

**VICTORIA
UNIVERSITY**

YourCase Evaluation Report

Prepared for Portable
June 2020

Key contacts

Prof Kathy Laster

Director, Sir Zelman Cowen Centre

Kathy.Laster@vu.edu.au

(03) 9919 1842

Sophie Moore

Legal Projects Officer, Sir Zelman Cowen Centre

(03) 9919 1841

Sophie.Moore@vu.edu.au

Sir Zelman Cowen Centre, Victoria University

www.vu.edu.au/szcc

Level 2, 295 Queen Street

Melbourne VIC 3000

Document details

Title:	Evaluation Report for the YourCase tool.
Authors:	Prof Kathy Laster and Sophie Moore.
Version:	FINAL_01
Revision date:	25 June 2020
Client:	Portable

Executive Summary

Over the last fifteen years, Portable, a design and technology Certified B Corporation, has delivered projects to improve access to justice for some of Australia's most vulnerable groups.

YourCase, designed by Portable, is a digital tool to help Family Violence Intervention Order¹ (FVIO) applicants in Victoria find their way through an often complex court process. Detailed information about YourCase is provided in Appendix 2.

The overarching aim of YourCase is to make it easier for FVIO applicants to navigate the Victorian legal system.

The Public Sector Innovation Fund, the Department of Premier and Cabinet (2017) and the Federal Government Women's Safety Package (2017) funded the development of YourCase and a pilot phase conducted with FVIO applicants in the Ballarat and Heidelberg Magistrates' Courts in the first half of 2020.

Evaluation findings

This report evaluates the design and pilot phases of YourCase. The overall evaluation findings are that:

1. All YourCase objectives have either been achieved, or are on track to being achieved.
2. The management structures used to support the project are appropriate for the scale and scope of its intended outcomes.
3. YourCase's design and the results of the pilot phase provide useful learnings for developing similar tools to support access to justice for vulnerable users in other jurisdictions.

The **design phase** of the YourCase prototype employed best practice principles of user-centred design, including research, comparator reviews, and consultation with key stakeholders. A noteworthy feature was the embedding of a Member of the Victim Survivors' Advisory Council in the design team to provide insights based on lived experience. The YourCase tool's design and the fact that it fills a previously unmet need for victim survivors has been recognised with two awards:

- a Gold award in the category of 'Best Expanded Service or Application' at the DRIVENxDESIGN GOV Design Awards 2020; and
- a Gold award in the category of 'Service – Community' at the DRIVENxDESIGN GOV Design Awards 2020.

The **pilot phase** of the prototype generated important data and informed partner agencies of the existence and importance of the tool, which augurs well for its future. The tool would benefit from an expanded pool of referrers to assist first time and vulnerable users, especially those with lower digital literacy, to access YourCase.

¹ Family Violence Intervention Orders ('FVIOs') under the *Family Violence Protection Act 2008* (Vic) s 1 protect children and adults experiencing family violence from close partners or family members. A FVIO is a legal order issued by a court.

A range of **learnings and lessons** have emerged during the pilot phase relating to: referral pathways, content and feature updates, and the sustainability and application of YourCase after the initial grant period.

Recommendations

This report identifies a series of recommendations, noting that in most cases these recommendations have already been identified as priorities by Portable.

- 1. Recommendation 1 – enhance efforts to promote YourCase with alternative referral agencies** that have a specific mandate to provide individualised support to victim survivors, such as volunteer/family violence support agencies. This would overcome the organisational and resourcing constraints of relying on court and police staff.
- 2. Recommendation 2 – continue investing in the marketing and promotion of YourCase** to both referrers and victim survivors to increase uptake and usage of the tool.
- 3. Recommendation 3 – update YourCase content and features in light of pilot findings and ongoing user data to meet the needs of victim survivors** (e.g. additional online security protection prompts and scheduled content updates).
- 4. Recommendation 4 – ensure regular and ongoing technological maintenance and security updates for YourCase** to ensure that private and sensitive user data is preserved and protected.
- 5. Recommendation 5 – consider providing victim survivors with direct access to the FVIO services and information within YourCase from the tool’s welcome page.** Currently, access to YourCase’s content requires the user to input a court date and this limits its usefulness for users at the early stages of a family violence application.
- 6. Recommendation 6 – continue efforts to secure further funding for the sustainability and business continuity of YourCase.** Portable could explore the options for a permanent host agency for YourCase. Should YourCase cease operation, Portable should mitigate any loss of data for victim survivors who may be relying on reminders from the tool or who have lodged their personal documents on YourCase.
- 7. Recommendation 7 – consider how YourCase user data could provide an evidence base for the courts** to improve existing processes and the court user experience.

Contents

1.	Introduction	1
1.1	Background.....	1
1.2	Evaluation scope	2
1.3	Evaluation objectives	2
1.4	Assumptions and limits	2
1.5	Evaluation approach.....	3
1.6	Structure of this report	3
2.	Evaluation results.....	4
2.1	YourCase Design and Pilot project	4
2.2	YourCase Objectives.....	9
2.3	Learnings & lessons	23
3.	Conclusion.....	26
4.	Appendices.....	27
4.1	Appendix 1 YourCase Define Report.....	27
4.2	Appendix 2 About YourCase.....	27
4.3	Appendix 3 Data collection	34

Figures

Figure 1	YourCase Define, Design and Deliver sequence for YourCase.....	5
Figure 2	Survey response data (1 of 2)	20
Figure 3	Survey response data (2 of 2)	20
Figure 4	Top content pages by page views.....	21
Figure 5	YourCase welcome page	22
Figure 6	First logon welcome message.....	29
Figure 7	Website and account creation page	30
Figure 8	Sample content pages.....	31
Figure 9	YourCase Navigational parent menu - Case 1.....	32
Figure 10	YourCase co-design process with victim survivor and advocate, Nicole Lee.....	33

Tables

Table 1	Report Structure.....	3
Table 2	Summary of project governance and management structures	4

Table 3 Summary of Pilot Activities and Timeline	6
Table 4 Impact of marketing activities on site traffic	8
Table 5 Evaluation of progress against YourCase outcomes and targets	10
Table 6 Achievement against Victorian Government Digital Design Principles	15
Table 7 User needs and corresponding content in YourCase	16
Table 8 Progress of targets for focus area user engagement: content and functions	17
Table 9 Data collection activities	34

Glossary

FVIO	Family Violence Intervention Order
PSIF	Public Sector Innovation Fund
SZCC	Sir Zelman Cowen Centre
VU	Victoria University
YourCase	a digital tool developed by Portable

1. Introduction

1.1 Background

Over the last fifteen years, Portable, a design and technology Certified B Corporation, has successfully delivered projects to improve access to justice for some of Australia's most vulnerable groups.

The Victorian Royal Commission into Family Violence Report in 2016 found that many court users have a negative experience and that the *'court process can be intimidating, confusing and unsafe.'*² In identifying the need to test new approaches in response to the continually increasing number of FVIO applications commenced in the Magistrates Court,³ the Commission emphasised that: *"new approaches [to the structure and function of the court] must place the needs of court users above what is familiar and expedient to the court."*

In the light of the Commission's findings, Portable initiated a number of projects to explore how technology might be used to support victim survivors leading up to their Magistrates' Court hearing and beyond. For example, the new online application form for intervention orders on the Magistrates' Court of Victoria website (Recommendation 74) is based on an earlier online form developed by Portable in collaboration with the Neighbourhood Justice Centre.⁴

YourCase, a digital tool to help Family Violence Intervention Order (FVIO) applicants navigate the court process, was another Portable initiative, and was funded by the Public Sector Innovation Fund (PSIF), Department of Premier and Cabinet (2017) and the Federal Government Women's Safety Package (2017).

The overarching aim of YourCase is to support FVIO applicants by providing a friendly, easy-to-use, step-by-step guide to the legal system.

The content and format of the tool is the result of a three-year co-design process with a broad range of stakeholders in the sector, including victim survivors with lived experience of the court and FVIO process. Further information about the YourCase tool, including its objectives, design assumptions, features and visuals is provided in Appendix 2. A full background of the research phase is provided in the YourCase Define Report (available online⁵ and at Appendix 1).

The initial users of YourCase during the pilot phase were FVIO applicants in the Ballarat and Heidelberg Magistrates' Courts in Victoria. Following the pilot phase, Portable plans to adapt the YourCase tool for other jurisdictions and user groups.

² State of Victoria, Royal Commission into Family Violence: Summary and recommendations Parl Paper No 132 (2014–16), 117.

³ Currently totalling more than 40,000 per year in Victoria: Magistrates' Court of Victoria, Annual Report 2018/19, 43.

⁴ Victorian State Government, *Family violence recommendations: Magistrates' Court roll out an online application form for intervention orders*, 18 May 2020, <<https://www.vic.gov.au/family-violence-recommendations/magistrates-court-roll-out-online-application-form-intervention>>.

⁵ Portable, *YourCase Define Report* <<https://portable-reports.s3-ap-southeast-2.amazonaws.com/YourCase-Define-Report.pdf>>.

1.2 Evaluation scope

This report evaluates the design and pilot phases of the tool.

The scope of the evaluation required SZCC to:

- Develop and implement an evaluation plan in collaboration with Portable staff to assess the YourCase tool development phase (2017-2019) and pilot phase, spanning a six-month period from December 2019 to May 2020 at two Victorian Magistrates' Courts: Heidelberg and Ballarat.⁶
- Prepare and present an evaluation report at the end of the YourCase pilot phase.

The long-term effects of the project cannot be assessed after a six-month time period. The evaluation report therefore provides preliminary observations about the tool's short-term impacts during the pilot and progress towards its intermediate objectives.

1.3 Evaluation objectives

Due to the evolution of the project since the original 2017 proposal to the funder, PSIF, this report assesses the project against the benefits articulated in the YourCase Define Report (Appendix 1) which was completed at the end of the research phase.

The key objectives of the evaluation are to:

1. **measure the extent to which the YourCase tool achieves its intended objectives;**
2. **provide recommendations for further development of the tool** for FVIO applicants;
and
3. **consider the potential for the tool to be adapted** for use with other users or jurisdictions.

1.4 Assumptions and limits

The baseline for the evaluation of the YourCase tool is grounded in the recommendations of the Victorian Royal Commission into Family Violence, which emphasised the need for significant reform to the FVIO applicant court experience. The recommendations urged that the court's focus should be on the needs of users rather than what is familiar or expedient for the court.

The experience of court, specifically the nature and complexity of the court proceedings, are beyond the ability of a digital tool to change. Accordingly, Portable's aim in designing the tool was to *'give victim-survivors the knowledge they need for a better experience, one in which they are more informed, in control and feel better about their day in court.'*⁷ This report assesses how effectively the tool provides knowledge and support to users during an often stressful process.

⁶ The pilot period was extended by agreement between SZCC and Portable from the initially proposed three-month period due to court closures during COVID-19.

⁷ DRIVENxDESIGN, YourCase: A better justice experience for family violence victim-survivors, Portable: Best Expanded Service or Application, (2020) < <https://drivenxdesign.com/GOV20/project.asp?ID=19685>>.

1.5 Evaluation approach

Consistent with Portable’s agile methodology, the evaluators worked closely with Portable, providing ongoing support and feedback as the project took shape.

The evaluation involved the following key components:

- Contribution to the **initial evaluation planning meetings** with the Portable team
- Presentation of an **initial evaluation framework** in 2017
- Finalisation of an agreed **revised evaluation framework** in 2019
- Interim **advice and support on how best to work with courts and tribunals** drawing on SZCC’s experience in this area
- Ongoing collaboration with Portable to **embed evaluation measures into the tool**
- Provision of **ongoing assistance with the evaluation** (for example, reviewing program documents and providing advice on data collection)
- **Undertaking planned data collection activities** (including surveys and interviews with key stakeholders)
- **Preparation of a final evaluation report** (this report) analysing data generated through the development and pilot phases

Appendix 3 outlines the data collection activities that contributed to this evaluation — including detail on the methods, target group, responsibility, focus and timing.

1.6 Structure of this report

The structure of this report corresponds to the three evaluation questions that have guided the SZCC’s approach, as outlined in *Table 1*.

Table 1 Report Structure

Focus area	Evaluation question	Response	Report section
YourCase Design and Pilot project	To what extent have the YourCase design and pilot phases served as the proving ground for the tool?	Assess the delivery of the design phase and pilot project as the proving ground for the tool, including the approaches adopted by Portable to engage users and stakeholders.	Section 2.1
YourCase Objectives	To what extent have the intended objectives of the YourCase tool been achieved?	Evidence of achievement and contribution towards the objectives, measures and targets as outlined in the YourCase Define Report (Appendix 1).	Section 2.2
Learnings & lessons	What are the lessons learned to inform ongoing development of the YourCase tool?	Identify opportunities to strengthen the existing tool including consideration of the feasibility of	Section 2.3

adapting the tool for other jurisdictions and users.

2. Evaluation results

2.1 YourCase Design and Pilot project

This section responds to the following key evaluation question (1 of 3): ***To what extent have the YourCase design and pilot phases served as the proving ground for the tool?***

This section assesses the effectiveness and appropriateness of design and pilot activities, governance structures and delivery, using information and documentation provided by Portable.

2.1.1 Governance and management structures

The governance and management structure appears to be appropriate for the scale, scope and intended outcomes of the project. YourCase is designed and managed by Portable so Portable’s organisational policies and procedures governed the project.

The YourCase project governance and management structures are outlined in *Table 2*.

Table 2 Summary of project governance and management structures

Role	Responsibilities
CEO, Portable	High level oversight of the project.
YourCase team	Team of producers, designers, strategists and developers who managed and coordinated the YourCase development and pilot.
YourCase Steering Committee	Comprising of representatives from the Department of Premier and Cabinet, Public Sector Innovation Fund, Victim Survivors’ Advisory Council, safe steps, Family Safety Victoria, Magistrates’ Court of Victoria and Victoria Police. The committee provided expert advice and feedback during the development of the YourCase tool.

Data collected to date from stakeholders and staff suggests that the project is well managed. The project employed agile methodology: clear objectives for design and development were developed at the outset and work was planned as a series of sprints, as outlined in *Figure 1* below.



Figure 1 YourCase Define, Design and Deliver sequence for YourCase

Portable’s efforts during the design phase to improve the experience of FVIO applicants, and family violence victim survivors more broadly, has been recognised with two gold awards in the DRIVENxDESIGN 2020 GOV Design Awards and DRIVENxDESIGN 2020 MELBOURNE Design Awards. The descriptor for the category of ‘Best Expanded Service or Application’ in the DRIVENxDESIGN 2020 GOV Design Awards states that:

“We’re not just after bells and whistles, but true innovation that exceeds expectations and fills a previously unmet need with updates and developments that truly enhance the user experience and take your app or service to another level.”

The scope of the pilot phase, as detailed in a pilot plan, was developed in collaboration with SZCC and Victoria Police. The tool was piloted via engagement with police at two pilot Magistrates’ Court locations: Heidelberg and Ballarat, Victoria.

Stakeholders demonstrated enthusiasm and positive responses when it came to program management, particularly the design and development phase of the tool (which had occurred two years prior to the collection of stakeholder survey data). For example, one stakeholder said:

“[my experience working on the project] was mind blowing! It was a delight to work with such tremendously talented people and to be exposed to a completely different timing and approach to developing a service than is typical in government. I suspect I gained much more than I gave.” (Eva Perez, Policy Advisor, Victoria Police)

The majority of the stakeholder surveys (3) mentioned the opportunity to learn from victim survivors and Portable staff as a highlight of the design process. For example:

“I really enjoyed being part of the project and would welcome the opportunity to work with Portable again. It was great to see user-centred / client-centred design being utilised in practice and in a really positive way”
(Hilary Molina, Victoria Legal Aid)

2.1.2 Summary of Design and Pilot activities

Project activities have been delivered within scope and on time as appropriate. Where this was not possible or no longer appropriate, the activities were adapted. The design and pilot activities are outlined in *Table 3*.

Table 3 Summary of Pilot Activities and Timeline

Key activity	Timing
Design of working prototype:	June 2017 – December 2019
<ul style="list-style-type: none"> • Project scoping • Define & User Research • Design and Prototyping 	
YourCase goes live	January 2020
Official YourCase Launch	February 26 2020
YourCase Pilot period (Victoria Police distributing referral cards)	February – May 2020
<ul style="list-style-type: none"> • Delivery Sprints 1-5 • Enhancement Sprints 1-3 	
Pilot evaluation report	June 2020
Ongoing maintenance and updates	June - June 2021
Project ends (anticipated)	June 2021

2.1.3 The pilot as the proving ground for the tool

The pilot activities provided user testing and data collection opportunities to establish the value of YourCase to enhance the experience of future users.

The tool is gaining recognition from agencies beyond the initial key stakeholders of the police and the courts.

The findings indicate that widening the pool of referrers beyond the courts and police services could extend the reach and uptake of YourCase.

Engaging referrers

The success of user uptake of YourCase during the pilot phase was predicated on effective referral pathways linking FVIO applicants to the tool (e.g. court staff referring FVIO applicants to YourCase).

Portable’s initial choice for a pilot partner was the Magistrates’ Court of Victoria. The then Chief Magistrate, Peter Lauritsen, offered his in-principle support for the tool. However,

staff at the pilot courts were unable to provide on-ground support with the pilot because of competing court priorities and workloads.

Portable then sought support from Victoria Police as pilot partners, as the vast majority of FVIO applications in Victoria are commenced by police officers, rather than by private applicants.

In 2018-2019, police officers commenced over 75% of FVIOs (a 7% increase from the previous year).⁸ By engaging with the police directly, Portable saw an opportunity to reach more victim survivors during the pilot.

Victoria Police recognised the need to promote tools such as YourCase that provide support to FVIO applicants navigating an often unfamiliar justice system. As pilot partners, Victoria Police's involvement in YourCase included:

- Contributions to design and legal content
- Formal endorsement of YourCase
- Encouraging awareness and uptake of the tool in the Ballarat and Heidelberg pilot locations by:
 - briefing police officers;
 - displaying YourCase posters at the local stations; and
 - instructing police officers to hand out YourCase referral cards to FVIO applicants.

Portable initially sought to train police officers on the use of the tool. This condition was removed after discussion with Victoria Police when it became apparent that this would prohibit Victoria Police from lending their support to the pilot.

The evaluation findings suggest **that widening the pool of referrers beyond police and courts to include those with a mandate to provide individualised support to victim survivors, such as the Court Network, would extend the reach and uptake of YourCase.**

This would mitigate the risk of relying on under-resourced court and frontline service delivery staff who have limited capacity to promote and assist vulnerable users to navigate YourCase.

Recommendation 1 – enhance efforts to promote YourCase with alternative referral agencies that have a specific mandate to provide individualised support to victim survivors, such as volunteer/family violence support agencies.

User sample size

⁸ Magistrates' Court of Victoria, Annual Report 2018/19, 43.

During the pilot phase, the YourCase landing page averaged around 5 users per day with a total of 66 user accounts created (an average of 1 sign-up per day). The sample size is strong considering that:

- Victoria Police estimated, pre COVID-19, that 110 FVIO applications would be lodged at the pilot locations by police (on behalf of applicants);
- the YourCase conversion rate⁹ was 59% where the industry standard target is 2%; and
- the pilot was undertaken during the COVID-19 pandemic, which caused major disruptions and closures of courts and adversely affected the capacity of police to act as referrers.

The user data, however, does not distinguish which of the 66 user accounts were created by FVIO applicants and which were created by so-called ‘tourists’ (e.g. specialist legal, tech and other agencies exploring the tool).

While external recognition and interest in the tool by legal and other agencies augurs well for the future of YourCase, **Portable should consider finding a way to distinguish ‘tourist’ users from FVIO applicants. This would ensure that improvements to the user experience give due weight to the needs and preferences of victim survivors.**

Marketing

The spikes in website views and account sign-ups corresponding to marketing interventions by Portable indicates that tailored promotion is the key to increasing user uptake of the tool. The marketing strategies employed by Portable, most notably the launch event and a radio interview, caused increased site traffic and sign-ups as indicated in *Table 4* below.

While exact data is not available, sign-ups by ‘tourist’ users exploring the tool most likely spiked in response to launch invitations and mailouts, as the invitation list consisted primarily of project stakeholders and service delivery agencies.

Portable may wish to consider the addition of targeted marketing methods that aim to promote the tool to victim survivors seeking support (e.g. via Google search engine optimisation or targeted advertising informed by location and/or demographics).

Recommendation 2 – continue investing in the marketing and promotion of YourCase to both referrers and victim survivors to increase uptake and usage of the tool

Table 4 Impact of marketing activities on site traffic

Key activity	Date	Impact
--------------	------	--------

⁹ Calculated as the number of conversions (active YourCase users) expressed as a percentage of the estimated total number of FVIO applicants during the pilot period.

Invitations to YourCase launch sent	11 and 13 February 2020	11th and 13th February, spikes of 124 and 170 visits to website 4 and 13 sign-ups to the app
YourCase launch & Radio National Interview	26 February 2020	27th February, spike of 156 visits to website 11 sign-ups to the app
Post-launch mail outs “YourCase hits the Airwaves” and “Neighbourhood drinks: YourCase edition”	5 and 6 March 2020	2nd and 6th March, spikes of 76 and 75 visits to website 3 and 2 sign-ups to the app

Refining YourCase

The pilot activities provided rich learnings that Portable can integrate to increase the value of YourCase and enhance the experience of future users.

Portable successfully embedded a range of evaluation and data collection features into the tool to track the user experience. The findings are outlined further in Section 2.2 of this report. Section 2.2 also includes some suggested refinements to the tool based on feedback from users.

Recommendation 3 – update YourCase content and features in light of pilot findings and ongoing user data to meet the needs of victim survivors (e.g. additional online security protection prompts and scheduled content updates).

2.2 YourCase Objectives

This section responds to the following key evaluation question (2 of 3): ***To what extent have the intended objectives of the YourCase tool been achieved?***

This report assesses YourCase’s progress towards meeting two high level objectives:

1. a positive impact on the experience of users making a FVIO application; and
2. increased understanding by users of court proceedings.

For each focus area, we provide context on the relevant intended outcome, report on the key targets and measures and present evidence on the insights, experiences and feedback from users, Portable staff and other program stakeholders.

Table 5 evaluates the progress of the project in meeting the evaluation targets. These findings are outlined in detail in sections 2.2.1 and 2.2.2.

Table 5 Evaluation of progress against YourCase outcomes and targets

Focus area	Outcomes	Measurement	Targets	Evaluation of progress
Functionality	Tool is safe, accessible and functions at the right speed. User data is protected.	Collation, review and analysis of: <ul style="list-style-type: none"> Functional requirements: security, load testing, legal, privacy, safety, technical support Penetration testing results Legal terms and conditions Accessibility requirements (12yo/gr6 reading level and compliant with Web Content Accessibility Guidelines international standard) 	Technology deployed fulfils the security, privacy, accessibility and data-based promises made.	Achieved. There is robust evidence of this outcome in the pilot version of YourCase. This focus area is a continuing priority requiring ongoing updates post-pilot. Penetration testing conducted. Secure hosting. User data encrypted Grade 5.2 readability – exceeded target (6) Online safety features embedded into tool. 0 technical support requests achieved.
		<ul style="list-style-type: none"> Measurements against 8 of 12 Victorian Government Digital Standards (excluding 4 standards only achievable by government agencies: Joined together, Complete, Aware of history, Aware of user).¹⁰ 	More than 50% of the applicable 8 Victorian Government Digital Standards met.	Achieved and exceeded 100% (8 of 8) of the applicable Digital Standards met in the pilot version of YourCase.

¹⁰ Victorian State Government, *Digital Standards* (5 June 2020) < <https://www.vic.gov.au/digital-standards>>.

User engagement	Users engage with YourCase content and functions Users have increased knowledge of how the court process works.	Website analytics (time spent on page, pages viewed) Interview with Portable Developer User submitted feedback: Help requests, providing tips for other users, survey responses, FAQs, cases created, documents uploaded, reminders set.	Users engage with content and view multiple pages of the tool. Popularity of content and functions identified by Developer and used to inform CX 2 cases created 2 tips submitted to help future users 2 documents uploaded by users 2 help requests lodged and actioned Industry standard conversion rate of 2% or 2.2 active users from the estimated 110 FVIO applicants lodged via police during the pilot as advised by Victoria Police.	<p>On track, with clear evidence of progress</p> <p>Functionality and content aspects will be updated post-pilot.</p> <p>4/5 targets achieved or exceeded</p> <p>Users have engaged with content and functions. Functionality and content aspects will be updated post-pilot.</p> <p>59 cases created - <i>exceeded target (2)</i> 0 tips submitted to help other users – <i>below target (2)</i> 7 Documents uploaded - <i>exceeded target (2)</i> 0 help requests lodged – <i>below target (2)</i> 59% conversion rate from 110 FVIOs – <i>exceeded target by 57% (2%)</i></p> <ul style="list-style-type: none"> • 332 accounts started • 266 accounts started but not finalised (lower than industry standard). Sign up drop off data not captured. • 66 accounts created • 59 active users (note this is an estimate based on the number of cases created. This figure includes some 'tourist' users of the tool who are not FVIO applicants)
------------------------	--	--	---	--

User satisfaction	Tool is perceived as relevant and useful by users.	User satisfaction survey (no. of responses / rating) Complaints made	At least a 10% response rate. Rating of 6/10 or higher.	On track, with evidence of progress. Feedback from additional users will strengthen outcomes for this target. 3% of active users submitted surveys of the 10% target (n=2). 0 complaints made.
		Website analytics (time spent on site, pages viewed, bounce rate)	Users spend the 'right' amount of time completing tasks 2% of users completing the journey, all the way, using all functions as a percentage of active accounts (defined by Portable as adding a case outcome).	Achieved and exceeded 10% or 6/59 users completed full journey (assuming all 6 views of the outcome page recorded an outcome). Bounce rate 0%. Average time spent on page: 30secs.
		Extent to which CX personas/journeys aligned to actual CX	CX personas and anticipated outcomes align with actual CX. User personas and journeys identified by Developer and used to inform CX	Data not yet available Portable have identified collection of CX data as a key priority area for analysis post-pilot.

2.2.1 Functionality

Targets are on track for this outcome area: data provided suggests that YourCase works safely and functions at the right speed (i.e. loads quickly), meeting the majority of security, privacy, accessibility and data based promises made to victim survivors. This focus area is a continuing priority requiring ongoing updates post-pilot.

Security and safety

Portable have developed YourCase in line with industry best practice and government standard requirements for security and safety. This report makes some additional safety suggestions to minimise risks of the tool being used inappropriately by perpetrators of family violence or other parties with malicious intent.

Protecting the safety, privacy, and legal rights of the user is paramount when dealing with matters of family violence. There is good evidence to suggest that Portable has considered and addressed the legal, safety, and privacy implications of a tool which gathers and stores information. **The security capabilities of YourCase are clearly articulated and have been verified by independent audit.**

YourCase security functions and features include:

- **Legal terms and conditions** are easily understandable (Grade 7 readability) and clearly outline the limitations of the tool for users
- **Secure access via a web browser** (removes the need to download an app and user data is not tied to a single device)
- **A floating 'quick exit' button** to exit from sensitive content quickly
- Collection of personal identifying information is intentionally limited (e.g. a real name is not required)
- **Secure physical storage of data** and hosting through Amazon Web Services (AWS) in Sydney Australia (the service of choice for many state and federal government agencies)
- **Secure technological storage of data** via encryption at rest (ensuring that unauthorised users can't decrypt sensitive data)
- **Penetration testing conducted** to identify security vulnerabilities
- **AWS Cognito authentication service** used to ensure secure, standard-compliant, user accounts
- **Delegated data access permissions** to minimise risk of hackers exploiting a single entry point

Portable could consider adding further online safety features to increase user safety and reduce the risks of the tool being used in an inappropriate way, such as:

- **Moving the 'keeping safe' section** to a more prominent position in the tool and expanding the content to include tips about online safety

- **Displaying the emergency and crisis numbers** not only at first logon but also for return users
- **Disabling automatic login** for return users to minimise risk of retracing
- **Including online security tips for users** similar to those provided on government websites (such as familyviolencelaw.gov.au), e.g.:
 - creating a new email for login (if the perpetrator has access to their current email)
 - use of a ‘trusted device’ i.e. one that is unlikely to be accessed by others
 - how to use private browsing
 - how to delete browsing/download history

These prompts would need to be designed to make safety concerns a priority while not detracting from the user experience.

Future updates

The YourCase tool and security features will need to be maintained to protect the safety, privacy and legal rights of the users post-pilot (e.g. by ensuring that technology and security updates are regularly completed). It is our understanding that Portable has costed plans to maintain and update the tool post-pilot until June 2021.

Recommendation 4 – ensure regular and ongoing maintenance and security updates for YourCase to ensure that private and sensitive user data is preserved and protected.

Accessibility

YourCase meets basic accessibility requirements for users. There is clear evidence that accessibility principles have been embedded into the design of the tool to address barriers to users accessing content. For example:

- **Users with disabilities were involved in the test and design groups**
- **The tool is accessible 24/7**
- **The tool is largely compliant with Web Content Accessibility Guidelines (WCAG) and principles:** i.e. perceivable, operable, understandable and robust and designed with this international standard in mind
- **Language is simple** and does not use unnecessary jargon (despite its legal content)
 - The readability grade is grade 5,¹¹ exceeding the 12yo/grade 6 readability target

¹¹ Assessed at Grade 5.2 by Hemmingway Editor.

- **Font choice and size meets requirements** for people with a visual impairment
 - YourCase uses a sans serif font of size 12 or higher
 - Bolding rather than underlining or italics is used for emphasis
- **Layout is optimised** to improve visibility, compatibility with screen reading software and for people with low literacy
 - Navigation options are limited to reduce complexity
 - White space is used to minimise cognitive load
 - Contrasting colours are used for visibility (e.g. black text against a white background)
 - Dot points are used rather than presenting information in tables

This report makes two recommendations relating to accessibility:

1. Compliance with Web Content Accessibility Guidelines could be enhanced by **making the Legal Terms and Conditions text accessible as a webpage**. PDFs on mobile devices do not comply with WCAG due to a lack of support for assistive technologies on mobiles.
2. The YourCase tool is currently only available in English. **Displaying the information in multiple languages would increase the accessibility of the tool**. Alternatively, the tool could direct users to the family violence information on the Magistrates’ Court of Victoria website, which can be translated into 35 languages.¹²

Victorian Government Digital Standards

The Victorian Government’s digital design principles aim to create ‘best-practice, user friendly digital services.’¹³ As a non-government agency, Portable is not obliged to comply with Victorian Government Digital Standards, however **YourCase has met all applicable Victorian Government Digital Standards design principles** (i.e. all 8 of the 12 that can be met by non-governmental providers)¹⁴ as outlined in *Table 6*.

Table 6 Achievement against Victorian Government Digital Design Principles

Digital Design Principle	Progress
Easy to use: Make digital the first choice for our customers.	Achieved – YourCase is a simple and easy to use digital tool allowing users to gather and store information and set reminders.
Simple: Leads directly to the most used services and information.	Achieved – case homepage contains outline of the content.

¹² Magistrates’ Court of Victoria, *Family violence courts and counselling orders* (13 February 2020) <<https://www.mcv.vic.gov.au/about/family-violence-courts-and-counselling-orders>>.

¹³ Victorian State Government, *Digital Standards* (5 June 2020) <<https://www.vic.gov.au/digital-standards>>.

¹⁴ Four standards were excluded from the evaluation because they are only achievable by government agencies: Joined together, Complete, Aware of history and Aware of user.

Available: **24/7 access.**

Achieved – YourCase is available 24/7 via a website browser

Useful: **Designed to solve problems.**

Achieved – YourCase is designed to improve the experience of FVIO applicants as they navigate a justice system process that is complicated, and overwhelming for many users.

Consistent: **Works the same way for common functions, like data collection.**

Achieved - the internal navigation is consistent.

Mobile: **Designed for mobile and tablet first.**

Achieved – Optimised for mobile use.

Clear: **Use clear, active language.**

Achieved – Readability level of Grade 5.

Fast: **Quick to submit, and provide an efficient end-to-end service.**

Achieved – provides guidance and support for FVIO applicants pre-court, at court, and after court, including SMS reminders relating to FVIO expiry.

2.2.2 User satisfaction and engagement

The two agreed evaluation focus areas of User Satisfaction and User Engagement are discussed together in this section, as the available data provides feedback for both measures.

User needs

YourCase was designed to assist users who have limited knowledge of how the court process works and who require additional support and guidance. As Nicole Lee, victim survivor and co-designer of YourCase, explains:

“[If I had had access to an app like this] it would have taken down a lot of the anxiety for me having this application available back when I was navigating the system... The app itself uses plain language, it breaks down a lot of the jargon that you all of a sudden have to understand and know when you get thrown into courts.”

(Victim Survivor and co-designer of Yourcase, Nicole Lee)

All identified user needs from the Define phase have been incorporated into the pilot version of YourCase, as outlined in *Table 7* below.

Table 7 User needs and corresponding content in YourCase

User need	Corresponding content in YourCase
Knowledge about the court system and the FVIO process	What you need to know <ul style="list-style-type: none">• What are family violence intervention orders?• Help before and at court• Getting ready for court• The day of court

	<ul style="list-style-type: none"> • After court
	Glossary
Information about what to expect at court and in the courtroom	<p>What you need to know</p> <ul style="list-style-type: none"> • Help before and at court (e.g. interpreters, lawyers, court support) • Getting ready for court • The day of court <p>Court information</p> <p>Glossary</p>
Information about the court itself, such as amenities and parking	Court information
Practical tips about what to wear and what to bring	<p>What you need to know</p> <ul style="list-style-type: none"> • Getting ready for court (e.g. what to wear, bring, keeping safe)
General support and assurance	<p>What you need to know</p> <ul style="list-style-type: none"> • Getting ready for court (eg. contacting services before attending court) • Help before and at court (e.g. interpreters, lawyers, court support) <p>Support services</p>

Content and functions

Targets for user engagement with content and functions are at 80% (4/5) achieved. These results have been summarised in *Table 8* below.

Table 8 Progress of targets for focus area user engagement: content and functions

Target	Progress
2 cases created by users	Achieved and exceeded. 59 cases created.
2 tips submitted to help other users	Below target. 0 tips received.
2 documents uploaded by users	Achieved and exceeded. 7 documents uploaded.
2 help requests lodged and actioned	Below target. 0 requests received. (Note: this is not necessarily a negative as a lack of requests could indicate that the tool is intuitive to use with no bugs)
Industry standard conversion rate of 2% (2.2 active users from the estimated 110 FVIO applications to be lodged via police during the pilot as advised by Victoria Police).	Achieved and exceeded. 59% conversion rate from 110 FVIOs – exceeded target by 57% (Note: conversion rate does not distinguish between FVIO applicants and ‘tourist’ users exploring the tool)

The website analytics provide a summary of overall usage of the tool. **Further analysis of activity on accounts at a singular level could provide useful insights on patterns of user engagement.** Possible measures include:

- number of logins on a single account, accessed from multiple devices
- time taken and activity on the site
- links clicked to external websites
- functions used and not used or abandoned.

CX journeys

User journey completion rates

The target set for completion rate for the full user journey, using all functions of the tool as a percentage of active accounts (defined by Portable as adding a case outcome) was set at 2%. **The final completion rate was 10% or 6/59 users (assuming all 6 views of the outcome page recorded an outcome), thereby exceeding the target by 8%.**

The **evidence indicates that multiple users returned to the tool at critical points in their journey**, as indicated by the number of users adding multiple cases, uploading documents and navigating through the content of the tool.

Actual vs intended user experience

The exercise of comparing and contrasting *intended vs actual* user experience requires the collection of specific data from actual users (such as demographics) and then to associate this data, in a deidentified format, to a unique profile.

CX data provides a comparative time lapse series of data that can be used to validate what is and is not working compared to the user personas identified in the YourCase Define Report. Collection of this data was beyond the scope of the pilot evaluation version of YourCase.

As the user numbers increase, Portable may consider the addition two account creation questions for new users to provide insights about the actual user journey:

- 'I have prior experience with apps and digital tools' (Likert scale response)
- 'This is my first experience of applying for a Family Violence Intervention Order' (yes/no checkbox)

Having this data will enable further tailoring of the tool. For example, 'frequent flier' users may benefit from a scaled back version of the app and first-time users and/or those with lower digital literacy may require more detailed information and navigational support.

Knowledge of court system and processes

Targets appear on track for this outcome area: users have engaged with the YourCase content and functions which suggests that some users have gained new knowledge or reinforced existing knowledge.

Self-report data indicating whether users perceive that they have increased their knowledge of how the court process works is not yet available. However, website analytics suggest that

users have at least viewed multiple pages of content relating to the court process. This could indicate that users found the content difficult to understand and/or had to revisit pages multiple times. However, given the high readability score of YourCase, it seems more likely that users revisited content and pages because they found it helpful.

Based on our review and analysis, we make the following suggestions about changes or updates to the content of YourCase post-pilot:

- **Reference the new online FVIO application form**, available on the Magistrates' Court of Victoria Website¹⁵
- **Consider hyperlinking definitions** on pages to the glossary list
- **Add a definition of Family Violence Intervention Orders** for return users (this is currently only shown during initial sign-up)
- **Consider a plan for ensuring currency of content and features** (e.g. currently the photos for the Ballarat court are missing)
- **Consider the addition of a search bar** allowing users to search through the site content without tabbing through the website navigation or reading all the content

User satisfaction

User satisfaction with the tool is difficult to disaggregate because users do not necessarily distinguish the complexity or stress they encounter with the court process from the YourCase tool itself.

Available website analytics data suggests that the tool is perceived as relevant and useful by most users. Further feedback would strengthen achievement of this target.

User satisfaction survey

The target for completion of the user satisfaction survey was 10% of active users. A total of 3% of the 59 YourCase users completed the user survey to improve YourCase comprising of a Likert scale survey and question (n-2), as shown in *Figure 2* and *Figure 3* below. **Only limited conclusions can be drawn from a sample of this size.**

¹⁵ Magistrates' Court of Victoria, Annual Report 2018/19, 26. The online form, released in March 2020, presents a simplified alternative to the previous paper-based process and is available in different languages.

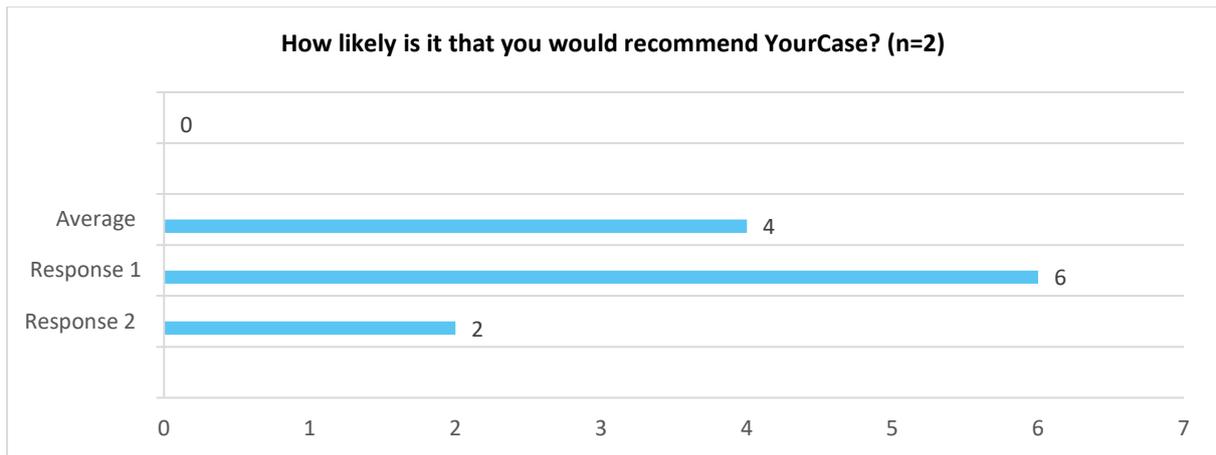


Figure 2 Survey response data (1 of 2)

Do you have any tips for how we could improve YourCase?	
Response 1	“Extra resources for referring to prior to court date. They may be within the app but I can not easily find them from 'My profile'.”
Response 2	“Apart from creating a profile what else is available and if it is how do I get to it?”

Figure 3 Survey response data (2 of 2)

The two survey respondents were unable to navigate from the profile page to the content YourCase has to offer. This is not indicative of problems with the substantive content of YourCase but may suggest a potential navigational pain point in the tool for some users. A larger sample size is required to form a strong conclusion.

Survey completion rates

The survey responses do not include feedback from active users of the tool. The low completion rate is not surprising given the challenges of collecting this kind of data from vulnerable users during what is often a traumatic and emotional time in their lives. However, the sample size does substantially limit the conclusions that can be made.

As feedback from active users is a gap in the evaluation, this report suggests that **prompting active users to complete the survey could provide more in-depth insights** as to the most relevant and useful aspects of the tool.

Complaints and technical support

No complaints or requests for technical support were lodged via the technical support function. This could indicate that the tool is easy to use, but it is more likely users were either unaware of these support functions, or did not wish to engage with such functions.

Two technical support requests were lodged via the user satisfaction survey function. Portable was unable to provide technical support to these users because the survey is anonymous, unlike the technical support requests, which are tied to an individual user profile.

Portable may wish to consider how the technical support function could be made more prominent and include a prompt directing users experiencing technical issues from the user satisfaction survey to the technical support request page.

Website analytics

Users have engaged with the content on YourCase and users have viewed multiple pages of the tool. The most popular functions and content have been identified by the developer, using metrics relating to pages visited and time spent on each page. Further website analytics should more clearly disclose the patterns of usage.

The most used pages are shown in *Figure 4* below, which represents the total number of times a page was viewed during the pilot period.

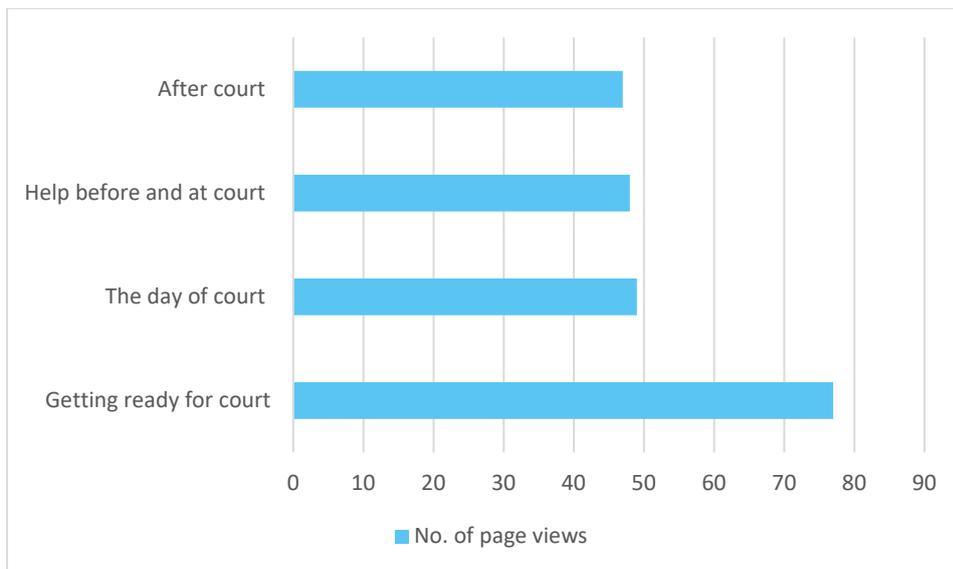


Figure 4 Top content pages by page views

Page views

Most viewed: The ‘Getting ready for court’ section was the most visited page (77 views). The most viewed sub-pages generally contained content about support services, e.g. contacting services before court (11 views), lawyers (11 views) and court support (10 views).

Least viewed: The least viewed pages related to content applicable post-court, e.g. extending an order (3 views), understanding the order (5 views) and breaches (5 views).

The discrepancy of page views for pre- and post-order information is to be expected given the short timeframe of the pilot. Presumably, the post-order information will become more popular after more users have had time to attend court and have their orders finalised.

Time spent on pages

An additional target was that users will spend the ‘right’ amount of time on the page, noting that there are challenges in measuring satisfaction with digital tools that mostly contain information. For example, spending a short time on a page can indicate that a user has quickly found the information they were looking for, or conversely, that they quickly deemed the page unsuitable or unhelpful for their needs.

The available data suggests that users who added their case engaged with several pages before leaving the site (0% bounce rate). Users spent an average of 30 seconds on each page, which appears appropriate given the relatively small amount of content per page.

Page content

Page view data (pages viewed and time spent on page) suggests that most users were able to access content quickly and easily. However, two comments provided via another channel (the feedback survey) suggest that some users may have abandoned the tool after creating an account but before accessing content.

Currently, access to YourCase content is restricted to users who proceed to court, as shown in *Figure 5* below requiring all users to add a court date.

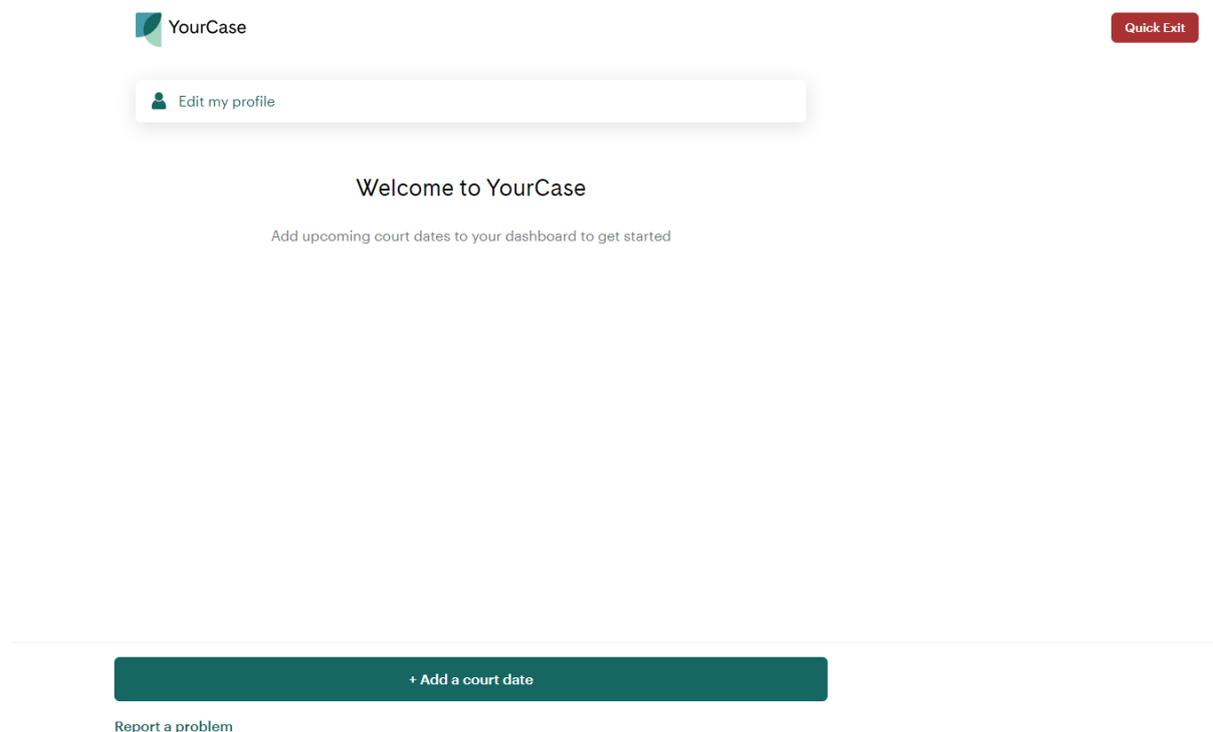


Figure 5 YourCase welcome page

It is our understanding that this requirement was created to tailor the tool to the pilot users. During the pilot, victim survivors were introduced to the tool by police officers *after* they had applied for a FVIO and received a summons with a court date.

This requirement confused some users. One respondent provided feedback specifically requesting access to information before having to add a court date: “[I recommend] Extra resources for referring to prior to court date. They may be within the app but I cannot easily find them from 'My profile.'”

The YourCase tool contains information that may be useful and applicable to users in much earlier stages of the legal journey (e.g. when deciding whether or not to apply for a FVIO). Not all victim survivors proceed to court.

The SZCC recommends that Portable provide victim survivors with direct access to the content from the welcome page.

Recommendation 5 – consider providing victim survivors with direct access to the FVIO services and information within YourCase from the tool’s welcome page. Currently, access to YourCase’s content requires the user to input a court date *and* this limits its usefulness for users at the early stages of a family violence application.

Content related to the specific court a user attends could be made available after a court date is added, or users could have the option of searching different court information via a search function in the ‘court information’ section.

If providing earlier access to content is not possible, Portable may wish to adjust the landing page design to ensure that users, especially those with lower digital literacy, can easily navigate to the content within the tool using added instructions, tips or microcopy. It should be made explicit that access to all content requires that users add a court date, as this does not appear to be intuitive for all users.

2.3 Learnings & lessons

This section responds to the following key evaluation question (3 of 3): ***What are the lessons learned to inform ongoing development of the YourCase tool?***

This section focuses on identifying opportunities to strengthen the value of the YourCase tool. The majority of information in this section has been informed by user and stakeholder feedback.

2.3.1 Further development of the tool for FVIO applicants

This report makes a number of recommendations and suggestions in Section 2.2 for further development of the tool for FVIO applicants about navigation, content, security features and updates.

2.3.2 Pilot model delivery and structure

This section covers the lessons from the pilot phase identified by staff and stakeholders. There were a number of issues that emerged during the course of the pilot:

- **Staff noted challenges with regard to engaging the court and police as partners and referrers of the tool.** Agencies such as these generally only divert resources if the tool or process enjoys high-level support and has proven value. This is difficult to show during a pilot, which aims, by its nature, to test the value of a product.
- **YourCase’s reach could have been extended if additional or alternative pilot partners and referrers were also considered.** For example, intermediaries and ancillary services whose mandate it is to make law accessible, such as the Court Network, could have been included from the outset to encourage uptake of the app.

- **It is difficult to design a simple tool for a complicated system.** Additional navigational prompts may be required to guide users through the process.
- **Disaggregated user-data and feedback, particularly from vulnerable user-groups, is required** in order to improve the user experience and address present challenges. At present, the user feedback data does not show whether negative feedback about the tool is also correlated with other factors, such as the user’s experience in court, or whether they have previously applied for an intervention order. Additional data about the user’s experience more broadly would make these distinctions possible. Including disaggregated data will become easier as more feedback is provided by users.

2.3.3 Further expansion and application of the tool

The YourCase tool demonstrates how technology can be used to improve court users’ experience and help users navigate a complex and stressful process.

The Magistrates’ Court was unable to allocate any of its resources to the YourCase pilot, as its resources are increasingly stretched by the high demand for FVIOs and the often rapidly changing legislative requirements associated with them. Further expansion of the tool within the courts would require a reallocation of these already limited resources.

Mounting a convincing business case to government for roll-out of the YourCase tool across the courts would be strengthened by additional data that could not be captured in a short pilot.

YourCase would benefit from further funding enabling Portable to refine the tool and gather scalable evidence and create a plan for devolution of the tool to a relevant agency.

Recommendation 6 – continue efforts to secure further funding for the sustainability and business continuity of YourCase.

Portable could explore the options for a permanent host agency for YourCase. Should YourCase cease operation, Portable should mitigate any loss of data for victim survivors who may be relying on reminders from the tool or who have lodged their personal documents on YourCase.

Feedback loop to courts and government

The court experience, and specifically the complexity of court proceedings, cannot be changed by a digital tool alone. However, tools such as YourCase provide a means of showing courts and government how technology can be used with a view to deliver improved outcomes for citizens. As Eva Perez, Policy Advisor at Victoria Police, explains:

“I think the YourCase model of development, design, testing and functionality offer a gold standard for our approach to other forms of

service delivery across government. I think the public sector needs to work out how we work with innovators (e.g. surrender control over the 'solution', resolve the intellectual property issues, and determine responsibility for ongoing maintenance and support). Congratulations to Portable and the victim experts!" (Eva Perez, Policy Advisor, Victoria Police)

Following the pilot, the YourCase tool represents a unique opportunity for courts to receive direct feedback on how the system could better meet user needs. Such feedback opportunities may also provide an incentive to courts to invest in the tool.

Recommendation 7 – consider how YourCase user data could provide an evidence base for the courts to improve existing processes and the court user experience.

Other users and jurisdictions

The YourCase model was developed with scalability in mind. The tool has the potential to provide knowledge and support to citizens going through a variety of court proceedings, which represent a challenging and stressful experience for many citizens.

SZCC's analysis of the YourCase tool is that it could be expanded and adapted for use in cases involving:

- **vulnerable user groups** who are unable to access individual support services;
- **complex and emotionally charged circumstances;**
- **victims of crime** who may or may not be required to attend court but may benefit from technology that keeps them apprised of the case and its outcomes;
- **multi-episode interactions** with the court and other administrative agencies;
- **situations that require complex document management** and/or evidence gathering with multiple appointments, deadlines and hearings/review dates; and/or
- **court matters where there is no single or accessible source of information** about the nature of the proceedings.

Portable is currently in discussion with several state government agencies, including senior government representatives in New South Wales and Queensland about the potential for a statewide roll-out of the tool in those jurisdictions.

Portable may wish to consider the applicability of expanding and adapting YourCase with additional jurisdictions and agencies including:

- Victorian Civil and Administrative Tribunal (VCAT) (e.g. guardianship, town planning, building and construction, disputes between tenants and landlords, owners corporations)
- WorkSafe

- Transport Accident Commission (TAC)
- Fair Work Commission
- Office of Public Prosecutions (OPP), specifically the Victims Strategy and Services Unit; and the Director of Public Prosecutions (DPP) (e.g. to streamline the support these agencies are currently providing to victims).

3. Conclusion

YourCase seeks to address an access to justice gap by developing a technological solution that provides a clear, step-by-step guide to support victim survivors navigating a complex system.

Our overall assessment is that all YourCase objectives have been exceeded/achieved or are on track for achievement with clear evidence of progress.

The design and pilot project activities have been delivered within scope and either on time or within an appropriate extended timeline as the project evolved, supported by management structures appropriate for the scale, scope and intended outcomes of the project. The pilot appears to be adequately managed, with positive responses to the management and structure of the design and pilot, and tool itself, from users, partners and stakeholders.

A range of learnings and lessons have emerged during the pilot phase relating to: referral pathways, content and feature updates, and the sustainability and application of YourCase after the initial grant period.

4. Appendices

4.1 Appendix 1 YourCase Define Report

The YourCase Define Report outlines the users and their needs, design brief and product objectives. This report assesses the product against these objectives. The report is available in PDF below and online at <https://portable-reports.s3-ap-southeast-2.amazonaws.com/YourCase-Define-Report.pdf>.



Define Report.pdf

4.2 Appendix 2 About YourCase

4.2.1 Objectives

Your Case was designed to serve as a ‘crash course’ in courts, law and rights for Family Violence Intervention Order applicants.

The overarching aim of YourCase is to make it easier for FVIO applicants to navigate the legal system.

The objectives of the tool are to:

- demystify the legal process;
- get people ‘court ready’ and help them feel more prepared, less confused, less anxious, more empowered; and more confident;
- walk people through the family violence intervention order process (the steps to taking out an FVIO in the Magistrates’ Court in Victoria,) so that they know what to expect.

4.2.2 Assumptions

The YourCase pilot version prototype is informed by a set of assumptions including that:

- many court users have a negative experience and that the ‘...process can be intimidating, confusing and unsafe’¹⁶;
- people who experience family violence are often unfamiliar with courts and do not know what to expect;
- following the hearing, users don’t necessarily know what the outcome means or what they need to do next;

¹⁶ State of Victoria, Royal Commission into Family Violence: Summary and recommendations, Parl Paper No 132 (2014–16), pg 121.

- while there are existing support services available, staff are not able to meet demand nor provide specific, ongoing support pre, during and post hearing; and that:
- although information already exists online, it is often long, full of jargon and spread across multiple sources.

4.2.3 Features

The YourCase tool supports FVIO applicants to set up and log into a secure, personal account. The tool allows users to:

- set reminders for appointments, deadlines and court dates;
- collect and store information, including evidence and important documents;
- find out about the court they are attending, including how to get there, where to park and court facilities;
- manage multiple court proceedings, at once;
- track and navigate the progress of their court proceeding/s; and
- understand their rights, what to expect, and what the process involves, with greater confidence.

4.2.4 Visuals

The below visuals, created during the design phase, provide a sample of the YourCase design and features.

< Back

Quick Exit

No one deserves to go through violence.

You are probably feeling scared and unsure of what will happen and how to prepare.

I have been through the process and used my experience to design this app with content I wish I knew at the time. Hopefully this app will help make your experience easier.

Nicole Lee - survivor advocate - co-designed the app

If you're scared for your safety at any time, please call **000** immediately.

You can access support at any time by calling **1800 RESPECT**.

Next

Figure 6 First logon welcome message

yourcase Log in Sign up

Your personal guide to court

YourCase is an online tool to help you prepare for court. It provides simple information about every stage of your court journey — from the lead up to a hearing until after a decision has been made. It's simple, secure and free for you to use.

Sign up

Know what to expect
Learn about what happens at court, what you need to do at each step and what the outcomes may be.

Stay organised
Keep track of your hearings, store documents and set reminders.

Get to know your court
Find out about the court you're attending, including how to get there, where to park and court facilities.

Figure 7 Website and account creation page

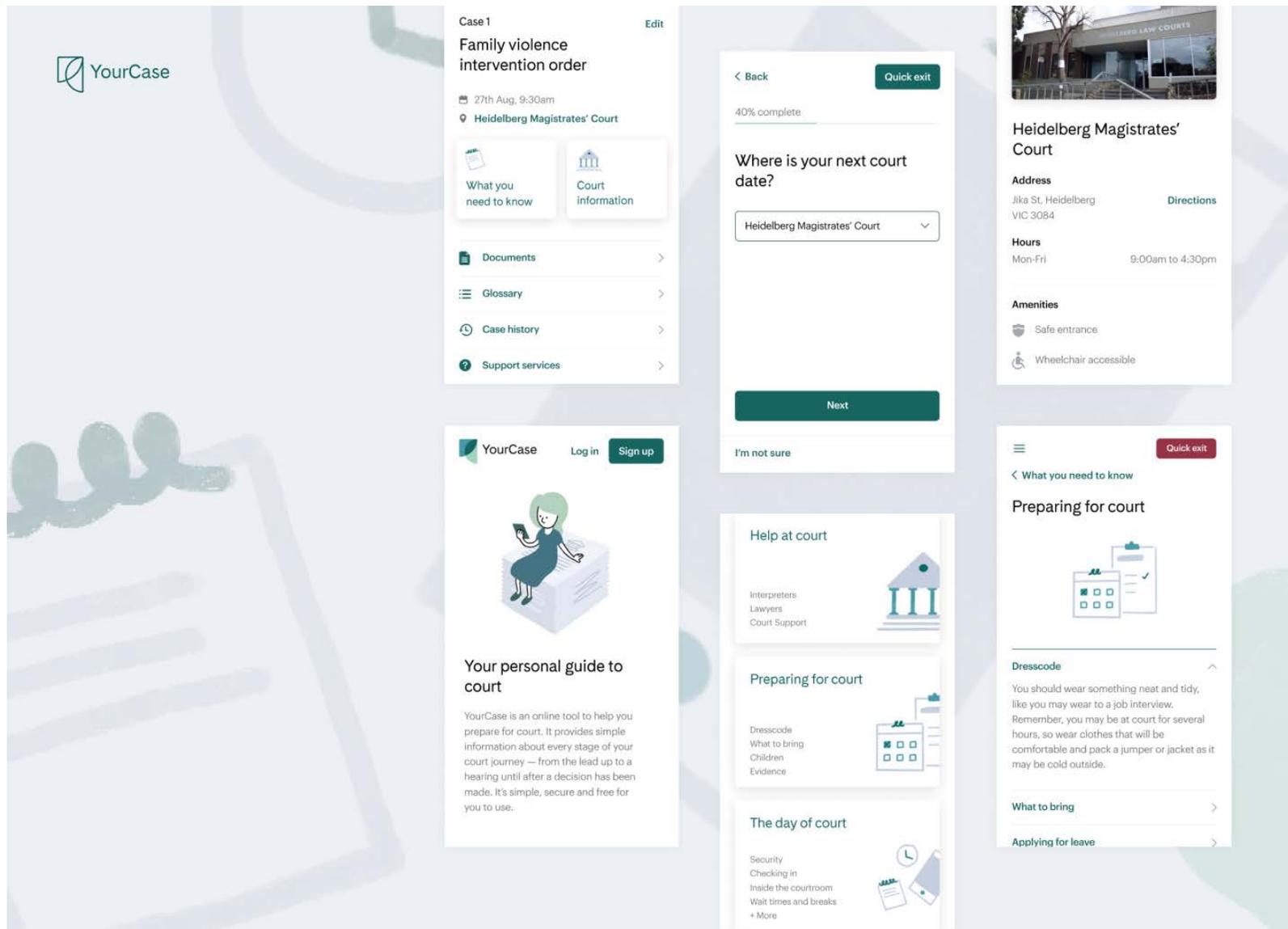


Figure 8 Sample content pages

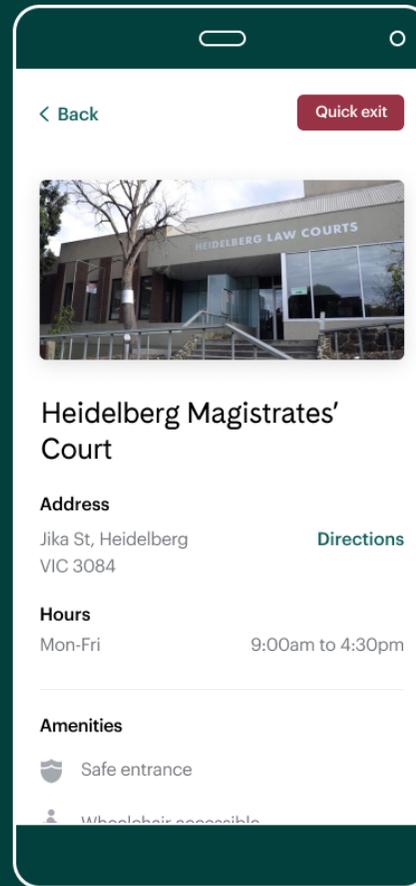
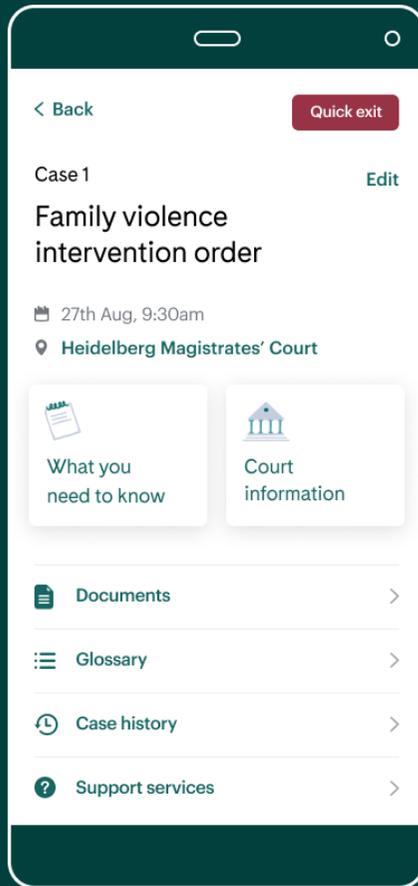


Figure 9 YourCase Navigational parent menu - Case 1



Figure 10 YourCase co-design process with victim survivor and advocate, Nicole Lee

4.3 Appendix 3 Data collection

Table 9 below outlines the data collection activities that contributed to the evaluation—including detail on the methods, target group, responsibility, focus and timing.

Table 9 Data collection activities

Activity	Indicative date	Responsibility	Target group	Focus
User data	ASAP following pilot	SZCC Evaluator	Portable System users	Responses to user evaluation questions Data from google analytics to map user journey Technical support requests and resolutions
Interviews and Self reports	June 2020	SZCC Evaluator	Relevant Portable staff	SZCC Evaluator to interview Portable employees involved in YourCase development and pilot
Document review	June 2020	SZCC Evaluator	Relevant Portable staff Victoria Police	Review of YourCase collateral and documents Program management records and reporting data Pilot milestones and achievements List of interventions with and feedback from stakeholders
Presentation of findings	One month following pilot	SZCC Evaluator	Portable Victoria Police VGPSIF	A report with appendices is the anticipated final outcome of the evaluation