



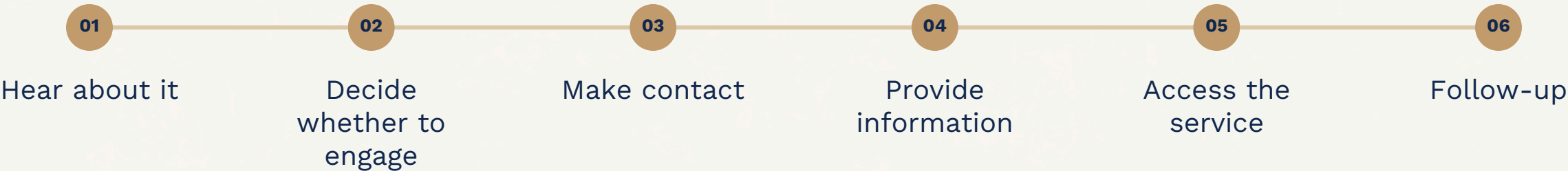
TRUST & ACCESS CHECK

A service can be available and still be hard to access.



Access can become harder at different points in the experience because of friction, uncertainty, or hesitation.

THE ACCESS JOURNEY



REFLECTION PROMPTS

Use these questions to notice where access may be harder than it needs to be:

- What does the person have to do?
- What might create friction?
- What might create uncertainty?
- What could make someone hesitate?
- What could we simplify, clarify, or communicate differently?



TRUST & ACCESS CHECK

Start with one part of the experience

Choose one service or program, then identify one stage of the access journey where access may be harder than intended.

1 What are people expected to do at this stage?

2 What information do they need to understand?

3 What information are we asking them to provide?

4 What practical barriers might exist?

5 What might create uncertainty or concern?

6 What evidence do we actually have about the experience?



What is one thing we need to understand before deciding what to change?



Need support understanding where access may be getting harder?

Tiny Ripples can work alongside your team to examine the data, listen to the people involved, and determine where it makes sense to focus next.



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