



Disability Research

At the Ipsos-Eureka Social Research Institute, our work is focussed on optimising community outcomes. A fair and equitable environment for people with a disability is one such outcome.

Social research is about understanding relationships between people, and how we interact and engage with each other at an individual and community level. At the Ipsos-Eureka Social Research Institute, we have expertise and extensive experience accessing and interpreting the views, experiences and needs of people with a disability and those around them, including families, carers and health professionals.

Within our disability portfolio, we specialise in providing consultancy and research services to State and Federal government departments, health and community services, the aged care sector, consumer groups, peak bodies and private organisations.

What we provide

Research with people with disabilities, and their families and carers:

Our consultants have experience working with people with a disability and/or complex health needs, as well as the families and carers who support them. Our methods include face-to-face in-depth interviews, paired interviews and small group discussions. We adopt a philosophy of 'person-centred' consultation, engaging with participants on their own terms and with an emphasis on empathic listening. We also offer expertise in survey design, focussing on the client and carer experience.

Stakeholder consultations:

Our consultants have extensive experience working with stakeholders in the health and community services sector, including health professionals, service managers and senior public servants. We use various methods for accessing stakeholder opinion:

- in-depth interviews
- discussion groups
- expert workshops
- surveys (in person, mail, online, phone)

We are also specialists in:

- literature reviews
- program/policy evaluation
- policy/strategy development
- participatory research and community engagement
- conducting usability clinics to assess usability of equipment/devices used by people with disabilities
- mixed methodology research

Issues pertinent to disability we have researched in the past include:

- attitudes towards disability and disability-related issues
- service provision and service improvement, including service satisfaction
- program/project evaluation of services for people with disabilities and their families
- campaign/materials pilot testing
- campaign awareness
- communication channels

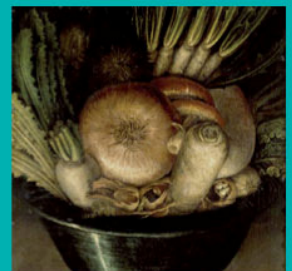
Expertise

Our consultants possess relevant tertiary qualifications and extensive experience in disability research. Where there is a need to supplement our capacity or skills in order to undertake a particular project, we employ highly specialised experts who are based across Australia including regional and rural areas.

Clients

Clients we have worked with in the area of disability research include: *Centrelink, Department of Health and Ageing, Department of Employment and Work Relations, Department of Human Services (Victoria), the Department of Planning and Community Development (Victoria), Telstra, NSW Health, Asthma Foundation NSW, Cancer Council NSW, Cancer Institute, Heart Foundation and Breastscreen NSW.*

Up close we see certain details. But when we step back we discover something else.





Past projects

Evaluation of Transitions of Young Adults Clinics

In 2008, Ipsos-Eureka conducted a comprehensive evaluation of four 'transition clinics' for young adults with a disability in Victoria, on behalf of the Department of Human Services. The evaluation examined key issues for young adults with complex health needs and their families, associated with moving from paediatric to adult care. Face-to-face interviews with young adults with a disability and their families, as well as a client and carer survey, were undertaken to understand the needs and experiences of this population. Qualitative and quantitative research was also undertaken with key staff at each of the health services involved.

Consumer Consultations to inform the development of the Victorian Paediatric Rehabilitation Service

This project, undertaken for the Department of Human Services in 2007, involved in-home consultations with adolescents and families of children requiring specialist rehabilitation services across Victoria. It explored met and unmet needs, experiences with existing services and preferred models of service provision. Recruitment for this study involved liaison with key staff at Monash Medical Centre, the Royal Children's Hospital and consumer/carers support groups. Findings of the research have informed the ongoing development of the Victorian Paediatric Rehabilitation Service.

Our portfolio leaders

Elishia Harding

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Elishia has established skills in undertaking qualitative and quantitative research and program evaluation projects which involve working with sensitive populations (including people with a disability, their families and carers), as well as key stakeholders in the health and community services sector. She was heavily involved in the Review of Transition of Young Adults Clinics and the Consumer Consultations to Inform the Victorian Paediatric Rehabilitation Service. In 2008, Elishia managed a large mixed methodology study for a Victorian Government department examining community attitudes towards disability.

Elishia has an academic background in psychology and economics. She holds bachelor degrees in Commerce and Science and a Postgraduate Diploma in Psychology. She is currently completing her Master of Psychology (Counselling Psychology). Elishia holds Full Membership to the Australian Market and Social Research Society (AMSRS).

Fiona Collis

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Fiona has over fifteen years experience in market and social research. Specialising in consumer consultation and participation in the health and public services sectors, Fiona's work has involved extensive consultations with a wide cross-section of the community, including children and adolescents, young adults, people with a mild to profound physical, intellectual and/or psychiatric disability, carers, health professionals, senior government officials and academics.

Recent examples of Fiona's work include the Review of Transition of Young Adults Clinics, Consumer Consultations to Inform the Development of the Victorian Paediatric Rehabilitation Service, the 2003/2004 State-wide Survey of Consumer and Carer Experience of Public Area Mental Health Services (which involved extensive consultation with the sector to implement the program) and Young People with Diabetes Needs Assessment.

Fiona is a highly experienced group facilitator, and regular guest speaker at ASMRS training courses in qualitative research techniques. She is a Qualified Practising Market Researcher and Full Member of the AMSRS.

Offices in Canberra, Sydney, Melbourne and Brisbane

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