

# Client Interview Topic Guide – Advocacy Clients (40 Minutes)

A topic guide is a structured list of open-ended questions or prompts used during interviews or focus groups to explore people's experiences in a consistent but flexible way. It keeps discussions focused around key themes while allowing participants to express themselves freely and in their own words. This advocacy topic guide is designed to gather evidence about how advocacy support has made a difference to clients' rights, independence, well-being, and ability to navigate services, helping to link individual experiences back to the outcomes the service aims to achieve

## *Introduction (2–3 minutes)*

This section helps set the tone for the interview. It ensures that the client feels at ease, understands the purpose of the discussion, and knows they can share their experience freely and honestly. At this stage:

- Thank the client for agreeing to take part.
- Explain that the interview is confidential and voluntary.
- Remind them that there are no right or wrong answers – the aim is to learn from their experiences.

## *Warm-Up (5 minutes)*

This section encourages the client to start thinking about their advocacy journey. The questions aim to build rapport and provide context for the rest of the interview.

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- Could you tell me about the issue you needed advocacy support with?
- How did you find out about our advocacy service?

## *Main Sections (30 mins)*

This part of the interview invites the client to describe the impact of advocacy support across key areas of change. Each area explores a different aspect of the client's experience: how their issue progressed, whether their rights were upheld, how their knowledge and independence changed, any impact on wellbeing and inclusion, and their overall reflections on the support they received.

*Cont...*



## Main Sections (30 mins)

In each section, there is a Main Question, which focuses on drawing out the client's overall experience of change, followed by a Prompt, which can be used to encourage further detail if needed.

### Issue and Resolution

- *Main Question: Since working with your advocate, what's changed with the main issue you needed help with?*
- *Prompt: Where are things at now?*

### Rights and Voice

- *Main Question: Do you feel that your rights have been better upheld because of the support?*
- *Prompt: How confident do you now feel in speaking up for yourself with services or organisations?*

### Knowledge and Independence

- *Main Question: How much better do you now feel about knowing your rights and entitlements?*
- *Prompt: Have you taken any independent steps since working with your advocate?*

### Inclusion and Well-Being

- *Main Question: Has the advocacy support made a difference in how connected you feel to your community?*
- *Prompt: Has it affected your overall wellbeing — for better or worse?*

### Overall Reflections

- *Main Question: Looking back, what difference has advocacy made for you personally?*
- *Prompt: Is there anything you think could have been improved in the support you received?*

## Closing (2–3 minutes)

The closing gives the client a final opportunity to add anything important and ensures the interview ends on a positive, appreciative note.

- Ask if there is there anything else you'd like to share about your experience?
- Thank them warmly for their time and for sharing their experiences.