



freedom
wheels

UX
Project



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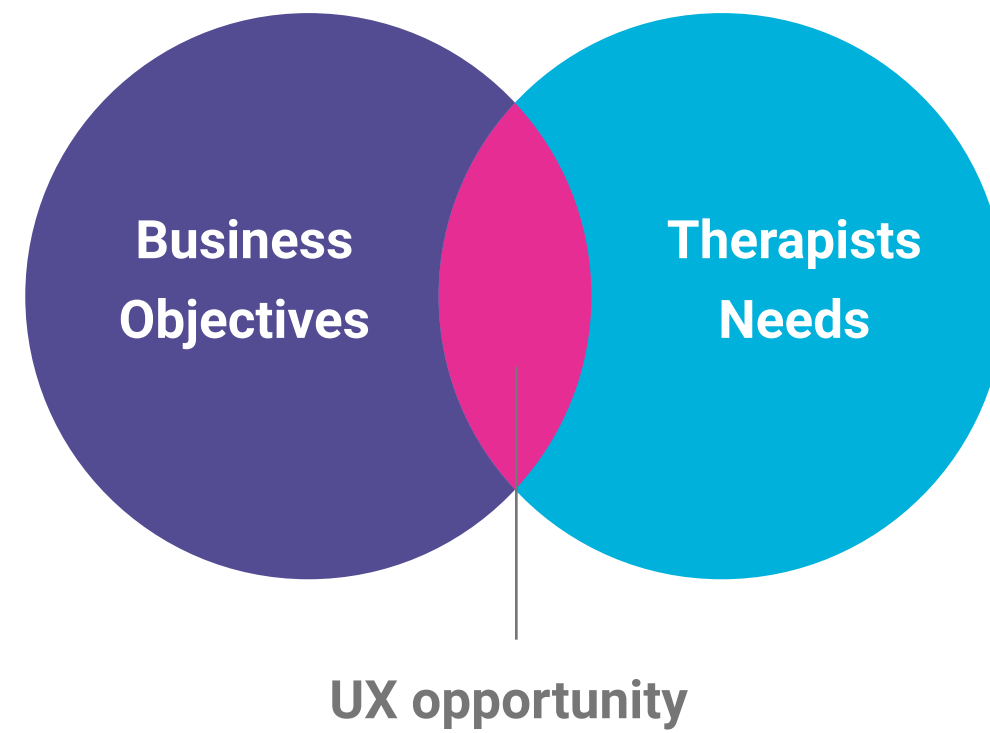
Objectives

Finding solutions to create better user experience for Freedom wheel and therapists by foccusing:

- To develop a uniform, standardised and nationalised prescription process.
- To expand the services of FW throughout NSW, with the help of contract occupational therapists.
- To reduce or minimise the time-frame between initial bike trial to bike delivery.
- To streamline and fasten NDIS approval for funding.
- To increase the number of bikes delivered annually.



Key opportunities



- Developing a new prescription system, which should be online, simple and streamlining NDIS funding approval.
- Reducing the delay in delivering bikes from the initial assessment or bike trial.
- Minimising the re-assessments and re-customization of bikes.
- Creating the initial assessment scenario more holistic and client-centred.

User Interviews and Personas

A reflection of users daily life and how they undertake Freedom Wheel assessment. Following are the user personas of Jess who is a new addition to the FW team where as John is one of the longest serving employee.



Jess

Age
24

Occupation
Occupational Therapist

Place
Melbourne, VIC



John

Age
40

Occupation
Occupational Therapist

Place
Sydney, NSW





“Seeing a child riding his bike joyfully is what makes my job satisfying”

Jess

Age
24

Occupation
Occupational Therapist

Place
Melbourne, VIC

New in the job
Helping
Progressive
Energetic
Empathetic

Jess is new to the work force. She loves her profession and looks forward for a career ahead where she can undertake more clients through FW. A very helping and empathetic therapist to anyone approaches for any kind of support. She is very updated in technology and always looks forward to make her assessment more precies and faster through technology.

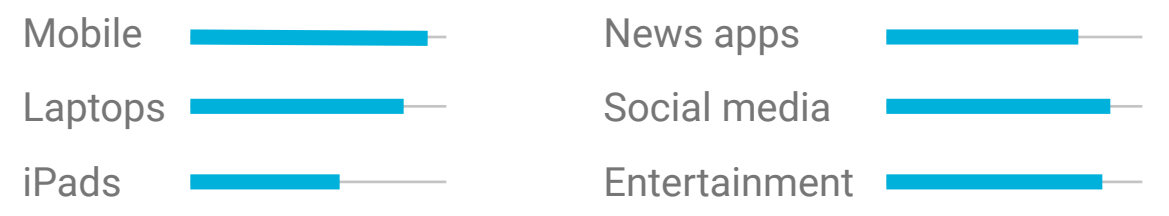
Frustrations

- Difficult to record info while on assessment.
- Without proper forms, chances for error is high
- Outdated technology.

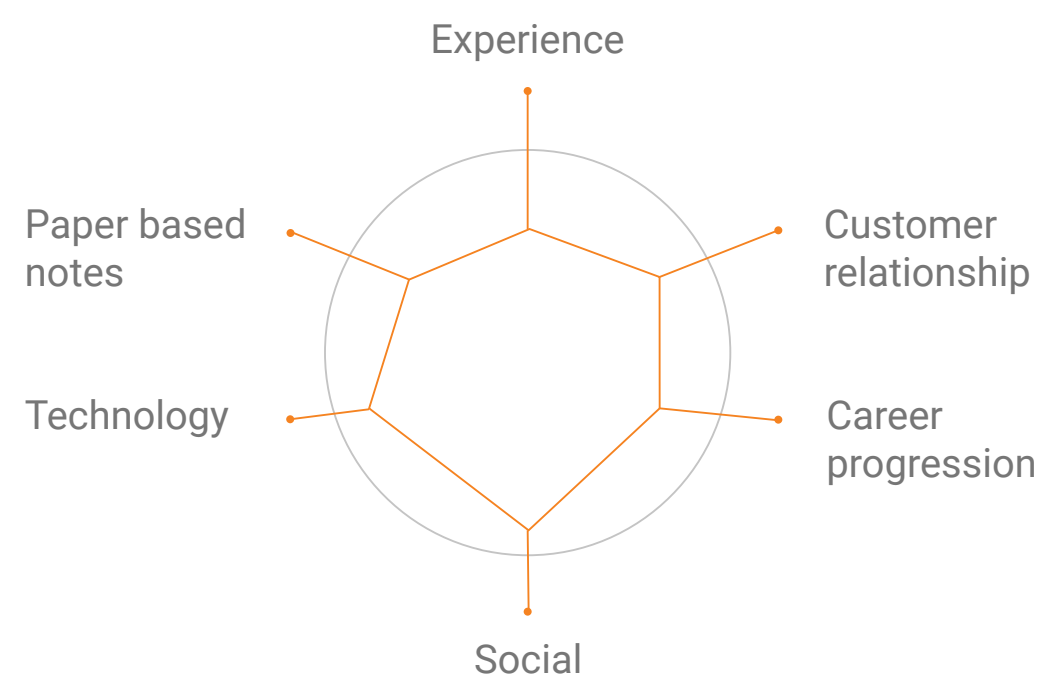
Goals

- To make assessment faster and enjoyable for child.
- To conduct the bike delivery process without error and delay.

Technology



Key insights





“To make a progressive change to the community we live in”

John Daniel

Age
40

Occupation
Occupational Therapist

Place
Sydney, NSW

Experienced
Helping
Progressive
Problem solving
Empathetic

John had been working as an occupational therapists with Freedom wheels for 10 years, one of their longest serving employee. His vast experience as a therapists puts him in the lime light to make a progressive change where he works. He look forward to increase the number of bikes delivered by next year.

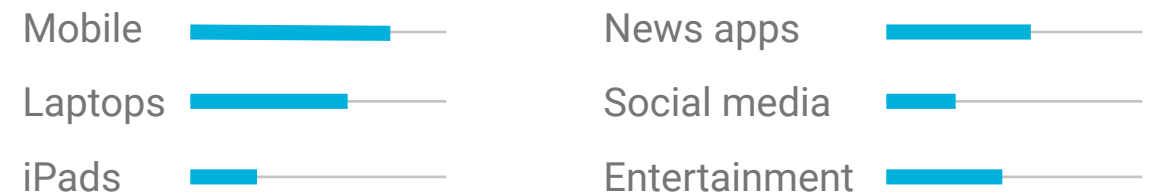
Frustrations

- Sad to see child leaving without bike
- More paper work
- Handling both assessments and taking notes together.

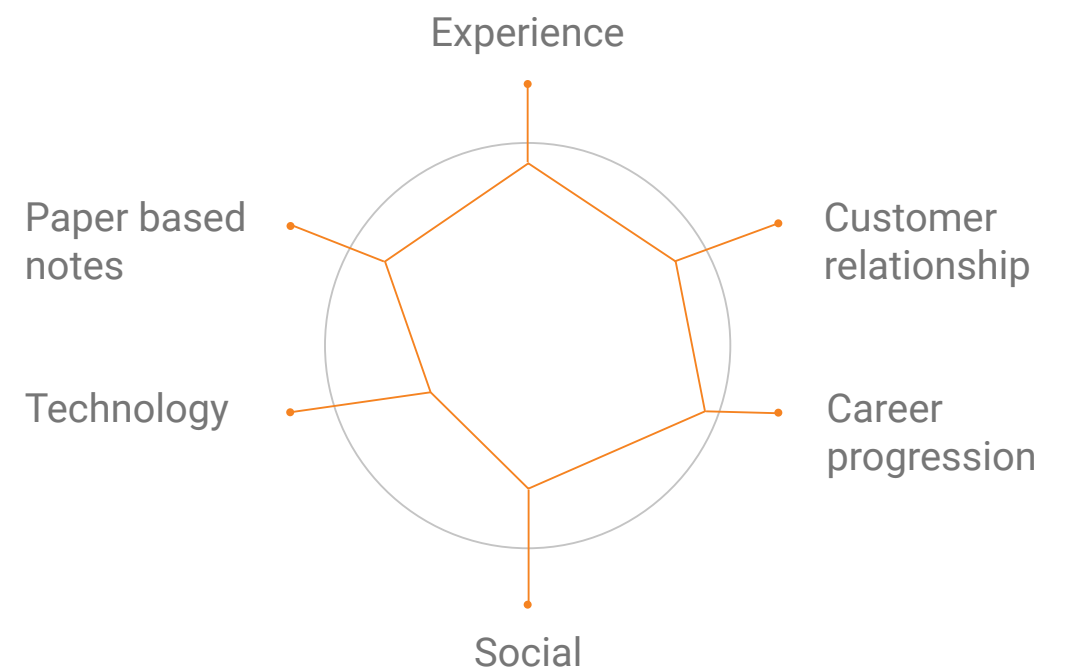
Goals











- Shorten the time taken for each assessments
- Prefers online forms on laptop
- Deliver the bike as soon as possible after assessments

Technolgy



Key insights



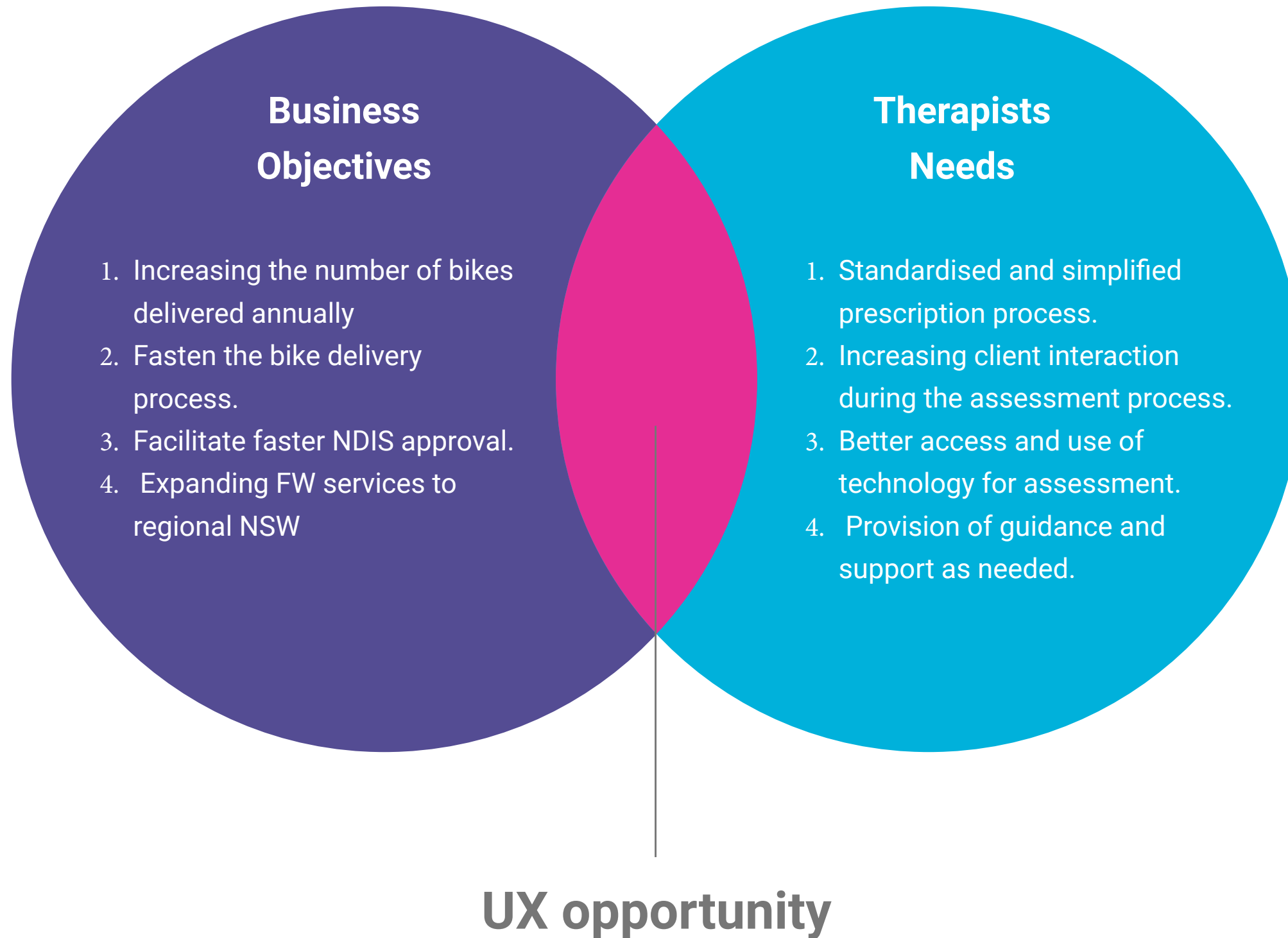
User Journey	 Receiving Referrals	 Client interview/ Assesment	 Bike Trail	 Documentation	 Funding	 Bike Building	 Feedback	 Follow up
Process	<ul style="list-style-type: none"> Phone calls Online referrals 	<ul style="list-style-type: none"> Face to face Assesing clients mobility, physical and cognitive capabilities 	<ul style="list-style-type: none"> Trying the bike by client with therapists support. 	<ul style="list-style-type: none"> Paper prescription forms MS office, word, excel email/ fax 	<ul style="list-style-type: none"> Assesing NDIS funding 	<ul style="list-style-type: none"> Building bikes as per requirments 	<ul style="list-style-type: none"> Obtaining feedbacks for improvements 	<ul style="list-style-type: none"> Re-check with client to assess progress
Goals	<ul style="list-style-type: none"> To determine the suitability for the program To schedule appoinment 	To gain better understanding of clients abilities, needs and goals	To customise bike and to meet client expectations	<ul style="list-style-type: none"> Record prscription info quickley and precisely. Complete and send quote 	To obtain NDIS funding for the bike	To build a customised bike for client as per needs	To improve customer satisfaction	To provide support with changing client needs and abilities
Emotional curves								
Needs	Obtaining clients info & details, measurments, NDIS number, therapist details, medical history, mobility info.	<ul style="list-style-type: none"> Establishing a good support with client & family. Assessing clients mobility status 	<ul style="list-style-type: none"> Record preformance Make adjustments as required 	<ul style="list-style-type: none"> Sent prescription info with all bike compo-nents. Preparing quote. 	To avoid burden on client and family	Checking withe the manufacturer	Measurable feedback	Ongoing contact with client and family
Issues faced	<ul style="list-style-type: none"> Collecting info to determine suitability Not being able collect as much data to choose bike specefically 	Location and time taken for assessments	Customising the bike upto client satisfaction maintaining their safety	<ul style="list-style-type: none"> Large amount of paperwork Inadequate technology 	<ul style="list-style-type: none"> Time consuming No control over this stage 	Right measurment, re-assessment and customising	Reluctancy to provide feedback	Increased client load
Areas to improve	Obtaining as much as client info as possible prior to initial assessment	<ul style="list-style-type: none"> Unified forms for assessment Obtaining measurements prior to assessment. Providing info on assess-ment process to client before assessment 	Unified formsd where videos and assessments can be uploaded	<ul style="list-style-type: none"> Forms available online & offline Simple and precise forms Responsive form for any device 	<ul style="list-style-type: none"> Alternative options for funding Sponsors? 	<ul style="list-style-type: none"> Reduce re-customisation Picture wall of client receiving bike 	<ul style="list-style-type: none"> Follow up surveys Online community forums 	Funding for further customisation

Key Insights

- To increase/ improve engagement with clients by using a simplified and fast note-taking process.
- To have a simplified communication process for bike prescription and clinical assessment.
- To utilise technology in a better way to avoid double handling of client information.
- To facilitate better NDIS funding by precise documentation.
- To allow opportunity for re-assessment as per clients needs in future.
- To ensure OT's are involved in the bike delivery for clients.
- To improve the overall experience of clients in the whole process.

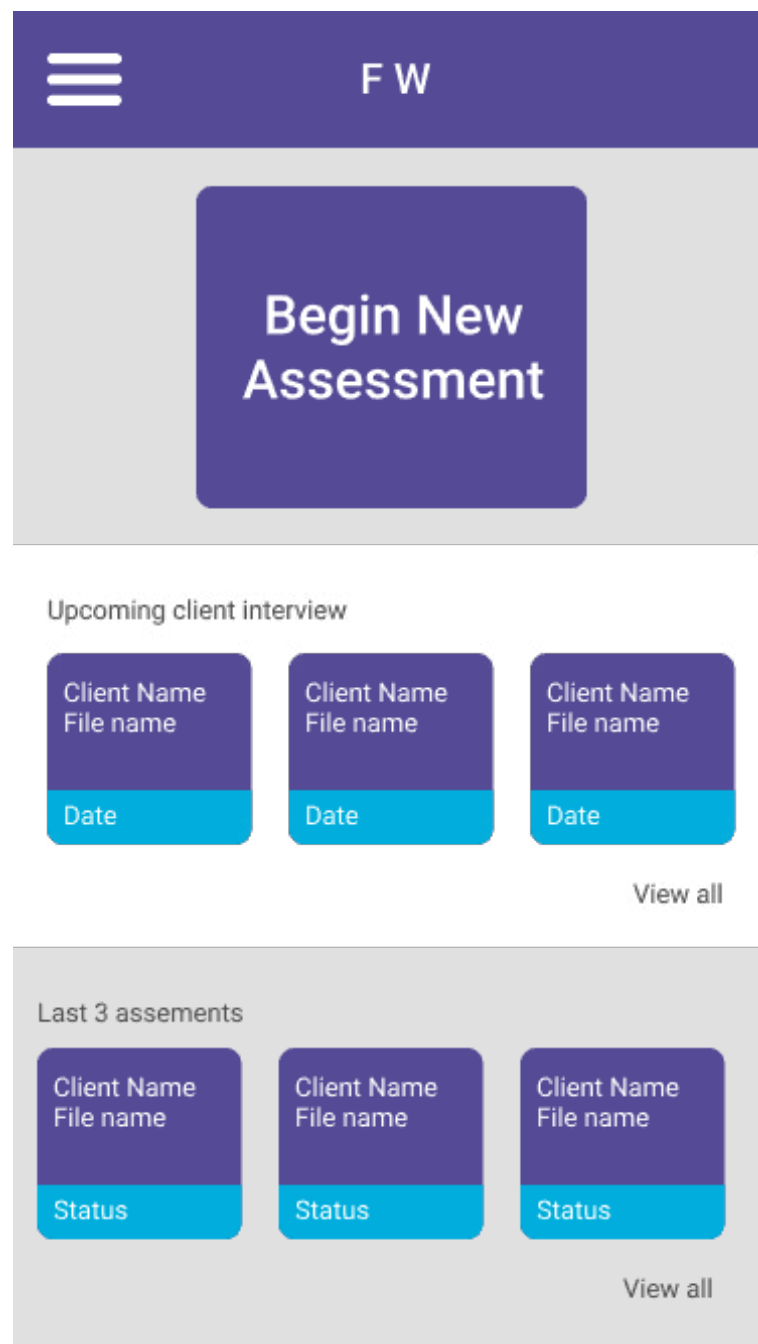


User Experience Opportunity



Prototype

<https://projects.invisionapp.com/prototype/ck1ywh4ll0036uf01v3jpcvi0/play>



Summary

Freedom Wheels is a great initiative, which should be a great experience for everyone involved. The overall experience can be improved by increasing 1:1 time between therapists and customers, and reducing the time therapists spend for documentation. This can be achieved by using a simpler application like what I had mentioned before. I hope that by using this we can make this Freedom Wheels process a memorable experience for the clients and therapists.

