

Redesigning an assessment process without adding steps

Area of work: Equitable policy, program, and service design

The situation

A DSD team is redesigning how people are assessed for services. Early drafts add a self-service online step that would save staff time. Some of the people assessed do not use English, do not have reliable internet, or need supported decision-making.

What to notice first

- Efficiency for staff can become burden for the people with the least margin.
- Person-centered practice and supported decision-making are design requirements, not add-ons.
- The human alternative must be real, not a fallback nobody staffs.

Questions to ask before acting

1. How does someone who does not use English or the internet complete this on the first try?
2. Where does supported decision-making happen in the new flow?
3. What is the human alternative, and who staffs it?
4. Who among the people assessed helped design this?

Practical next moves

- **New program or service concept (Practice path)** — program page </paths/gp-1>
- **Disability rights and service delivery** — program page </resources/lm-disability-rights-and-service-delivery>
- **Language and cultural access planning aid** — program page </resources/ja-language-cultural-access-planning>

Who to involve

Bring the design to your accessibility lead, language access coordinator, and Equity Director while it is still open. DSD staff can request a consultation.