**Interview 1**

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(0:08 - 0:36)

So the first question is, where did you immigrate from? I am an Indian citizen, I immigrated from India in 2018. How long have you been living in this country? It is around about six years I've been living in Australia. What was the primary reason for your immigration? For student, so I wanted to do my master's so I migrated to Australia to complete my master's in IT.

(0:37 - 1:08)

How often have you traveled within the country you have moved to? Mostly monthly, so in one time each month I go to one of new places in the country to explore. What type of places do you usually visit like tourist place, local attractions, cultural sites? So I usually visit tourist place because Australia is a beautiful country and it has very natural beauty. So I usually tend to visit that.

(1:09 - 1:36)

Do you travel alone with friends or family? I usually travel with my friends. What type of cultural experiences are you interested in? I like Australian cuisine and the mixed cuisine, multicultural cuisine which it adds. So I like food and then some historical sites and all.

(1:38 - 2:30)

How important is it for you to connect with people from your home country while traveling? Not that much important but it adds, means traveling along with friends from same area it adds more interest. Do you face language barriers while traveling? Not often but sometimes we do face while traveling to regional area but not in the city because Australia is quite multicultural. Is it just for the one particular language or like the accent which is the language barrier sometimes? It's typically based on accent because people are from different countries and with different culture and their accent is different.

(2:31 - 3:31)

So sometimes it's difficult for us coming from third country to able to understand their accent. How do you usually overcome language challenges when navigating or interacting with locals? Usually we try to be patient and try to understand what they are telling us and if we are not able to understand we again ask them. Do you rely on any specific resources like websites, applications, local contacts to ensure your safety while traveling? Usually I rely on Google Maps and other thing is the social media I just check regarding the place and the things which we can explore during our trip there and so we get a good review from there.

(3:32 - 4:20)

Would you prefer an application that offers safety tips or alerts specific to the area you are visiting? Certainly safety features and safety alert is one of the priority when visiting a new place. Would you be interested in connecting with other immigrants through the app for shared travel experiences? Yes sure I would like to connect with other people from all around the world and travel with them. How valuable would you find a community based feature where users can share tips, reviews or recommendations? Very valuable because it gives the insight about the place we are visiting, the expectations and the cost it will cost.

(4:23 - 5:32)

How comfortable are you with exploring new places in a country you are still adapting to? Moderately comfortable I can say because sometimes we travel to forest and all which we have no idea what new troubles or danger we are facing. Is it mainly because of the diversified, I mean the animals maybe? It depends on the location, it depends on the ecosystem because we are new to this location and ecosystem so we are not yet adapted to that so we are just getting along with that. What navigation tools or apps do you currently use? I usually use Google Maps, Apple Maps or go to Google and just take the review of the particular place.

(5:33 - 6:17)

Do you find it easy to navigate using these tools in your new country? Yes, it is quite a reliable source. Does it give false information sometimes or leads to a different location? Yeah, it does sometimes but that is the back and parcel of using Google. How do you typically travel within the city? Like public transportation, driving, biking? Yeah, within the city I use public transportation like bus and train because we don't get parking for our personal vehicles so I prefer that and currently it is good.

(6:18 - 6:57)

What difficulties do you encounter while using local transportation? Only difficulty I encounter while using local transportation is the timing. So it takes a very long time to reach the destination when you are using local time and the local transport sometimes are not at par at schedule so they are delayed and we are not able to visit some of the places at the right time because of we using local transport. In fact, if we were using our personal transport then it would have been quite easier but we don't have parking and all.

(7:01 - 8:21)

Regarding the safety and security concerns, what are your main concerns regarding safety when traveling in your new country? Regarding safety and security there is one thing that is that it is safe for kids, friends and all type of friends and other thing for safety is when it does it have sanitation, does it have toilets and all in nearby area. Have you faced any safety related issues while traveling? If so, how did you handle them? Not yet but yeah. What kind of travel information would you find most useful? Example, cultural etiquette, emergency contacts, public transport? Yeah, like I said I would like to have the review of the place, then a way to go to the public transport and how to travel using public transport, idea about where the nearest toilet and food courts are.

(8:24 - 8:59)

Would you like the app to provide suggestions for culturally significant sites, local eateries or immigrant services? Yes, I would like to have that. Would you prefer personalized recommendations based on your preferences and previous travel history? Yes. How important is it for you to receive notifications or updates about events, places or offers that might interest you? Somewhat important if a new thing is happening in the city and I get the notification, I would be happy to know about that and pre-book it.

(9:02 - 9:46)

How prior would you like to have it notified for you? Probably a month prior at least so that I can adjust my schedule and visit the particular event or whatever the issue is. Would you prefer the app to be available in your native language? English is good but if there are options for other languages then I would like to have that as well. How helpful would you find a feature that translates signs, menus or local information? Very helpful.

(9:50 - 10:33)

What are some of the pain points you experience with existing travel apps? With the existing travel app, we get to know how much time it will take for the place, the traffic and all. But other thing which I would like is what is the condition there like how is the weather and all. If we are visiting currently some of the natural forest and all or we are going for trekking or if we are visiting a place like a museum and all then I would like to know is it a rush time, what is the rush time, how many, is it taking long to get past the queue and all.

(10:36 - 11:36)

What features do you wish travel apps had to better cater to new immigrants? Maybe adding a language of the immigrants specific and also the cost of the travel because most of the immigrants are on a specific budget to travel. And if the particular place is exceeding that budget then they can figure out other source or other entertainment. Is there anything else you would like a travel app to offer that would make your experience as a new immigrant more enjoyable? I would like to have the app to fun fact or historical facts about that particular place and maybe some links to know about that, some videos if possible.

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