

TOP TIPS FOR WRITING GREAT SERVICE MODEL CASE STUDIES



Writing a service model case study is a reflective exercise that can identify key insights into the services you provide. It is a useful way to describe the context and challenges of legal assistance service delivery.

Sharing case studies with the sector helps to build and improve the knowledge base around the diversity of service delivery models used by the legal assistance sector in a range of circumstances.

State your service model aim simply and clearly

A service aim should be brief and concise. It is a statement of intent and articulates what you intend the service to achieve. Having a clear and concise service aim assists you when determining whether your service model has achieved its intent.

Describe your target group

Knowing your target group assists in targeting your approach - it also supports sector knowledge. Define your target group tightly. It could, for instance, be a specific demographic group in a specific locality experiencing a specific type of legal problem.

Explain why you have chosen your approach

This point helps the reader understand why you have chosen the particular service model and on what basis you expect it to succeed. Understanding the evidence base for service models ensures that any later tailoring to a different context does not impact on the known factors that determine the success of the model.

Help the reader visualise your services

A major benefit of writing a service model case study is in sharing your experience. Describing the elements such as mode of delivery, referral pathways, and services provided aid the reader to understand the way the services are delivered. This information will inform replication.

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Reflect on benefits and barriers

Where formal evaluations have been done, report key benefits and barriers that have been identified. In the absence of formal evaluation, this is an opportunity for informal practice learnings. Reflect and report on perceived benefits and barriers to assist the reader to get a sense of what might work, for whom, and in what circumstances.

Include input, output and/or outcome measures

Input, output, and/or outcome measures aid in demonstrating how the service model is operationalised and are helpful when reflecting how service aims are being achieved. Measures may include; number of clients seen in the reporting period, number and type of services provided, and outcomes achieved.

Include a person-centred example

This is an opportunity to bring the case study to life by including the human perspective. Not all outcomes are easily captured or measured with data. Including a client 'case study' that describes the client journey, outcomes, or experiences helps the reader to appreciate the impact of the service.

Broad level cost information

The purpose of including cost information is to provoke consideration as to whether the model is affordable and sustainable, both in the original circumstance and for potential replications of the model in other situations. Caution is advised against attempting to unitise costs as the case study program is not designed for this purpose.