**Surge Mobility Surge nominees - Discussion Guide**

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# **Focus question**

* How might we understand the experiences of APS staff who have or may participate in surges to improve the efficiency, effectiveness and experience of future surge responses?

# **Key points**

* How do APS employees currently find surge opportunities?
* What information are they asked for?
* What are their perceptions of the surge reserve?

# **Interview structure**

* Introduction
* Understand current state experiences
* Explore future state

# **Introduction (5 minutes)**

Hi \_\_\_\_\_, thanks for joining us today. My name is \_\_\_\_\_\_\_\_\_\_\_\_ and I’m part of a research team from the Australian Public Service Commission. We’ve also got \_\_\_\_\_\_\_\_\_\_\_\_ who will be taking notes in the session but might ask a few questions at the end. Have you taken part in research before? It will be pretty casual, we’ll have a chat and ask you a few questions and we’ll show you a few concepts to get your feedback. Did you have any questions before we start?

We’re working on a project across the APS to better understand surge mobility experiences among staff in the public service. We’re interested in hearing about experiences people have had, as well as understanding what some of the key motivations, benefits and frustrations are for people in this space.

Hopefully you had a read of the consent form already, but we’ll just whip through it and double check everything.

**<Walk through consent form – reinforce research role>**

If at any point throughout the interview you need to pass on a question, take a break or you do not wish to continue please let us know.

We appreciate that some of the stories you share with us may be sensitive, you’re welcome to ask us to stop the interview or take a break at any point.

If you need to duck away for a few minutes or finish early, for example if someone knocks on the door, just let us know.

You won’t be identified personally to anyone outside of the project team or in any documentation. Your name won’t be connected to any of your comments.

There are no right or wrong answers, we’re interested in your thoughts and expectations. Your experiences will provide us with the most valuable insight and help us improve the way surge mobility is carried out.

* I’m going to start with some questions, we’re all pretty new to the surge space so if you can explain your thinking t On a spectrum of 1 to 5, where do you sit on this option – with 1 being ‘I’m not supportive of this idea at all’ and 5 being ‘I’m super keen to try this’. Can you talk me through your thinking behind that?

o us and the reasons behind things, that would help us.

**\_\_\_\_\_\_** Note taker take it away with the recording\_\_\_\_\_\_\_\_\_\_

# **Understand current state experiences (20 minutes)**

|  |  |
| --- | --- |
| **Interview Questions** | **Prompts (if needed)** |
| **Warm up** | |
| Can you tell me a bit about yourself? |  |
| **Experience of surge mobility** | |
| Can you tell me about your experience with surge mobility? | * How did you feel about it? * Can you tell me about your expectations going into the surge? * What challenges did you face during this time? |
| Can you talk about what happened in the lead up to going on surge? | * Can you talk me through the steps you went through? * Where did you get information? * What messaging did you receive around the surge? * Can you dig out any of the communications and talk us through them? |
| How would you describe the surge to a friend? | * If they were considering joining, what advice would you give them? |

# **Explore future state**

## Prototype testing (30 minutes)

Okay, we’re going to move on to some prototypes now.

Have you ever been involved in prototype testing before?

* It’s a way to get people’s thoughts on potential options for how we might improve the surge process.
* There are no right or wrong answers, we’re interested in hearing your expectations and thoughts.
* You’ll notice it’s quite rough, we’ve put just enough in to get your thoughts on it. You may have to fill the gaps a little in some places.

I’ll walk you through some concepts, and I want you to talk out loud about what you’re seeing and what it might mean. Talk out loud about what you expect things to mean and how you expect things you’re seeing would work.

**<-- Walk through prototype/s -->**

## Prompting questions

* Can you talk me through what you’re seeing
* What would you expect that to mean?
* Can you talk more about that?
* What would you expect to happen next?
* How would you expect that to work?
* How is this different to the way it’s currently done?

## Follow up questions (15 minutes – if time permits)

* What do you think the intended consequences for what we’ve walked you through might be?
* Can you see any unintended consequences from this?
* On a spectrum of 1 to 5, where do you sit on this option – with 1 being ‘I’m not supportive of this idea at all’ and 5 being ‘I’m super keen to try this’. Can you talk me through your thinking behind that?

# **Wrap up (5 minutes)**

That’s everything we wanted to talk through today, thanks so much for sharing your thoughts with us. We’ll be running a series of interviews like this over the next few weeks before sharing a more digital prototype. Before we wrap up, did you have any questions or final thoughts you wanted to share?

**Other discussion guide templates**

You can see another example of a discussion guide [template from Digital.NSW](https://www.digital.nsw.gov.au/delivery/digital-service-toolkit/activities-and-templates/discussion-guide-template).