Inner Works Counselling

CITS5206 Project Group 5

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Table of Contents

Abbreviations

➢ *"Inner Works Counselling"* (hereinafter – **the website**)

Project overview

The goal of this project is to develop a professional and user-friendly website for Lita Oakes. The website will serve as a platform to showcase Lita Oakes's counseling services, share insightful articles, and allow clients to book appointments seamlessly. Lita Oakes's clients are individuals seeking counseling services for post-separation and divorce, low self-esteem, grief and loss, anxiety, and weight loss.

Project Scope

Home page provides a comprehensive overview of Lita Oakes's services, background, and contact information.
- Introduction to Lita Oakes and her expertise.
- Detailed description of services offered.
- Contact information including phone number, email, and physical address.
- Links to social media profiles.
- A visually appealing and easy-to-navigate layout.

Resources (blog) create a space where Lita Oakes can share her thoughts, insights, and expertise with her audience.
- A blog section accessible via the main navigation menu.
- An admin panel for Lita Oakes to easily create, edit, and publish articles.
- Search functionality to find specific articles.

Book an appointment provides a convenient and efficient way for clients to schedule appointments with Lita Oakes.
- An online booking form integrated into the website.
- Calendar view to select available dates and times.
- Automated email confirmations and reminders.
- Option for clients to reschedule or cancel appointments.
- Secure and user-friendly interface.

Stakeholders

1. **Clients** are individuals seeking counseling services for post-separation and divorce, low self-esteem, grief and loss, anxiety, and weight loss.
2. **Professional counselor** provides the services for post-separation and divorce, low self-esteem, grief and loss, anxiety, and weight loss.

3. **Website administrators** manage and update website content, ensuring it is current and accurate. They create and publish blog posts to engage visitors. Additionally, they oversee the appointment booking system, maintaining its functionality.
4. **Business analyst** is responsible for understanding Lita Oakes's requirements, translating them into functional specifications for the web development team, and ensuring that the final product meets Lita Oakes's needs.
5. **Web developers** create the website layout, structure, and functionality, ensuring it is user-friendly and responsive. They integrate features like the booking system and content management tools. Their work ensures the website is visually appealing, functional, and optimized for performance.

Timeline

Week 1: Project Kickoff
Establish goals, define scope, and assemble the project team.

Weeks 2-3: Planning and Design Phase
Develop the project plan, establish a timeline, and allocate resources.
Initiate design work, review, and finalize project specifications.

Week 4: Development Begins
Commence the development process and set up the development environment.
First Deliverable: WebAdmin Module, User Management, and HomePage.

Week 5: Development Continues
Second Deliverable: Booking Management System.
Complete Sprint 1.

Week 6: Development Progresses
Third Deliverable: Content Management System.

Week 7: Development Advances
Fourth Deliverable: Chat Management System.
Complete Sprint 2.

Week 8-9: Testing, Review, and Launch

Conduct testing and revisions.
Perform the final review.
Launch the project and close the MVP phase with training and documentation delivery.

Requirements

User stories

Clients

1. As a client, I want to view information about counseling services on the home page, so I can understand what is offered.
2. As a client, I want to learn about the counselors on the home page, so I can feel comfortable with who will be providing my counseling.
3. As a client, I want to find contact information easily, so I can reach out for more details or inquiries.
4. As a client, I want to read articles on various counseling topics, so I can gain insights and advice.
5. As a client, I want to search for specific articles, so I can find information relevant to my needs.
6. As a client, I want to book an appointment online, so I can conveniently schedule a session.
7. As a client, I want to receive a confirmation email after booking an appointment, so I know it was successful.
8. As a client, I want to reschedule or cancel my appointment online, so I can manage my time better.
9. As a client, I want to access an online chat feature, so I can quickly get answers to my questions about the services.

Professional counselor

1. As a counselor, I want to view my schedule, so I can prepare for my appointments.
2. As a counselor, I want to update my availability, so clients can book sessions accordingly.
3. As a counselor, I want to post articles on the blog, so I can share my expertise and advice.
4. As a counselor, I want to edit my blog posts, so I can keep the information current.
5. As a counselor, I want to receive notifications of new appointments, so I can plan my day.

Website administrators

1. As a website administrator, I want to update the website content, so it remains relevant and accurate.
2. As a website administrator, I want to publish new blog posts, so I can engage visitors with fresh content.
3. As a website administrator, I want to manage user accounts, so I can ensure security and proper access.
4. As a website administrator, I want to manage the appointment booking system, so it functions smoothly for clients and counselors.
5. As a website administrator, I want to manage SEO settings, so the website ranks well in search engines.

Business analyst
1. As a business analyst, I want to gather and document Lita Oakes's counseling services, so that I can create accurate functional specifications for the web development team.
2. As a business analyst, I want to translate Lita Oakes's requirements into clear and detailed functional specifications, so that the web development team can develop the website according to her needs.
3. As a business analyst, I want to verify that the final product meets Lita Oakes's requirements, so that she is satisfied with the website's functionality and usability.

Web developers
1. As a web developer, I want to design a responsive website layout, so it looks good on all devices.
2. As a web developer, I want to implement a secure login system, so user data is protected.
3. As a web developer, I want to integrate a user-friendly appointment booking system, so clients can easily schedule sessions.
4. As a web developer, I want to create an intuitive admin panel, so administrators can manage content efficiently.
5. As a web developer, I want to optimize website performance, so it loads quickly for users.
6. As a web developer, I want to set up a content management system, so blog posts can be easily created and edited.
7. As a web developer, I want to test the website thoroughly, so it is free of bugs and issues.
8. As a web developer, I want to provide documentation and support, so the website can be maintained effectively by the admin team.

Functional requirements

Home page
1. The home page should provide an overview of Lita Oakes's services, background, and contact information.
2. The home page should include an introduction to Lita Oakes and her expertise.
3. The home page should have a detailed description of the services offered.
4. The home page should display contact information, including phone number, email, and physical address.
5. The home page should include links to social media profiles.
6. The home page should have a visually appealing and easy-to-navigate layout.

Resources (blog)
1. A blog section should be accessible via the main navigation menu.
2. An admin panel should be available for Lita Oakes to create, edit, and publish articles.
3. The blog section should include a search functionality to find specific articles.

Book an appointment
1. An online booking form should be integrated into the website.
2. A calendar view should be available for clients to select available dates and times.
3. The system should send automated email confirmations.
4. The booking interface should be secure and user-friendly.

Non-functional requirements

Performance
1. The website should load within 3 seconds on both desktop and mobile devices.
2. The website should handle at least 100 concurrent users without performance degradation.

Usability
1. The website should be responsive and accessible on various devices (desktops, tablets, and smartphones).
2. The navigation should be intuitive, with clear labels and a logical structure.

Security

1. The website should implement SSL/TLS to encrypt all data transmitted between clients and the server.
2. The admin login system should be secure, using strong password policies and protecting against common vulnerabilities (e.g., SQL injection, XSS).

Reliability

1. The website should have an uptime of 99.9%, with appropriate measures in place for backup and disaster recovery.
2. The booking system should be reliable, ensuring that appointment data is accurately recorded and retrievable.

Maintainability

1. The codebase should be well-documented, allowing for easy updates and modifications by developers.
2. The content management system should be user-friendly, enabling non-technical administrators to update content without needing technical support.

Scalability

1. The website architecture should be designed to scale horizontally to accommodate future growth in user traffic and data volume.

Interview questions (Lita Oakes)

1. What do you want us to add, move, or modify from the prototype? Do you like it?
2. What will happen if someone clicks on the "Get Free Wellbeing Tips" button? o A form will appear with the text "Fill in your email to get Free Wellbeing Tips", a field labeled "Email", and a button labeled "Get".
3. Would you like to have an email list with people who signed up for the Free Wellbeing Tips?
4. About Page: Should we include the mission, vision, or history of the company? Staff details?
5. Would you like to have separate pages or pop-up forms for each service with detailed information and images?
6. Would you like to have a search field for clients to find resources they are interested in?
7. What will a resource consist of? Text, images, videos?

8. Would you like to have a Share button to easily share your resources on social media?
9. What fields should be included in the contact form on the Contacts page? Name, Email, Phone, Message?
10. If someone writes to you using the contact form, would you like to collect the email, or is it sufficient to just send the message to your email?
11. What social media links should we put on your website?
12. Would you like to have automatic responses in the online chat?
13. Would you like to have meetings with us where we provide updates on the current stage of the project, or are messages on WhatsApp sufficient? How often would you like to hear from us?

The interview result (Lita Oakes)

Meeting time and place
03 August 2024
9 a.m.
The Teams meeting

Participants
Lita Oakes, Tong Lan, Kazi Imran, Luna Zhang, Raul Poma Astete, Konstantin Tagintsev.

The interview answers
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11.

Additional information
- The ability to book an appointment from any page.

- Button "Get Free Wellbeing Tips" on the Home page. It should also be on the "Services" section.
- Lita Oakes has experience with WordPress.
- Website colours: Pale Pink: E7E7E7FC. Pale Blue: E1FBFF.
- Colour Code: BLUE #0C49A4 R - 12 G - 73 B - 164 C - 99 M - 82 Y - 0 K - 0 TEAL #73D9E8 R - 115 G - 217 B - 232 C - 48 M - 0 Y - 11 K – 0.
- Font: Montserrat – Bold. Montserrat – Regular. Montserrat – Semi-Bold.

UML use case diagram

Book Appointment

Getting Notification

Search Articals

Read Article

Client

Chat Online

Get Free Wellbeing Tips

Manage Website Content

Manage Booking Appointments

Create Article

Edit Article

Counselor/
Administrator

Delete Article

Log In

Getting Notification

Inner Works Counselling
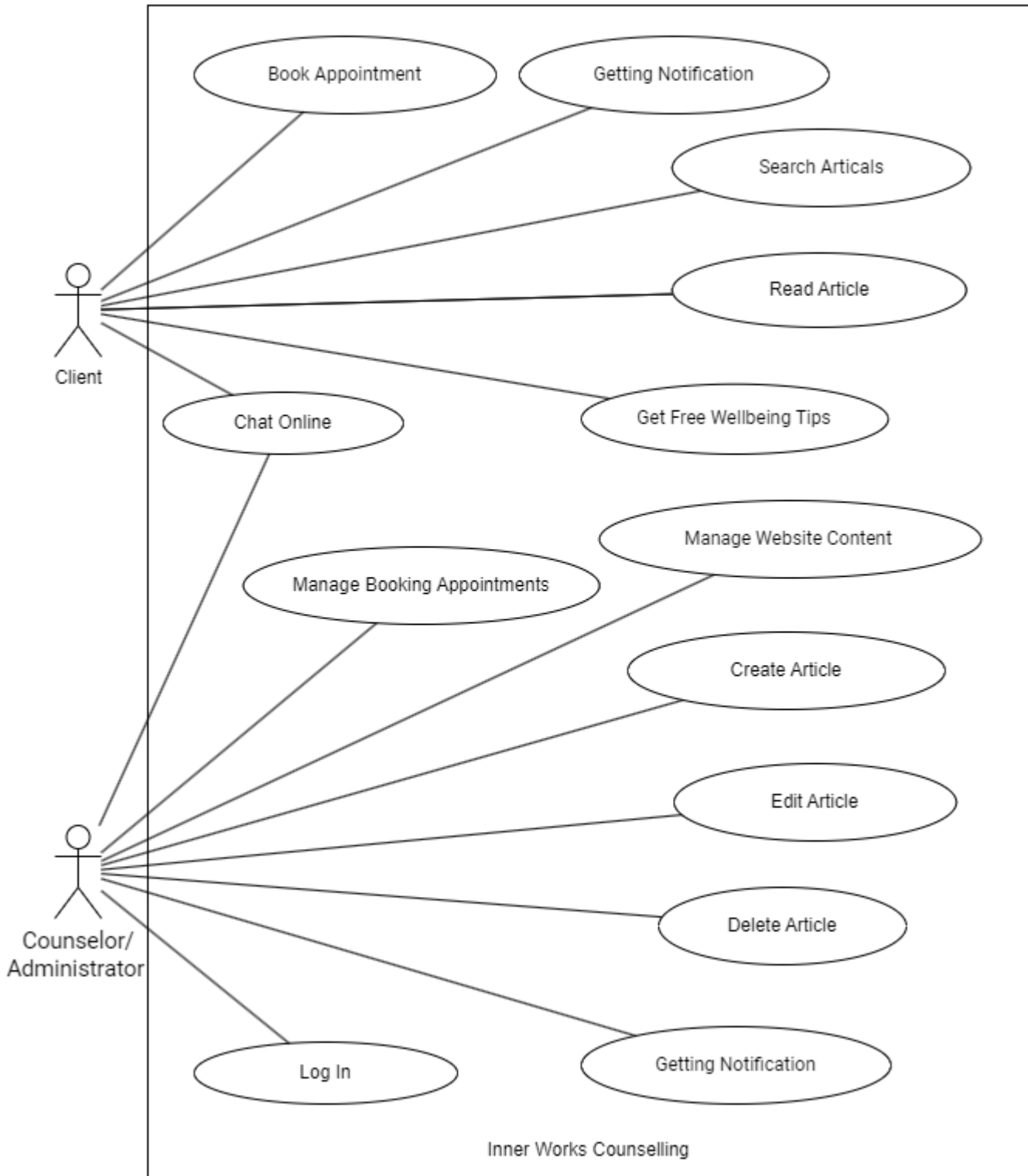
Prototype

Home page

about   services   resources   contacts   **Book Now**

home / about

Meet Lita, Your Counsellor

Accredited Counsellor
Lita Oakes

If you're facing challenges such as post-separation and divorce, grief and loss, weight management, low self-esteem, or anxiety, Lita is here to guide you through these difficult times.

Experience You Can Trust

With over 39 years in the allied health field and as a dedicated member of the Australian Counselling Association, Lita offers a wealth of knowledge and experience to her counselling practice. She understands the complexities of the human experience and is ready to help you navigate your personal challenges.

A Supportive Environment

Your comfort and trust are paramount. Lita provides a warm, empathetic, and non-judgmental space where you can freely explore your thoughts, feelings, and behaviors. Together, you'll work towards achieving your personal goals and improving your well-being.

Get Free Wellbeing Tips   **Book Appointment Now**

Contacts

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✉ admin@innerworkscounselling.com.au
🌐 innerworkscounselling.com.au

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Rebuilding Your Life After Separation: ...

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Services page

INNER WORKS

about   services   resources   contacts   **Book Now**

home / services

Services

Post Separation and Divorce

Navigating the complex emotions and practical challenges during this difficult time can be overwhelming. It's natural to feel sadness, anger, confusion, and uncertainty. Managing changes in living arrangements, financial issues, and co-parenting responsibilities can be daunting, but you can emerge stronger and more resilient.

Low Self-Esteem

Many people struggle with self-doubt and low self-worth, affecting their relationships, work, and quality of life. We'll explore the roots of low self-esteem, challenge negative self-talk, and develop strategies for building confidence and self-compassion. You deserve to feel good about yourself and live a fulfilling lif - don't let low self-esteem hold you back.

Grief and Loss

Grief and loss are challenging experiences. Whether mourning a loved one, the end of a relationship, or another significant loss, feeling overwhelmed is normal. With guidance, you can process your grief, explore coping strategies, and find meaning. Remember, grief is unique and personal, with no right or wrong way to navigate it.

Anxiety

Anxiety, marked by constant worry and fear, can disrupt daily life and relationships. We'll explore your triggers, learn coping strategies, and develop skills to manage anxiety. You don't have to live in constant fear - help is available.

Weight Loss

Navigating the factors contributing to weight gain can be challenging. You'll explore the root causes, develop healthy coping strategies, and create a sustainable plan. Weight loss requires patience, self-compassion, and perseverance - you're not alone. It's about developing a healthy relationship with food, exercise, and your body, not just shedding kilograms.

Get Free Wellbeing Tips   **Book Appointment Now**

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Latest publications

Navigating the Emotional and Practica...

From Heartbreak to Healing: Overcomi...

Thriving After Divorce: Managing Livin...

Rebuilding Your Life After Separation: ...

@2024 by Lita Oakes, Dip.Couns.

Resources (articles) page

home / resources / artical   29/07/2029

Navigating the Emotional and Practical Challenges Post-Separation: Building Resilience During Divorce

Navigating the complex emotions and practical challenges during this difficult time can be overwhelming.

It's natural to feel sadness, anger, confusion, and uncertainty.

Managing changes in living arrangements, financial issues, and co-parenting responsibilities can be daunting, but you can emerge stronger and more resilient.

Anxiety, marked by constant worry and fear, can disrupt daily life and relationships. We'll explore your triggers, learn coping strategies, and develop skills to manage anxiety. You don't have to live in constant fear - help is available.

Many people struggle with self-doubt and low self-worth, affecting their relationships, work, and quality of life. We'll explore the roots of low self-esteem, challenge negative self-talk, and develop strategies for building confidence and self-compassion. You deserve to feel good about yourself and live a fulfilling lif - don't let low self-esteem hold you back.

Get Free Wellbeing Tips   **Book Appointment Now**

Artical – Footer

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Contacts page

The website