

7 Mar 2024 |

📅 Client meeting - Project 10 Te Tuhi Disability Training Cafe...

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charlotte

- Rebecca - program director for behaviour analysis program and psychology (work with people with intellectual disabilities)
- Art gallery public cafe - has been running for a while now – people with intellectual disabilities gaining skills to work in a cafe.
- Number of projects already put into work (research/ masters project)
- Currently data is clustered in dropboxes, emails and are printed out– need platform to store training materials + data – ie. Repository + software to track progress
- Determine someones' training needs as there are programs for specific things.
— Track progress of training – select specific things (customer facing elements of job (eg. of some programs) -> how to use the till, how to take an order, cooking - train for cooking skills, etc.)
- Determine when they have gained confidence in their skills -> make room for new trainees to start the process again
- Gain experience to use somewhere else
- Training - coffee instructions (step by step)
- Multiple functions - repository for all training programs + tracking progress for both individuals themselves and clients (one UI for clients to see the training goals - record tasks for the day + storing materials that only some people can access + UI for people supporting the person with the disabilities can see the goals etc.
- Trainees can themselves login and interact themselves + some other people can access to view overview of the process + supporting peeps can view the progress
- UI (personalised)- particular visuals - range of needs - evaluating best modality (diff learning styles) - auditory info, visual cues etc. - tailored to the needs of the individuals - some can read, some can't etc. (maybe audio/ dictation). Not too many pics - hard to find out what it means (maybe both text + pics) - real pics instead of cartoons.
- Challenge for trainees (use real pics instead of cartoons - hard to figure out cartoon pics for eg the coffee machine (use real pic from the cafe)
- ^^ maybe having a couple of options u can choose when logging in – so it will be tailored to them (whether they need audio/ visuals/ non-colour blind colours etc.
- App -ipads in cafe (AWS) *must go to AWS workshop!
- Steps for training – task analysis (tracking real time progress using the ipad) ie. show them how to use the till.

- Learning plan + employment opportunities afterwards – certificate on particular skills maybe (haven't been done yet but this platform can help – like how duolingo does it?).
- They work with Poly em – which helps the trainees go into new employment - <https://www.poly-emp.org.nz/>
- Action learning - say they can do step 1 and 6 - track progress that way and train further using that info by prompting more tasks. (90% of doing the task across 3 subsequent sessions is considered learning). They learn on the job + hands on.
- MVP -> Repository + track progress + within and across programs (like trainees, clients and support workers)
- Colour scheme is red and black (maybe dark mode – red and black, light mode something diff??) *they seem to be flexible with colour choices tho. – but don't mix green with red + use shapes/ something else other than colour to differentiate icons.
- Email - easiest way to contact + fast
- 11am Thursday fortnightly meeting

Action items

- ☒ Reason for creating this platform (end goal)
- ☒ Current practices to support trainees
- ☒ Biggest challenge for trainees
- ☒ Action learning to shape the training program
- ☒ Minimum Viable Product (features)
- ☒ Non-negotiables
- ☒ Platform (app/ website)
- ☒ Visual resources/ design ideas they prefer
- ☒ Tracking trainees performance before open employment opportunities
- ☒ School of psych formulating learning plans - survey of personal goals?
- ☐ Prev solutions -which worked, which didn't
- ☒ Other programmes to include
- ☒ Cafe's support for trainees finding employment afterwards
- ☐ Specific tools/ tech
- ☐ Concerns for success/ progress?
- ☐ Students chosen as support workers -training, balance
- ☐ How many trainees trained simultaneously + shifts
- ☒ Impact
- ☒ Specific data needed to store/ track
- ☒ Primarily used device
- ☒ Barriers for trainees using the app
- ☒ Aesthetics - colour themes etc.

(qs + notes down below)

PROJECT notes / possible questions

- In partnership with rescare homes trust (recruits trainees) and school of psych at UoA (oversees training plans) and te tuhi (contemporary art gallery which provides the physical space)
- Also partnered with Akina. Akina is NZ's leading impact development consultancy. Akina's role in the project is to understand, communicate and evidence the impact of the Te Tuhi training café (built a impact model)
- Coffee beans from The Lucy Foundation. TLF is a kiwi charity working with local communities to develop inclusive, ethical and sustainable trade. We work with coffee farmers and disabled people in Pluma Hidalgo (Oaxaca, Mexico) as well as disabled people in Aotearoa New Zealand.
- Is non profit social enterprise. Goal: to become fully self sustaining in three years.
- Rescare set up in 1994 to provide a community for people with intellectual disability with homes and vocational services.
- Provides in house training and opportunity for people w intellectual disabilities to gain more hospo experience
- disability is something that happens when people with impairments face barriers in society, and that is the reason why a non-disabling society is core to its vision.
- We believe that the café is a prime opportunity for people with disabilities to learn new skills in a supportive environment, but also for them to be able to show society the value they bring to the community and to organisations who employ them.
- Max 18 trainees in a yr
- Psych students formulate learning plans for the trainees

How does the training program work?

- Trainees work in groups of 2-3 with help from experienced upskilled staff workers as well as special support staff (who are studying psych at UoA)
- Each trainee has personal plan with goals + personal development. They are taught EFTPOS, customer service skills etc as well as soft skills like problem solving

Training cafe - akina impact model

- Impact is the positive social, environmental or cultural changes – or outcomes – that happen because of an activity (as determined by the person experiencing the outcome)
- Impact models help organisations to understand, evidence, and communicate their impact.

Questions:

Script

Hi Rebecca, it's very nice to meet you. I'm [introduction]. We were very interested in your project – we were drawn to your joint mission with Te Tuhi Cafe.

Specifically, your goal of ensuring a supportive learning environment for people with intellectual disabilities and giving back to the community as well as to the partner organisations. We have learned there's a huge disparity regarding employment opportunities for people with intellectual disabilities and people without.

In saying that, we hope to deliver a platform that facilitates your goals for this project. So, we had a read of your project specifications and we want to know more about your vision for this platform. As far as we know, you want a platform that collects and stores data for trainees' training plan. So we'd like to ask a few questions to clarify some things.

Q.1: As we read through the brochure, we understood that the main goal is address the lack of employment opportunities for the intellectually disabled (as stated before), but we wanted to hear it in your words as to why you feel the need to develop this platform. What is your end goal/expected outcomes for this project?

A:

Q.2: What are some of the key practices the cafe prioritises to provide support to its trainees? What are some of the biggest challenges that the trainees faced during their training since the cafe opened in 2020 ? How was action learning used to shape the training program (follow-up) (FOR BACKGROUND INFO)

A:

Q.3: There is a lot of emphasis placed on personal goals and flexibility in the training program. What features will constitute a 'Minimum Viable Product'/ what are the non negotiables? Are you expecting an app or a website?

A:

Q.4: The brochure mentions that the training is very person centered and flexible. What are some examples of commonly used visual resources? Do you have any visual resources/

design ideas in mind that you'd like to see integrated in the platform? Any specific features in mind ?

A:

Q.5: How does the cafe track how long trainees need to stay before they will be ready to pursue open employment opportunities ? How does the school of psych formulate trainees' learning plans (e.g. is it through a survey of personal goals) ? **ask if not answered before

A:

Q.6: Are there other solutions that you have tried before? Which ones worked and which ones did not? If not, then why not?

A:

Q.7: What other programmes (as mentioned in the project description) would you like to include in the platform ?

A:

Q.8: What are some of the ways the cafe supports trainees to find employment after they've finished their training? (follow up)

A:

Q.9: Are there any specific tools/technologies that should be used for developing the project?

A:

Q.10: Are there any concerns that you have for this project's progress/success?

A:

Thank you so much for your time, Rebecca. If it is okay with you, we would like to keep in touch with you throughout the project. Is there a particular platform where we can contact you, like Messenger – we may need your constant feedback.

Other questions if there is time:

- How are the students chosen to be support workers and how are they trained? Is it a randomised process? How do you make sure there is a balance so that neither party gets overwhelmed?

- How many trainees are trained simultaneously? What do their shifts look like?
- How is the impact of the project on perceptions of disability in the community measured?
- What specific data do you need to store and track for each trainee? (if she hadn't mentioned it yet)
- What devices will the app primarily be used on? (will have better design for UI)
- Do you foresee any barriers the trainees might encounter when using the app?
- Are there any design preferences or aesthetics that you believe would resonate well with the trainees and enhance their experience with the platform? (ask of any colour themes etc. if she hadn't answered already in prev qs)