

Shifting perspectives

Applying systemic design to strategise long-term impact for parents of children with special needs

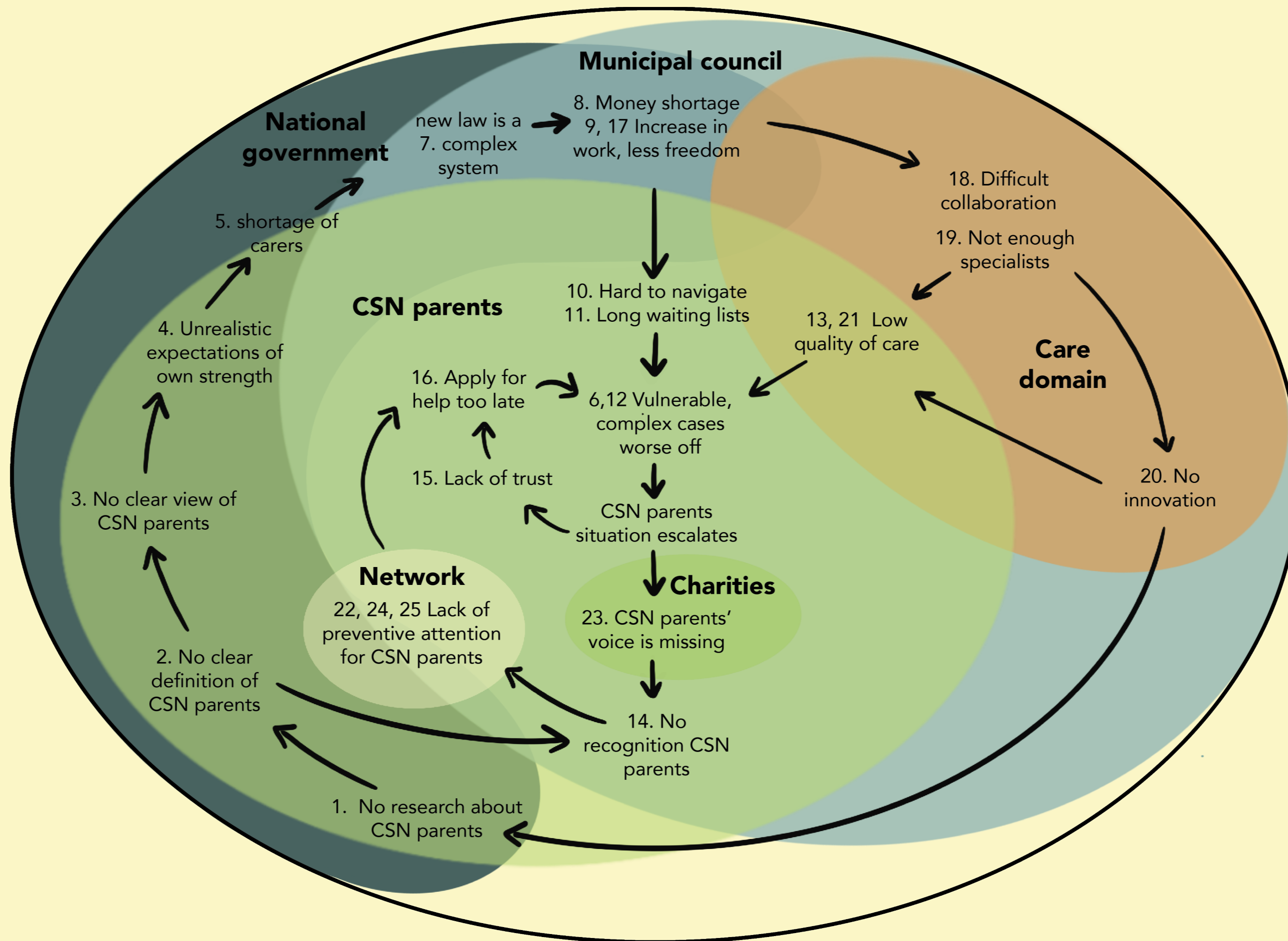
Actors

The actors of the system are all the groups surrounding CSN parents. They all form part of a system, that interact with each other.



System map

For each of the actors, the insights of interviews were combined with those from literature research, to analyse the interactions between the actors. This forms the basis of the system map. The map consists of 25 points, representing the challenges actors have to face together.



Systemic design

The process of systemic design means the system map is used to investigate the possibilities for systemic impact for CSN parents. Leverage points were identified, and used to map out future interventions.

Strategy

The system map insights were converted into an actionable strategy for Ontzorghuis. The strategy consists of making CSN parents more visible in society, to ensure preventive attention. The first step of the strategy leads to my final design.



Currently, there is no overview of CSN parents, so the first step is to make them visible as part of the system around CSNs.

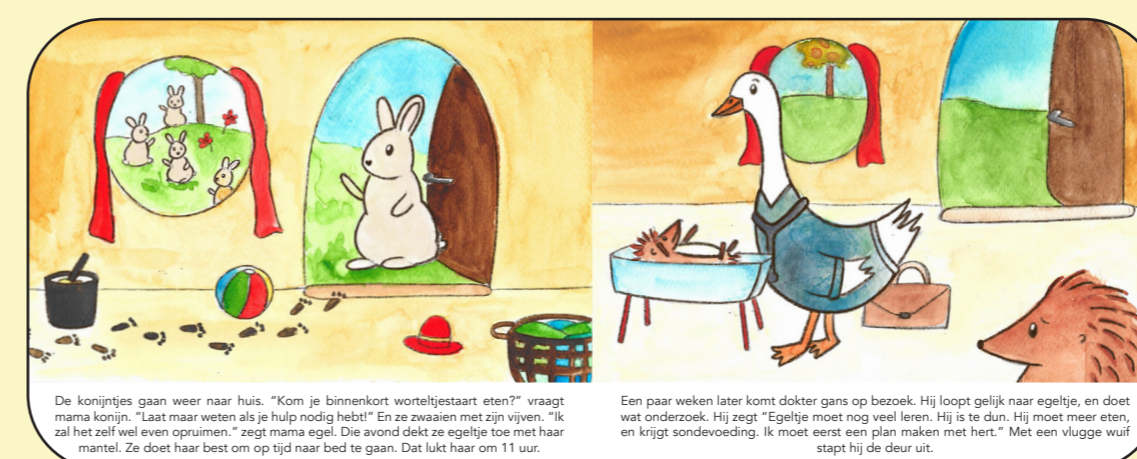
The second step is to make the group of CSN parents recognisable and identifiable, and therefore more accessible.

The third step is to gather numerical data to gain an overview of CSN parents in different locations.

The fourth step is to use this data in combination with stories, to promote preventive attention for CSN parents.

Final design

The final design is a children's book, which lets actors reflect on their role in the system around CSN parents. Storytelling was chosen as the mechanism to convey the system, and an animal metaphor to represent the CSN parent and actors.



The actors in the system are all represented by different animals. The story follows a CSN parent, the hedgehog, and their interaction with the different animal actors. The visuals shown are all pages in the book.

The situation of the CSN parent escalates, and the book has an open ending. The reader is invited to reflect on their own position in the system around CSN parents, through a series of reflective questions.

Vragen om over na te denken

- Wat doet het met je om dit verhaal te lezen?
- Begrijp je het verhaal?
- Begrijp je de metafoor?
- In welke(d) dier(en) herken je jezelf?
- Kan je een mama egel in jouw omgeving?
- Wat zijn de 3 dingen die je zou kunnen doen om iemand zoals mama egel te helpen?
- Wat moet er niet veranderen en wat juist wel?
- Hoe zou je dit boekje gebruiken in jou positie?

Sources
Ontzorghuis. (n.d.). ontzorghuis.nl. Retrieved from <https://www.ontzorghuis.nl/>
Ross, C. (2020). Rapport 'aanjager respijtzorg'. In collaboration with Bureau Obelon. Retrieved from: <https://open.overheid.nl/repository/rnl-f33d2067-111d-4ad9-8a28-876491a10e2e/1/pdf/rapport-aanjager-respijtzorg-clmence-ross.pdf>

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