The Making of MyWay Employability:
From Research to Practice
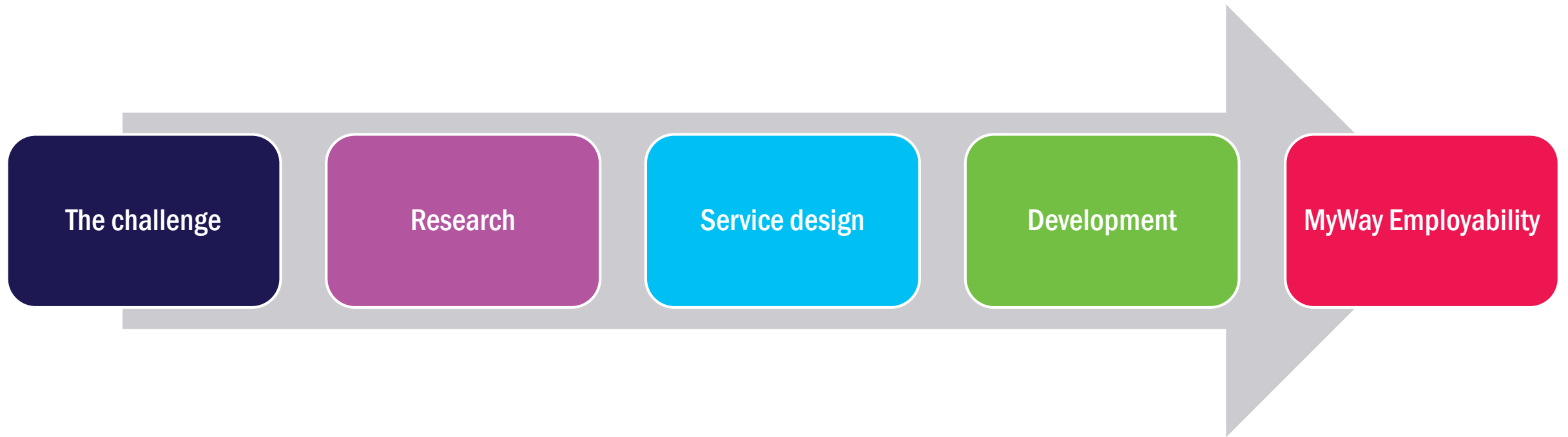
A/Prof Marina Ciccarelli and Brendan James

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Meet Ted

Today

The challenge → Research → Service design → Development → MyWay Employability

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Our vision:
Autistic people empowered to discover and use their diverse strengths and interests

The challenge

The challenge

- 1 in 3 young people unemployed or underemployed *(Brotherhood St Laurence, 2017).*

- Unemployment rate for people on the spectrum was **31.6%** *(ABS, 2015).*

- Young people on the spectrum significantly less likely to engage in post-secondary education and training.
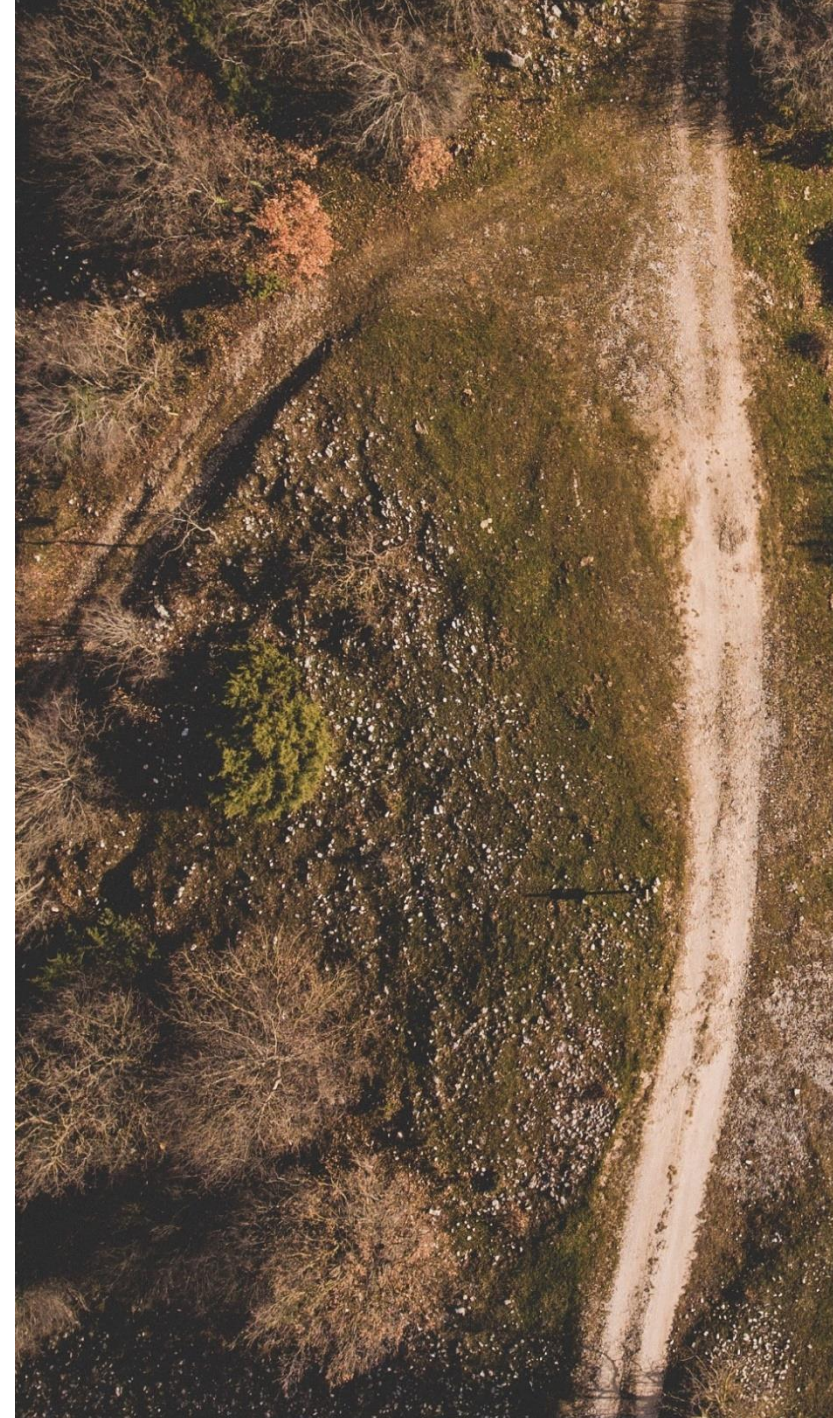
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Research

The evidence

Successful transition planning

1. Focus on the bigger picture

2. Encourage dreaming big

3. Keep the young person at the centre

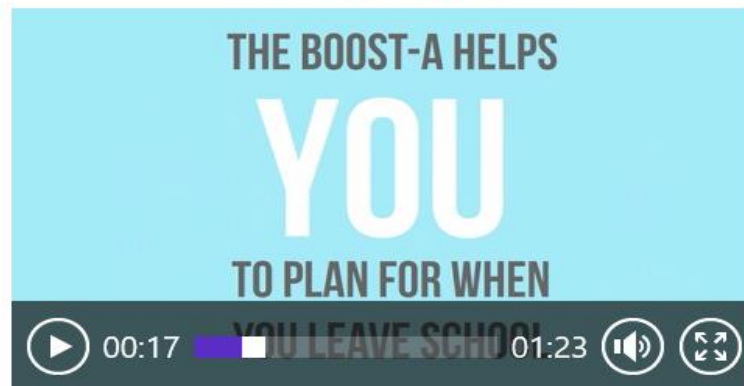4. Find a champion to support the young person

5. Start early

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INTRODUCTION

THE BOOST-A HELPS YOU TO PLAN FOR WHEN YOU LEAVE SCHOOL

▶ 00:17 ━━━ 01:23 🔊 ⛶

Here is some information for your parents and the people who support you:

Parents/carers information sheet
Professionals information sheet

You will be following these steps:

1) About Me
Answer some questions to explore your strengths and interests.

→

2) My Team
Decide who is in your team and make a time for them to meet.

→

3) First Meeting
Set some goals at the first meeting with your team.

→

4) My Progress
Review your goals at least once a term at meetings with your team.

Now you're ready to start the first step:

ABOUT ME

BOOST-A is the new branding of the STEP-A system, for any questions click the 'Contact Us' link to the right

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Research and development

Needs Assessment	Program Development	Program Evaluation
Systematic literature review	Pilot studies	Quasi-RCT (N = 100)
Survey (N = 162)	Development and feasibility of BOOST-A	Process evaluation
Interview (N = 13)		

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BOOST-A Overview
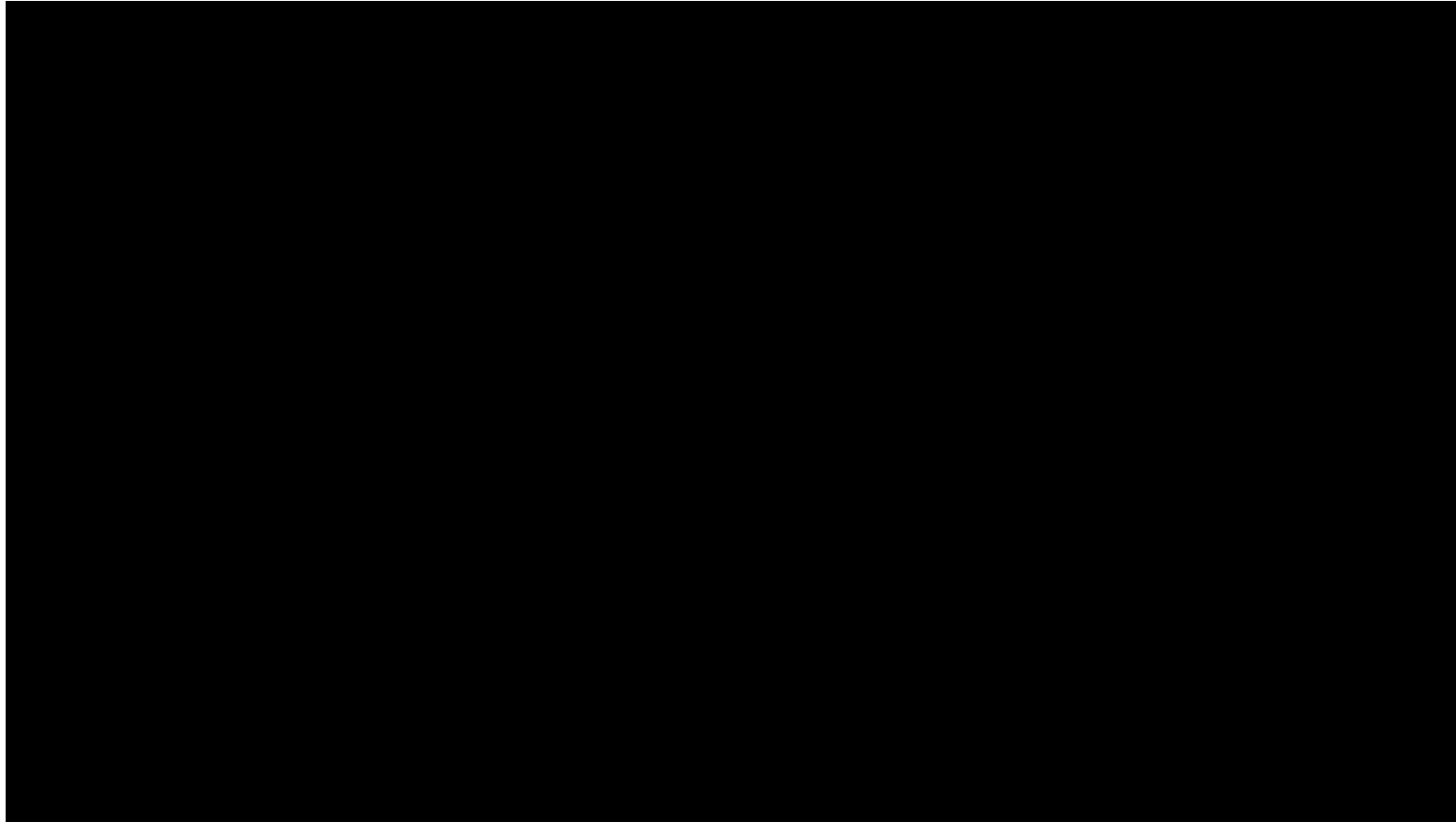
https://youtu.be/D11dzX5_y2w

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Publications

#top20Article for 2018 in JORSEN

Hatfield, M., Falkmer, M., Falkmer, T. & Ciccarelli, M. (2017). "Leaps of faith": Parent and professional viewpoints on preparing adolescents on the autism spectrum for leaving school. *Journal of Research in Special Educational Needs*, *17*(3), 187-197. doi:10.1111/1471-3802.12377

Available as open access

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Publications

- Hatfield, M., Falkmer, M., Falkmer, T. & Ciccarelli, M. (2018). Process evaluation of the BOOST-A transition planning program for adolescents on the autism spectrum: A strengths-based approach. *Journal of Autism and Developmental Disorders, 48*(2), 377-388. doi: 10.1007/s10803-017-3317-8

- Hatfield, M., Falkmer, M., Falkmer, T. & Ciccarelli, M. (2017). Effectiveness of the BOOST-A online transition planning program for adolescents on the autism spectrum: A quasi-randomized controlled trial. *Child and Adolescent Psychiatry and Mental Health, 11*(54). doi: 10.1186/s13034-017-0191-2

- Hatfield, M., Ciccarelli, M., Falkmer, T. & Falkmer, M. (2018). Factors related to successful transition planning for adolescents on the autism spectrum. *Journal of Research in Special Educational Needs*, *18*(1), 3-14. doi:10.1111/1471-3802.12388

- Hatfield, M., Murray, N.E., Ciccarelli, M., Falkmer, T., & Falkmer, M. (2017). Pilot of the BOOST-ATM: An online transition planning program for adolescents with autism. *Australian Journal of Occupational Therapy.* doi: 10.1111/1440-1630.12410/full

- Hatfield, M., Falkmer, M., Falkmer, T. & Ciccarelli, M. (2016). Evaluation of the effectiveness of an online transition planning program for adolescents on the autism spectrum: Trial protocol. *Child and Adolescent Psychiatry and Mental Health, 10*(48). doi:10.1186/s13034-016-0137-0

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Service design

The making of MyWay

Service design process

PHASE	Phase 01 DISCOVERY	Phase 02 PROBLEM EXPLORATION	Phase 03 SOLUTION EXPLORATION	Phase 04 VALIDATION & DESIGN	Phase 05 SCALE & GROWTH
DURATION	Weeks 1-2	Weeks 3-6	Weeks 7-11	Weeks 12 - 17	Weeks 18-22
KEY OUTPUTS	• Current state service blueprint • Service objectives and vision • Ecosystem map • Assumptions	• User research • Personas • User journey map • Service blueprint revision	• Service blueprint and Roadmap • Business model canvas • Theory of Change	• Tested prototype • Refined solution design	• Proposal to develop, pilot and evaluate solution

Validation

Market research

Validation

- 8 x In depth interviews with young people on the spectrum (n=8)

- 1 x co-design workshop with 4 young autistic adults + 1 parent (n = 5)

- Qualitative data analysis of pre-BOOST-A interview transcripts (n=13)

- Autism Hub/CSIRO think tank workshop with Education professionals (n=25)

- Interviews with young people at post-school options expo about life beyond (n=27)

- BOOST-A Training - parents, professionals, including 15 autistic young people (n=120+)

- User testing and card sorting with 8 young people including 6 on the spectrum (n=8)

- Market validation with education professionals at PDN Conference (n=21)

N = 227 informants

46
autistic young people

29
young people without a diagnosis (or not disclosed)

157
parents and professionals

Autistic young people told us they want:

- Information in language that is clear and literal
- Information presented in uncluttered visual designs
- Services that are not patronising and which acknowledge their unique capabilities
- Content that is authentic, relevant, and developed from the perspective of someone on the autism spectrum

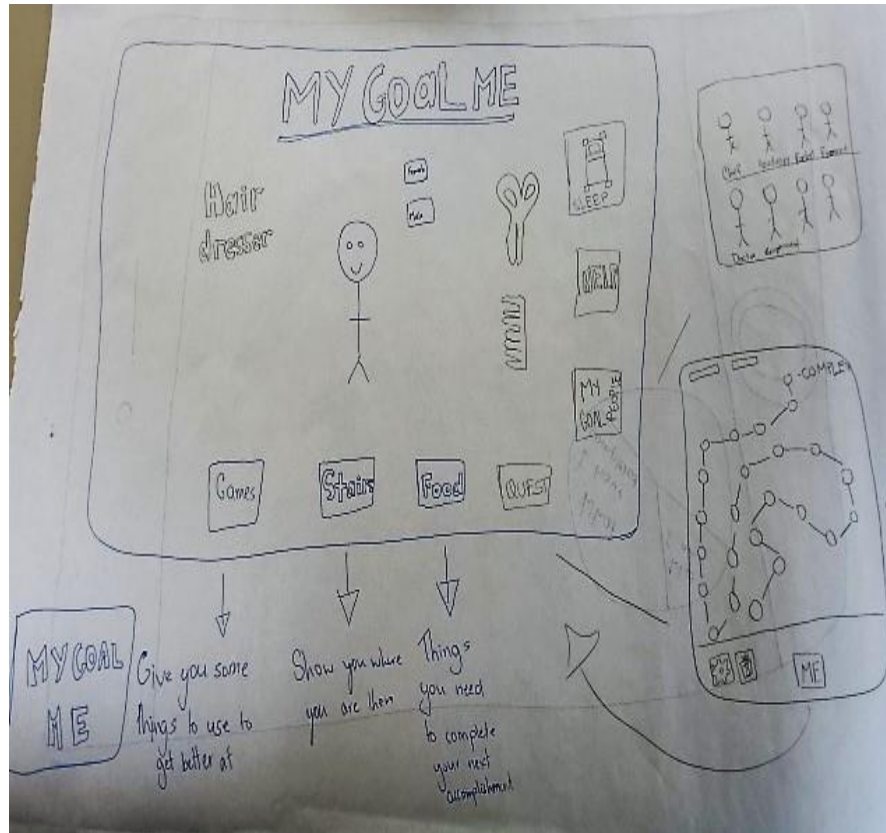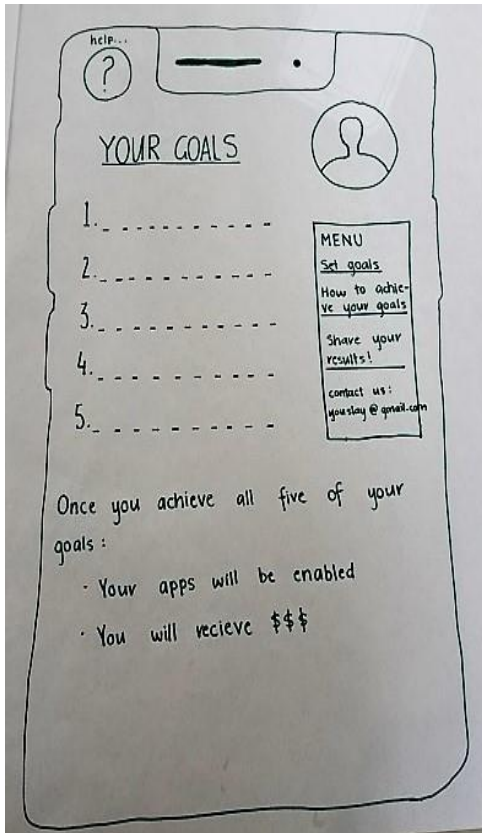# MyWay Employability

Development path

What is MyWay?

MyWay Employability increases **self-determination** of young people on the spectrum to plan for post-school **education**, **training,** or **work.**

Personalised profile	Career planning	Goal setting and management	Engaging and helpful content

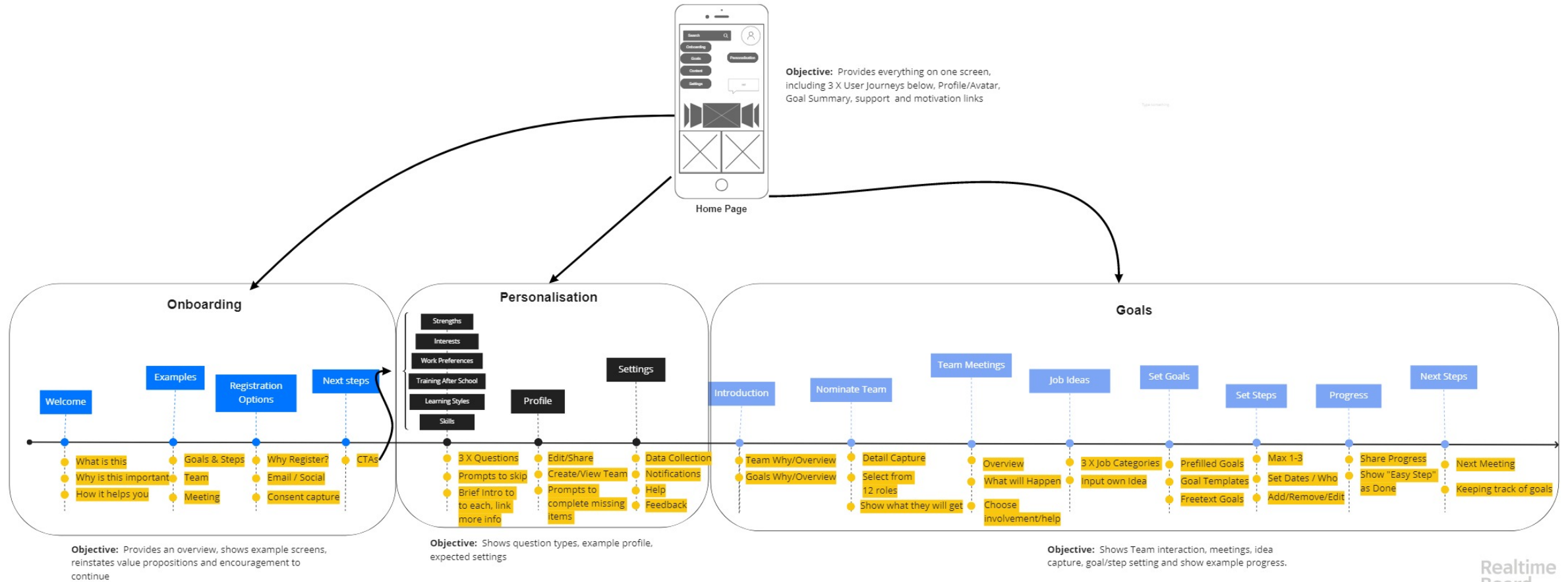|		
Building capacity for families, educators, and health professionals	Links to relevant services	Links to other evidence-based apps, tools, and resources

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But what does that look like?

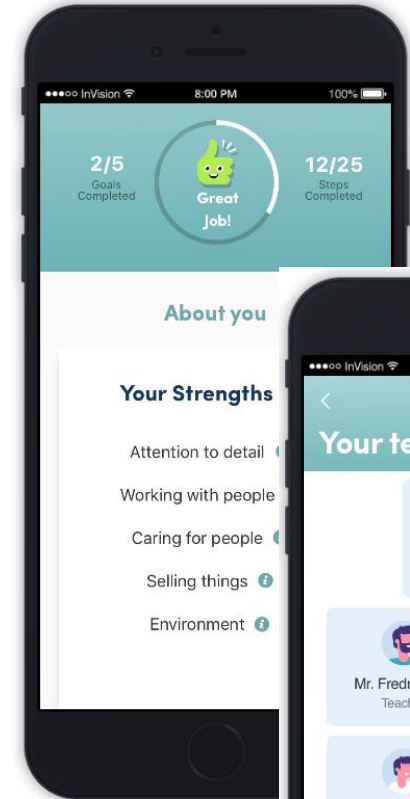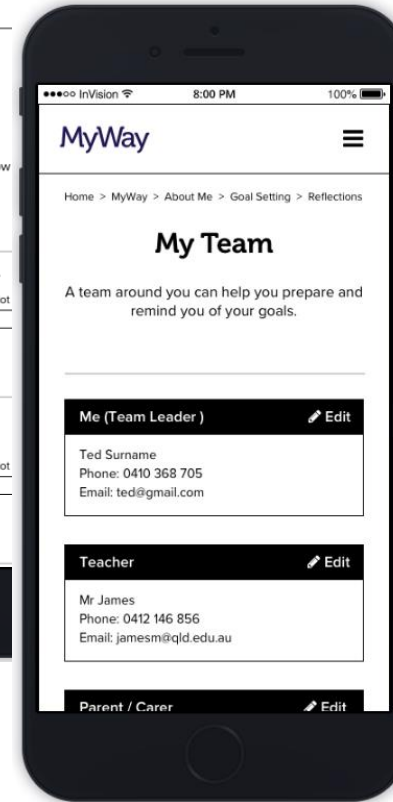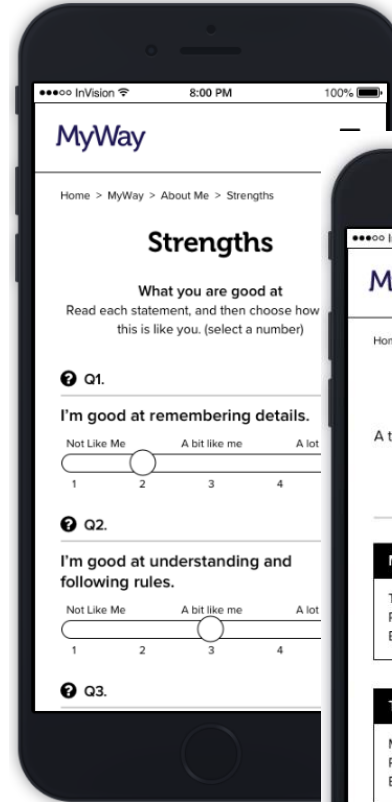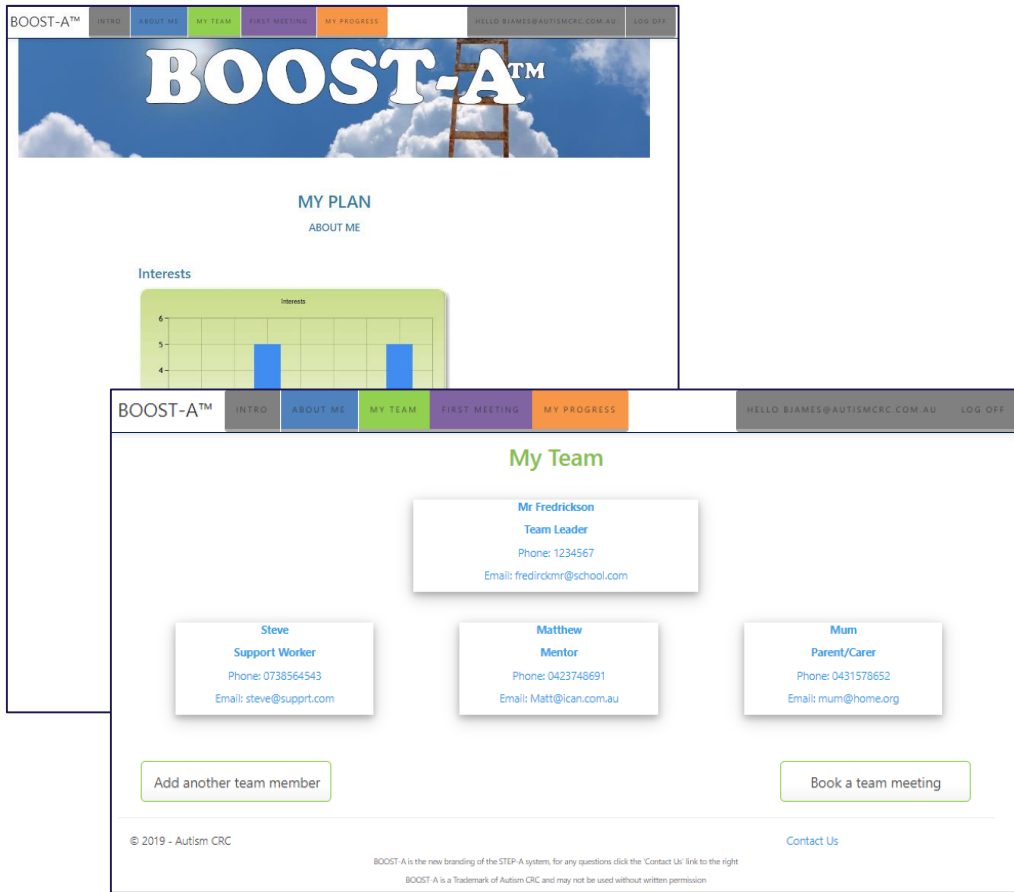- **Personalisation** – a strong representation of either the attendee's self or a created character

- **Visualisation** – goals are clearly shown, including previous and next steps, and functionality to progress

- **Requesting Help** – a clear ability to signal for help

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Product design

Objective: Provides everything on one screen, including 3 X User Journeys below, Profile/Avatar, Goal Summary, support and motivation links

Home Page

Onboarding

Welcome

Examples

Registration Options

Next steps

- What is this
- Why is this important
- How it helps you

- Goals & Steps
- Team
- Meeting

- Why Register?
- Email / Social
- Consent capture

- CTAs

Objective: Provides an overview, shows example screens, reinstates value propositions and encouragement to continue

Personalisation

Strengths
Interests
Work Preferences
Training After School
Learning Styles
Skills

Profile

Settings

- 3 X Questions
- Prompts to skip
- Brief Intro to to each, link more info

- Edit/Share
- Create/View Team
- Prompts to complete missing items

- Data Collection
- Notifications
- Help
- Feedback

Objective: Shows question types, example profile, expected settings

Goals

Introduction

Nominate Team

Team Meetings

Job Ideas

Set Goals

Set Steps

Progress

Next Steps

- Team Why/Overview
- Goals Why/Overview

- Detail Capture
- Select from 12 roles
- Show what they will get

- Overview
- What will Happen
- Choose involvement/help

- 3 X Job Categories
- Input own Idea

- Prefilled Goals
- Goal Templates
- Freetext Goals

- Max 1-3
- Set Dates / Who
- Add/Remove/Edit

- Share Progress
- Show "Easy Step" as Done

- Next Meeting
- Keeping track of goals

Objective: Shows Team interaction, meetings, idea capture, goal/step setting and show example progress.

Realtime Board

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Product design iteration
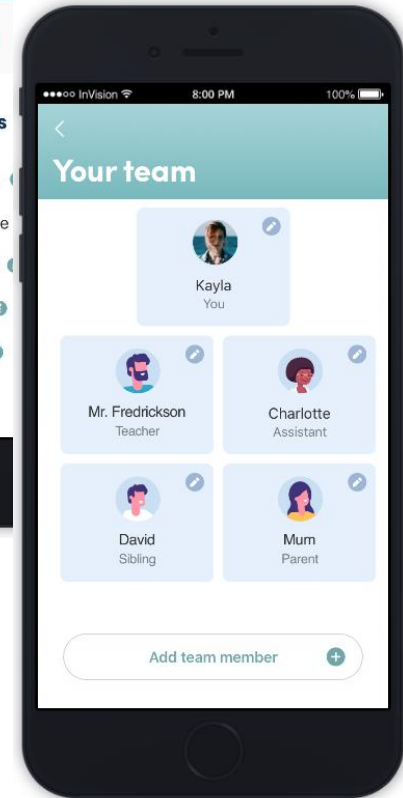
Prototype

User testing

MyWay Employability prototype

What comes after school?

That's up to you. You can do it your way with **MyWay Employability**

Help is available

With help from **your team** you'll have all the support you need to keep on track and achieve **your goals!**

Set and track goals

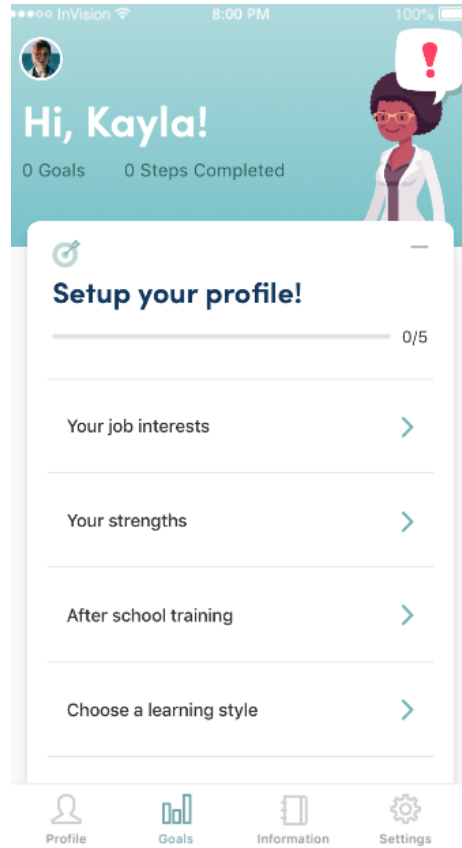MyWay helps you set **goals** and break them down into easy-to-follow steps.

Achieve success, your way

Set up a **personal profile** to explore **job ideas** that match your **strengths** and **interests**.
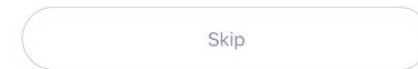
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MyWay Employability prototype

MyWay Employability prototype

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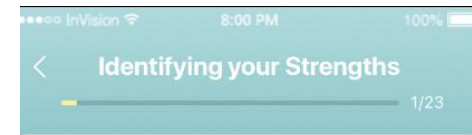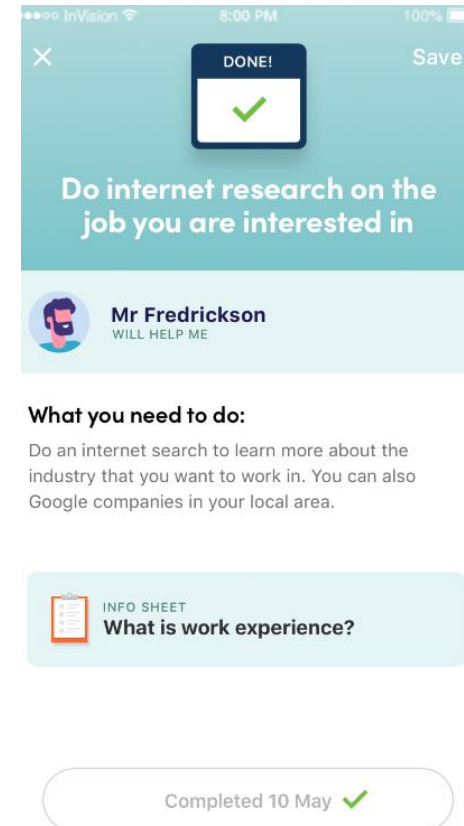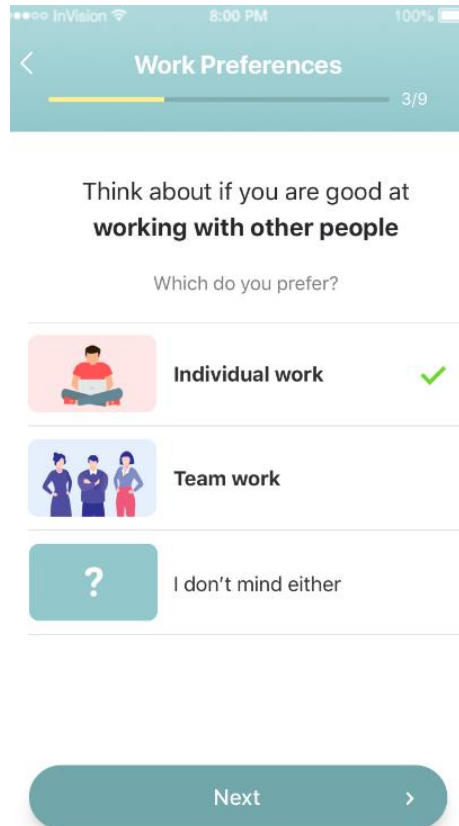
Our Way - so far and beyond

THE PAST **NOW** **NEXT** **FUTURE**

| Startup | Build | Evaluation | Scaling the impact | Pitching |

Startup

Partner agreements, research design

Neurodiverse Youth Advisory Group establishment

Build

User Testing for validation and further insights

Iterative design and development

Evaluation

Pilot group monitoring and data collection, including qualitative feedback

Reporting based on usage analytics and outcome data

Scaling the impact

Roadmap development including research and prioritisation

Proposal development

Pitching

Proposal submission to the Telstra Foundation

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mywayemployability.com.au

Coming your way in 2020

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