

# 1800RESPECT

**NATIONAL** SEXUAL ASSAULT, DOMESTIC  
FAMILY VIOLENCE **COUNSELLING** SERVICE



## DAISY UPDATE

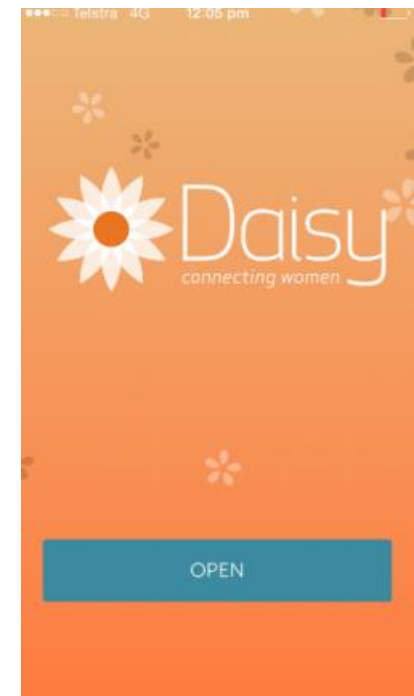
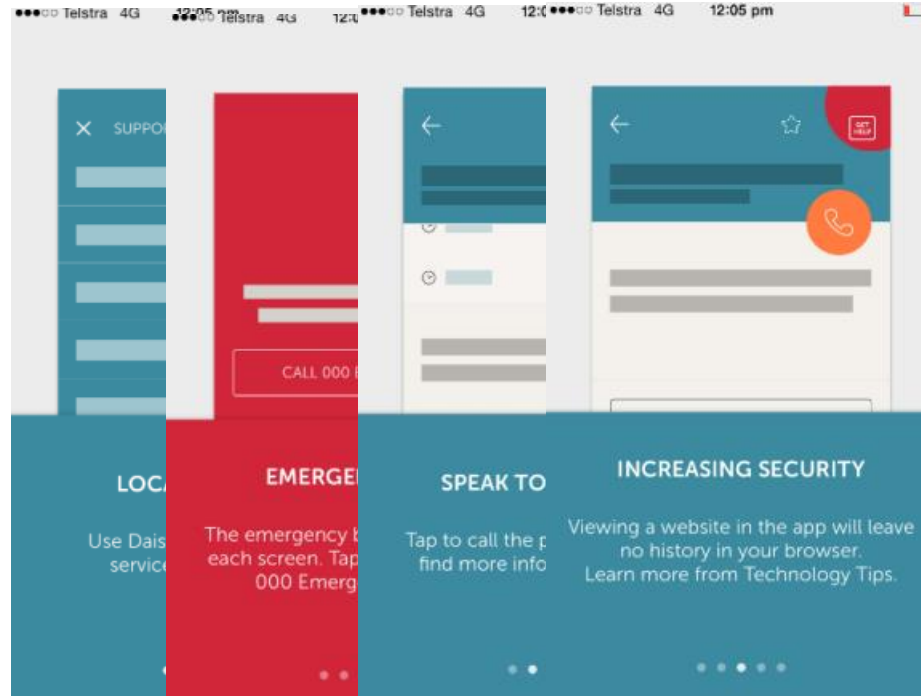
**RESPONDING**  
IS EVERYONE'S BUSINESS

Naomi Bailey  
July | 2015

## DAISY CONNECTING WOMEN

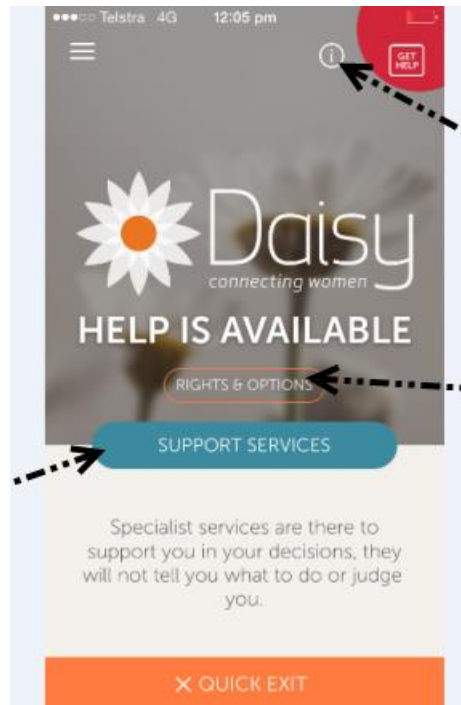
- Family violence affects one in three Australian women, and sexual assault affects one in five over 15.
- ATSI women are 35 times more likely to experience it and three times more likely to die from family violence.
- The statistics for women with a disability are devastating. 70% have been victims of violent sexual encounters at some time in their lives and 90% of women with an intellectual disability have been subjected to sexual abuse.
- Daisy 2.0 increases the safety and support of these women and their children especially for women facing complex barriers to other forms of support. With family violence, every woman's situation is unique. So Daisy 2.0 allows more women to tailor the app to their needs.

## DAISY CONNECTING WOMEN



## DAISY CONNECTING WOMEN: RE-DESIGNED HOME SCREEN

### Re-design

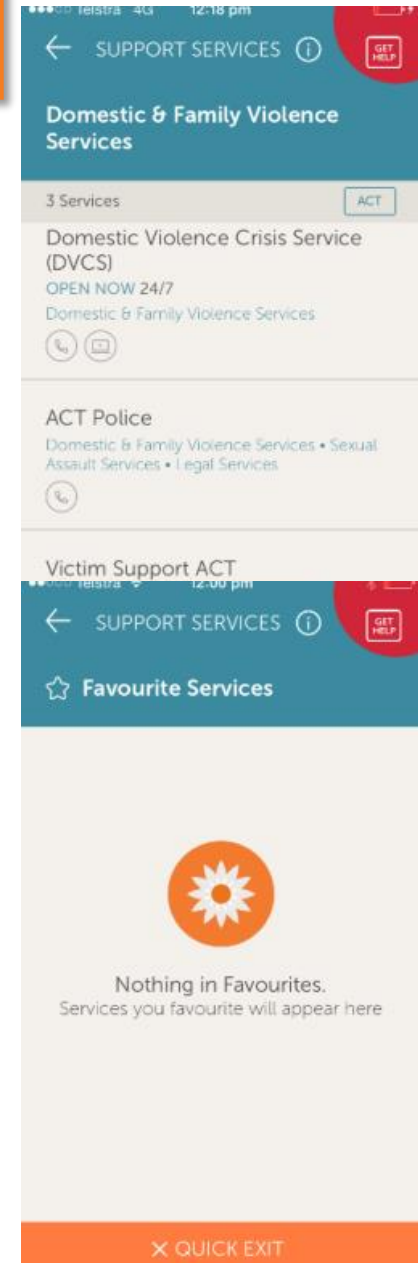


Increased access to key functionality from here:

- What to expect
- Rights and options
- Support services
- Get help
- Menu draw
- Quick exit

# DAISY CONNECTION WOMEN: THE SERVICE LISTING NEW FEATURES

## Accessibility re-design



## DAISY CONNECTION WOMEN: KEEPING THE SERVICE LISTING CURRENT

Create

New

Name	<input type="text"/>
Description	<input type="text"/>
Accessibility Description	<input type="text"/>
States	<div> New South Wales  Queensland  Western Australia  South Australia  Northern Territory  Australian Capital Territory  Tasmania  Victoria </div>
ServiceTypes	<div> Domestic &amp; Family Violence Services  Sexual Assault Services  Legal Services  Aboriginal &amp; Torres Strait Islander Services  Services for Women from Migrant, Refugee &amp; CALD Communities  Lesbian, Gay, Bisexual, Transgender &amp; Intersex Services  Housing &amp; Finances Services  National Services </div>
Website	<input type="text"/>
Has Online Counselling	<input type="checkbox"/>
Has TIS Support	<input type="checkbox"/>
Phone Numbers	<a href="#">Add new phone number</a>
Weight	<input type="text" value="0"/>
<input type="button" value="Create"/>	

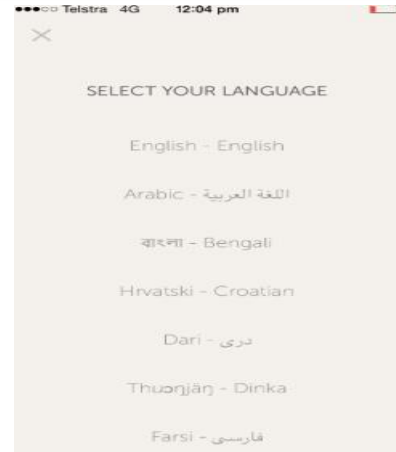
## Content Management System

For adding, deleting and updating

- Service name
- Description
- Simple English field (TTV)
- State
- Service type
- Website
- Icons: online counselling, TIS
- Hours
- Weight – promote a service

## DAISY CONNECTION WOMEN: FROM CALD BACKGROUNDS

New



28 Languages

TIS – infographic



# DAISY CONNECTION WOMEN: LANGUAGES

## Languages

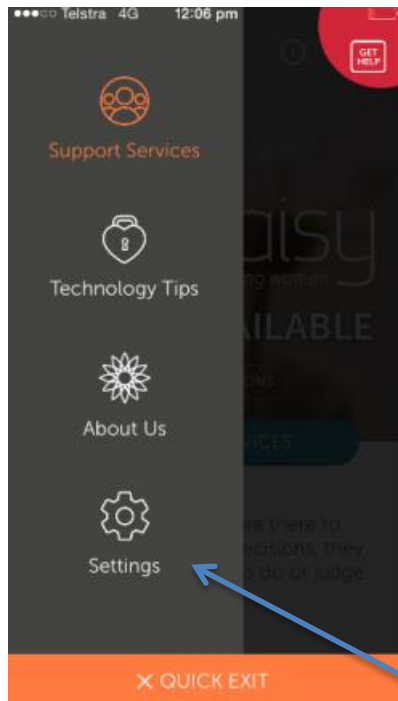
Select the language below to find additional information in that language

اللغة العربية Arabic	বাংলা Bengali	Hrvatski Croatian	Polski Polish	Português Portuguese	Српски Serbian
دری Dari	Thuonjǎŋ Dinka	فارسی Farsi	简体中文 Simplified-Chinese	Español Spanish	Tagalog Tagalog
Français French	Ελληνικά Greek	हिन्दी Hindi	தமிழ் Tamil	Tetun Tetum	ภาษาไทย Thai
Bahasa Indonesia Indonesian	Italiano Italian	ខ្មែរ Khmer	繁體中文 Traditional-Chinese	Türkçe Turkish	أردو Urdu
한국어 Korean	ລາວ Lao	Македонски Macedonian	Tiếng Việt Vietnamese		



## DAISY CONNECTION WOMEN: CONNECTING CALD WOMEN INSIDE THE APP

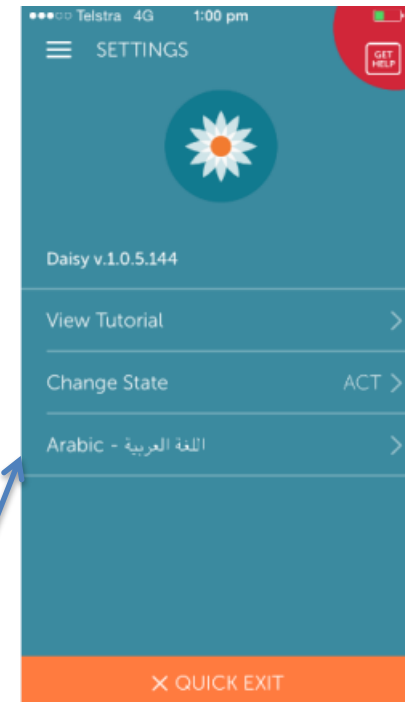
### Re-design



Once in the App the presumptions are that the user:

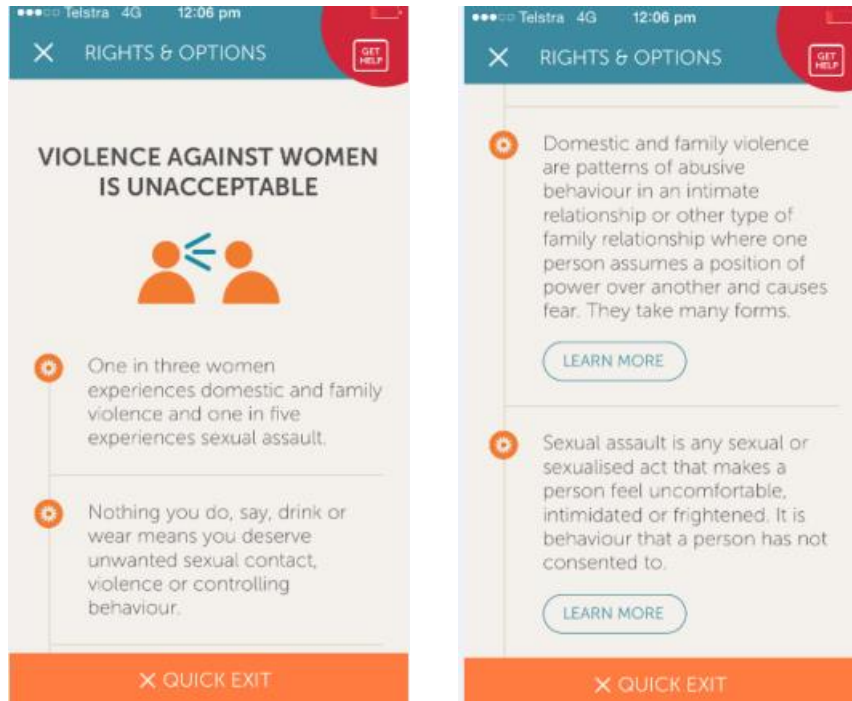
1. Is somewhat App savvy
2. Has sufficient English to navigate

Access languages from the menu by selecting settings and selecting the scrolling language bar.



# DAISY CONNECTING WOMEN: WITH VISION IMPAIRMENT & LOW LITERACY

## Accessibility re-design



## Accessibility text to voice

### Create

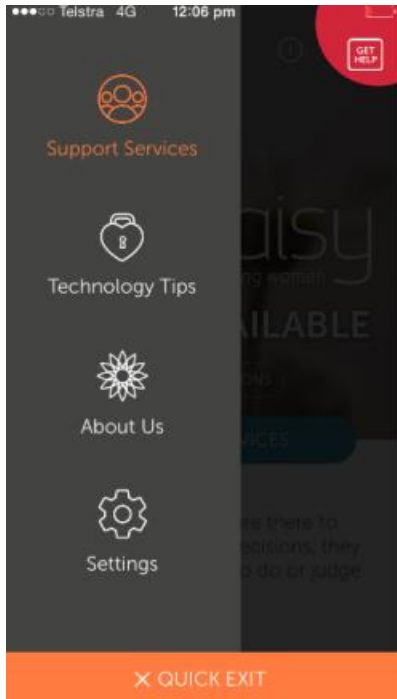
**Name**

**Description**

**Accessibility Description**

## DAISY: MENU DRAWER

### Accessibility re-design



#### Support Services

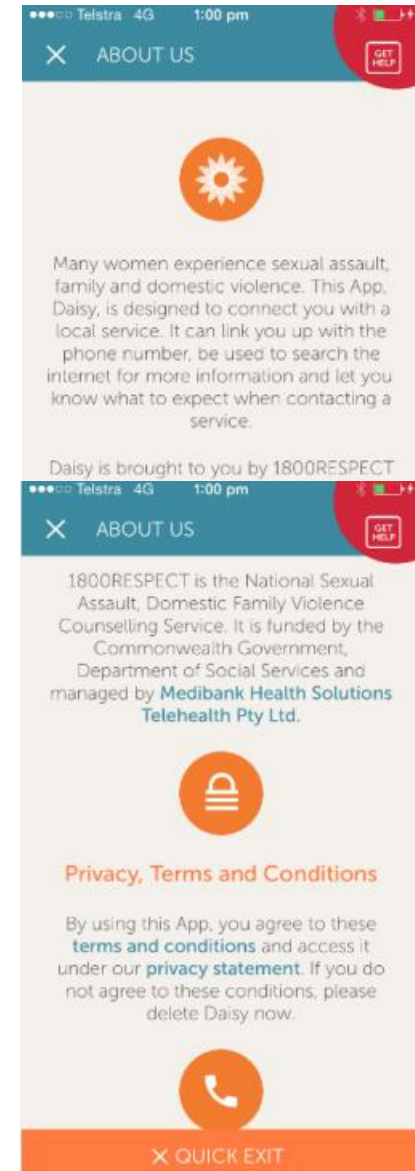
- New tappable icon

#### Technology Tips

- New tappable icon

#### About Us

- Same content
- Tappable icons within content



## DAISY CONNECTING WOMEN: SMS/PHONE A FRIEND

New especially important for women in rural and remote areas where police may not be a first response

- From the get help screen
- Pre-saved numbers
- Pre-scripted message

## DAISY CONNECTING WOMEN

### New

- Reduced click throughs ensuring that accessing services is easier
- Google Analytics: improvements to recording which services are destinations