheme) is a government plan for providing support to people with permanent disabilities that impact their ability to complete day-to-day tasks. Part of the NDIS involves PwD (Person(s) with Disability) receiving behavior support in the form of individualized strategies that can respond to the unique needs of PwD without the use of regulated restrictive practices (practices that limit their freedom). Since the circumstances and needs of PwD can vary, BSPs (Behaviour Support Practitioners) must provide and submit a behavior support plan that outlines the strategies that will be used to provide support to the PwD. However, these plans can still include regulated restrictive practices or practices that may not be suitable for PwD, and having scarce experts check every plan may be difficult. A solution is required that allows BSPs to receive feedback on their behavior support plans in an accessible manner, as well as be directed to further resources that can educate them specifically on the areas that relate to the sections of their plans that need improvement.

## Project Description

This project aims to provide a web-based platform where BSPs can submit their proposed behavior support plan along with some additional required information that will be further directed to a Machine Learning algorithm. The Natural Language Processing (NLP) based Machine Learning algorithm will be responsible for analyzing the information given by the BSP and providing him/her constructive feedback on the proposed plan, that too in an accessible manner, all while taking into account various factors such as legislation, policies, good clinical practices, and the application's level of understanding. The system will also be in charge of providing further educational resources that can help the BSPs improve their understanding as well as their proposed plan.

## Project Scope

The scope of this project only involves the creation of a web platform that handles the submission of the behavior support plans, connecting with the ML algorithm that analyzes the plan, displaying the results of the ML algorithm to the user in an understandable way, and directing the user to further resources that can develop their understanding on areas to improve. The ML algorithm itself is out of the scope of the project and can be considered a third-party dependency that our project interfaces with. The educational resources are also out of the scope of the project, and this project's only concern regarding the educational resources is directing them based on the results we receive from the ML algorithm.

# Requirement Elicitation

## *Overview*:

we are undertaking an interview to address the requirements. Before the client meeting, we have organized internal meetings to elaborate on questions we want to ask and summarized them. During the meeting, we first introduced our team and walk our client through the agendas, we prioritized the question by clarity and importance of the question, and we further added additional questions based on our client's answer to our prepared questions.

## *Elicitation Strategy*

We choose to make an interview for the requirement Elicitation, the major reasons are from the perspective of:

1. Stakeholder:
    - we currently only are able to meet one of the stakeholders, therefore, an interview is a more appropriate way for requirement elicitation compared to elicitation techniques involving multiple stakeholders like workshops or Focus groups which require multiple stakeholders to participate.
    - Our client does not represent the group of people that interact with the on-design system and therefore, the observation strategy might be inappropriate,
2. Process:
    - Our client is very busy, using interviews we can directly communicate with the client and acquire information more efficiently.
3. Project Feature:
    - At the current stage, we are building a system that is isolated(the connecting system is also on-building), We have very limited knowledge of the target product and there is not much documentation for potential software requirements. we think it is more feasible to prepare questions and directly communicate with the client.

## *Role distribution for the Interview*

| Name | Role | Responsibility |
|---|---|---|
| Irgio | Facilitator | Introduce the team to the client |
| Navdeep | Interviewer | Asking the prepared questions to the client |
| Xinlan | Minute keeper | Minute the meeting and ask supplementary questions if any, during the meeting |
| Kai | document manager | set up meeting agenda and prepare some of the questions |
| Tingyu | Minute keeper | Minute the meeting and ask supplementary questions if any, during the meeting |

## *Prepared Question List*

For the interview section, we prepared high-leveled questions with some more specific sub-questions to discuss the details of the project from different perspectives in order to better understand the requirements.

| Question | Sub-question |
|---|---|
| What are the goals of this project? | ▪ Is there any business objective associated with this project? If so then can we have some information on that and also any business rules if there are any?<br>▪ As mentioned in the project description, the program will be a blend of both online and face-to-face. So, what is expected to happen during the offline format and how is it different than the online mode?<br>▪ examples? What do you like/dislike about them? |
| Who are the Stakeholders? | ▪ What kinds of people will be interacting with this platform?/ Who are the main end-users? |
| Are there any technical constraints that we should be aware of? | ▪ Are there going to be external systems that our system would need to talk/connect to? If yes then can we have some information on that? |
| Functional requirement | ▪ Is there a specific platform/device that we are aiming for, or is it going to be a web-based interface? |

| | |
|---|---|
| Security Issues | - How do we handle the files submitted to the platform? Should we store them or delete them?<br>- Do BSPs create their own account or is it created for them? If they create their own, how do we verify that they can have access to this platform?<br>- Are the files or any info inputted into the platform confidential? Do we have to take any measures to maintain that confidentiality (extra security)?<br>- Will we already have the PWD information stored in a database, or will the user need to provide that as well along with his/her information? |
| Final Questions | - Is there any reference material available that we can study?<br>- Will there be any interactive assessments that will be used for making and providing feedback to the user?<br>- Do we need to log the usage of the platform? As a follow-up, if the ML algorithm detects illegal behavior, should the platform notify anybody? (Medium priority)<br>- How frequently would you like to have meetings? Will we have a fixed time for that? |
| Questions for future meetings | - What kind of output does the machine learning algorithm generate? Does it generate basic subject points that need to be addressed or does it actually output specific text? How can we modify the advice the ml algorithm provides? How the information will be given by the ml algorithm?<br>- Is the person with disability information is available already on the system database or from someone else?<br>- Are the services of the platform going to be freely available to the user, or are we going to charge the user?<br>- When it comes to uploading content, is it only going to be in pdf format or are we allowing any other formats as well?<br>- Will some of the services be available to a guest user (not logged in user), or will he/she be required to create an account to use any of its services? |

## Related Links :

Client Meeting 18/3