

Declaration

I, Dongyi Wang, declare that this assignment, titled Design Report is my own original work and has not been copied from any other source except where explicitly acknowledged. I have not engaged in plagiarism, collusion, or any other form of academic misconduct in the preparation and submission of this assignment. All sources of information and data used in this assignment have been properly cited and referenced in accordance with the prescribed guidelines. I have not used unauthorized assistance in the preparation of this assignment and have not allowed any other student to copy my work. I am aware that any breach of academic integrity may result in disciplinary action as per the [policies of Monash University](#), which may include failing this assignment or the course, and further academic penalties.

Signature: ____Dongyi Wang____

Date: ____7/8/2025____





Github Check

Enter your Github details here.

Github Username <i>Enter your username here</i>	Eeyore6 https://github.com/Eeyore6/FIT5032.git
Repository Shared? <i>Have you started and shared your assignment repository with your tutor yet?</i>	Yes

Self-Evaluation

Rate your performance for each criteria. Put a  (tick) in the box where you think your work belongs.

Criteria	Exceeds Expectations	Meets Expectations	Needs Improvement	Fail to meet expectations
Executive Summary				
User Personas				
Sitemap				
Wireframes/Low-fidelity Prototype				

Section 1: Executive Summary

This project is a modern web application for a Melbourne not-for-profit (NFP) that supports **youth mental health and wellbeing**. The NFP wants to help young people and families find the right help, learn simple skills, and feel safe when using the website. The main objectives are: (1) give **clear and trusted information**, (2) guide users to **support services** online or nearby, (3) encourage **early help-seeking** with easy tools, and (4) protect **privacy and safety** for all users.

The **target audience** has three groups:

- **Young people (13–24)** who need quick answers and small actions they can try now.
- **Parents and carers** who want to understand signs, learn how to talk, and find youth services.
- **Schools and community groups** who need program information and simple resources.

The app will focus on four core features:

1. **Get Help Now** – a sticky bar with crisis numbers and chat links on every page.
2. **Self-Check** – a short questionnaire (3–5 minutes) that gives plain feedback and next steps.
3. **Service Finder** – search, filters, and a “near me” map to find free or low-cost support.
4. **My Space** – an optional account to save resources and track mood; users can export or delete their data.

We will build the app with **Vue 3** to meet the required stack (BR A.1) and use a responsive UI so it works well on phones and laptops (BR A.2). The site follows **WCAG 2.1 AA** practices for contrast, keyboard access, and screen-reader cues (BR E.3). Hosting will be on a modern cloud platform with HTTPS/CDN (BR D.4).

We studied three Australian leaders: **Headspace** ([Headspace, 2025a](#)), **Beyond Blue** ([Beyond Blue, 2025](#)), and **ReachOut** ([Reachout, 2023](#)). Shared patterns we adopt are a clear urgent-help area, **audience-led navigation**, and **topic chips** for quick filtering (BR A.2, BR B.2, BR E.3). From Headspace we adapt a **role toggle** and “Find a centre” flow (BR E.2). From Beyond Blue we bring **Self-Check** as a key CTA with simple follow-up (BR B.1, BR B.2, BR D.2). From ReachOut we add **self-guided tools** and a friendly youth tone (BR B.2, BR C.3).


We will measure success by: number of completed self-checks, clicks to support services, returns to saved items, and “helpfulness” ratings on content.

Section 2: User Personas

The user personas I created were using Figma, here is the link:

<https://www.figma.com/design/hwzbc9ZDIke7zbwLCnpGVD/User-Persona-Template--Community-?node-id=0-1&t=qXAHqgl8pKDelf1B-1>

Mike



AGE	16
EDUCATION	Year 10 Student
STATUS	Single
OCCUPATION	Student
LOCATION	Melbourne
TECH LITERATE	Low

“ I tried to find some useful content, but the complexity of the content made me unsure how to proceed.

Personality

Introvert

Bio

Lives in Melbourne with parents and a younger sister.
Uses a budget Android phone; mostly browses at night.
School workload is heavy during exam weeks.

Core needs

- Lower study stress and manage worry before exams.
- Sleep better and focus longer during homework.
- Find short tips he can try now (3–5 minutes).
- Read clear, friendly content that is easy on mobile.
- Keep his searches private.

Frustrations

- Afraid someone will see his mental health searches.
- Hard to know the “next step” after reading.
- Many sites have long articles and complex menus.
- Not sure which advice is true or safe.
- Slow pages and heavy images use too much data.

How the Web app will address his needs

- Get Help Now bar is always visible for urgent support (call/chat).
- Self-Check (6–8 questions) gives a short summary and 2–3 next steps.
- Tools & Activities: quick breathing timer, focus timer, simple sleep routine.
- Topic chips (Anxiety, Study, Sleep) filter content with one tap.
- Save without account (local storage) or use My Space for mood log and bookmarks.

Meimei Han



AGE	20
EDUCATION	First-year International University
STATUS	Single
OCCUPATION	Student
LOCATION	Melbourne
TECH LITERATE	High

“ I tried to consult some nearby doctors, but the lack of a detailed cost breakdown was daunting.

Personality

Extrovert

Bio

From China; studies business in Melbourne.
Lives in share house; part-time job; budget is tight.
Uses both phone and laptop; English level is medium.

Core needs

- Find free or low-cost counselling or youth services.
- Understand how to book a GP or counsellor and what to say.
- Learn simple coping tools in simple English.
- Know what data is collected and how to control it.
- Prefer services that offer language options.

Frustrations

- Many health sites use complex language and confusing steps.
- Unsure about Medicare, billing, and wait times.
- Hard to see which services are for young people.
- Feels anxious about sharing personal data online.
- Too many options; does not know where to start.

How the Web app will address his needs

- Service Finder with clear filters: price (free/low), type (online/in-person), language, age.
- Map "near me" with distance and opening hours; one click to directions.
- Plain-English guides: "Book a GP," "First session: what to expect," "About Medicare/billing."
- My Space: save resources, track mood (1-5), export or delete data anytime.
- Privacy page in simple language; shows exactly what we store and why.

Wendy Hudson



AGE	45
EDUCATION	Bachelor
STATUS	Married
OCCUPATION	parent/carer
LOCATION	Sydney
TECH LITERATE	Medium

“ I'm trying to communicate with my child, but the information I can find doesn't allow me to understand what the situation is.

Personality

Introvert

Bio

Works full-time; lives with partner and 15-year-old son.
Uses desktop at work and iPad at home.
Wants reliable, non-judgmental information.

Core needs

- Learn the early signs of anxiety/depression in teens.
- Learn how to start a supportive talk with her son.
- Find youth-appropriate services close to home.
- Get a simple plan or checklist to bring to the GP or school.
- Needs readable text and clear buttons.

Frustrations

- Medical jargon is hard to understand.
- Service directories do not explain what will happen in an appointment.
- Unsure about cost, wait times, and accessibility options.
- Small text and low contrast make pages hard to read.
- Many pages do not say which advice fits teenagers.

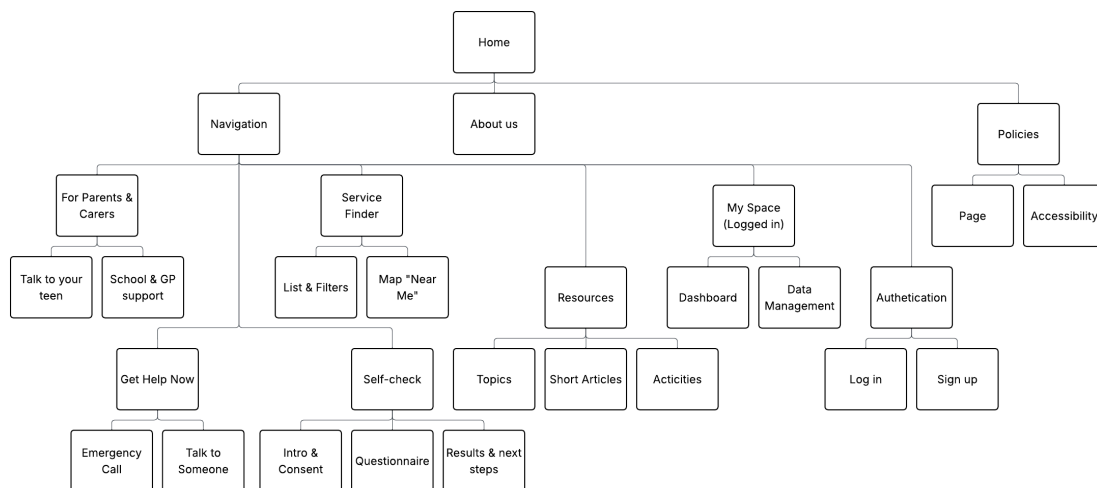
How the Web app will address his needs

- Parent & Carer Hub with short guides: signs to watch, how to talk, support at school.
- Service Finder shows an interactive list with tags (youth, free, online, disability access).
- Service details page explains "what to expect," cost, wait time, languages, and accessibility.
- Exportable plan/checklist (PDF/CSV) to take to GP or school meetings.
- Readable design: large buttons, high contrast, clear headings, keyboard focus.

Section 3: Sitemap

Lucidchart URL:

https://lucid.app/lucidchart/e6f9bcc1-2166-4be2-be9f-146e98e520fd/edit?viewport_loc=-526%2C-8%2C3390%2C1546%2C0_0&invitationId=inv_53f6e74d-77d8-4e66-9a25-f90f8d41c292



Global (always visible):

- Home: Landing page with quick paths to the 3 top tasks: Self-Check, Get Help, Service Finder. It also shows the toggles (young person / parent).
- Navigation: Same on every page. Shows logo, menu, search, role toggle, and a clear Get Help Now button. Helps users never feel lost and reduces clicks.
- About us: Builds trust. Shows who the NFP is, mission, team, partners, and contact. Users can check this any time without leaving their current task.
- Policies : For transparency and safety.

Navigation Bar:

- Get Help Now: Emergency and urgent help shown at the top of all pages, clear instruction on desktop. Talk to Someone: fast links to Lifeline, Kids Helpline, online chat. Reason: safety first; no one should search through menus during an emergency.
- Self-check: A short, gentle screen to reflect and choose next steps. Intro & Consent: explains it is not a diagnosis; user ticks consent. Questionnaire: 6–8 required questions with simple wording and inline errors. Results & next steps: plain feedback + 2–3 actions (tools, articles, services); option to email or download a small summary.
- Service Finder: Helps users locate the right support quickly. List & Filters: search + filters (free/low cost, online/in-person, language, age). Sort by distance or relevance. Map “Near Me”: asks for location and shows details about the nearest GP or service center.
- Resources: A simple library in youth-friendly language. Topics: chips like Anxiety, Sleep, Study; one tap filters the list. Short Articles: 2–4 minute reads with clear next steps. Activities: quick tools (breathing timer, grounding, journaling) that users can do now.

- For Parents & Carers: A focused hub for Wendy-type users. Short guides: signs to watch, how to start a talk, school/GP pathways, and printable checklists.
- My Space (Logged in): Optional account for saving and simple tracking. Dashboard: mood quick-log (1–5) and saved items (articles/services). Data Management: Export or Delete my data at any time; clear privacy note.
- Authentication: Log in: email + password, with inline errors. Sign up: email, password, and consent; explains what is stored and how to remove it.

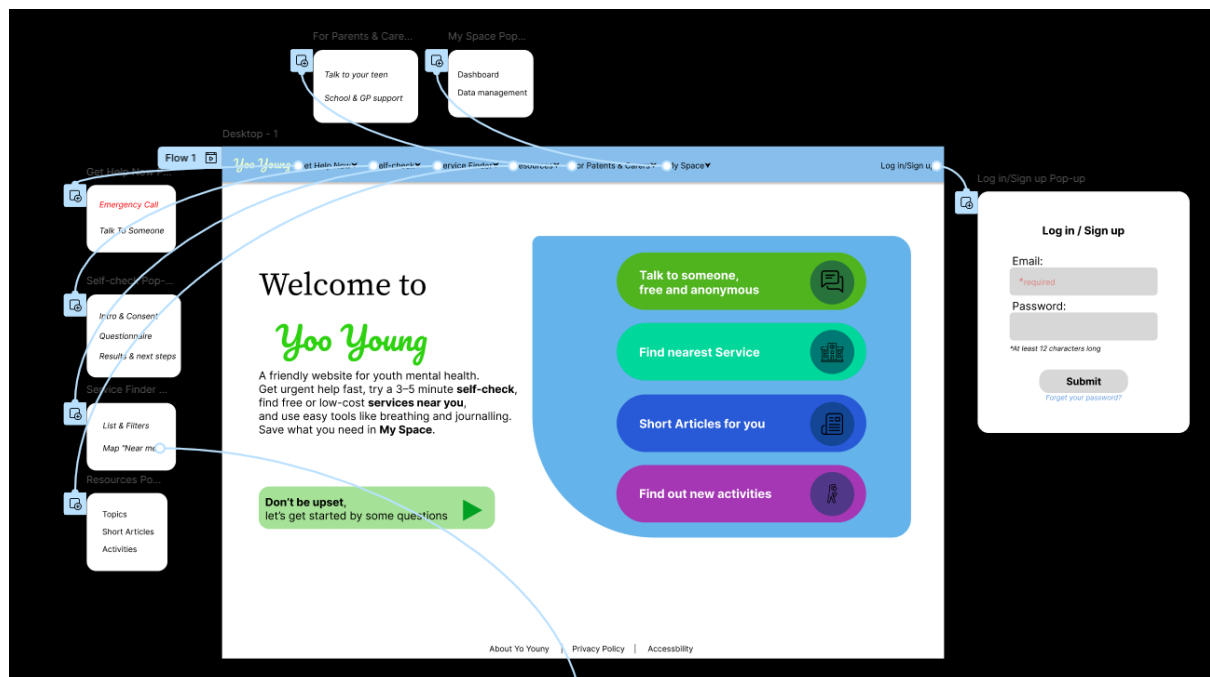
Section 4: Wireframes/Low-fidelity prototype

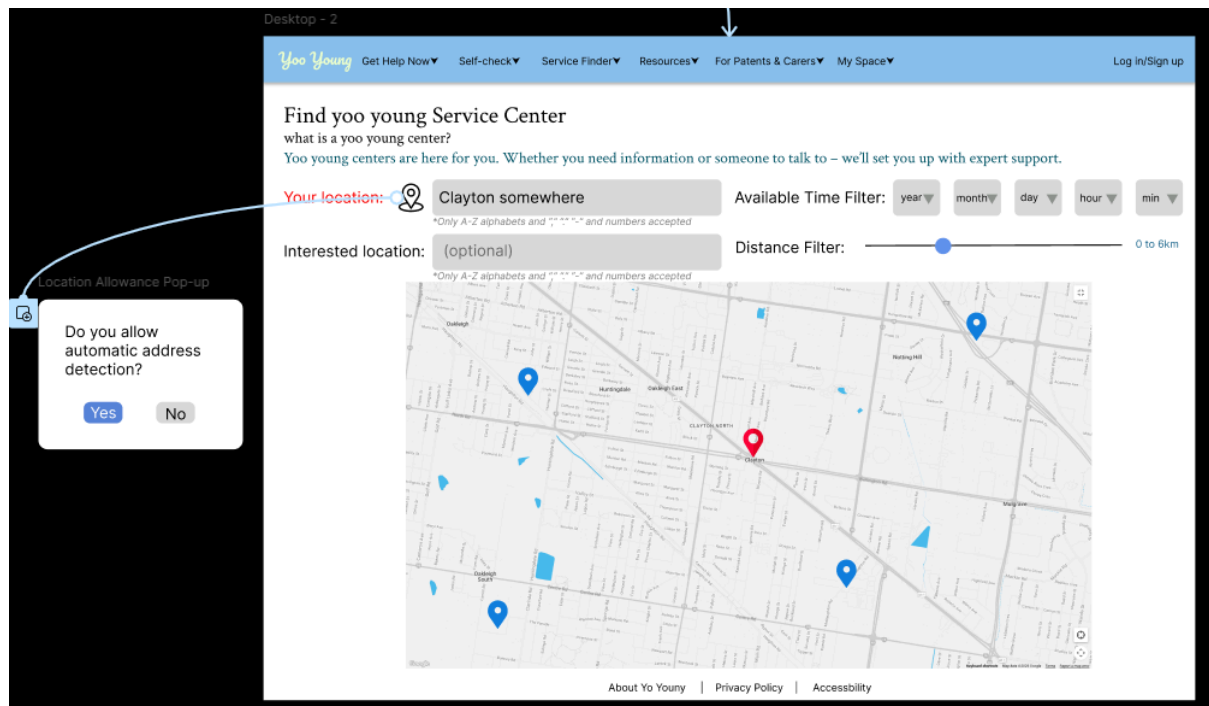
For the prototype, I currently use “Yoo young” as the website name. The prototype was completed in Figma, here is the URL:

<https://www.figma.com/design/uRPyLQ5f74eaPCVjYYV40d/A1.1-Low-fidelity-prototype?t=jaW1Nb5pZGENsi6m-1>

Figma demo URL (You can interact with some elements that highlighted, such as navigation bar) :

<https://www.figma.com/proto/uRPyLQ5f74eaPCVjYYV40d/A1.1-Low-fidelity-prototype?t=VZczbPO2lPlIn68J-1&scaling=min-zoom&content-scaling=fixed&page-id=0%3A1&node-id=1-65&starting-point-node-id=1%3A65>





BR (B.1) — Validations

1) Password validation (Sign up / Log in)

Where: Auth → Sign up form (and hints on Log in).

2) Location input validation (Service Finder)

Where: Service Finder → Interested location input (also used when the user denies auto-detect).

BR (E.2) — Geo Location

1) Search for interested places (keywords + location)

Search box lets users enter a service type or keyword (e.g., “yoo young service center”, “youth GP”, “telehealth”). Results show as pins on the map and as a list under the map. If geolocation is allowed, the map centers on “Your location” (red pin). If geolocation is denied, the user can type a location that he/she is interested in (manual suburb/postcode).

2) Filter by distance and available time

Distance filter: The user can drag the blue ball to choose the service centers which are in 2 km / 5 km and so on.

Available time filter: The user can see which one is opened after filtered (List and pins update live when filters change.)

Section 5: Reference

Headspace. (2025a). *Headspace national youth mental health foundation*. Headspace.

<https://headspace.org.au/>

Beyond Blue. (2025). *Your mental health matters*. Beyond Blue. <https://www.beyondblue.org.au/>

Reachout. (2023). *Welcome to ReachOut.com*. ReachOut. <https://au.reachout.com/>

Declaration: Additional Help

Any tools that you used (including Gen AI or existing code reuse) must be declared here.

Note: GenAI is not allowed for coding purposes in any assignment,

However, you may use GenAI for brainstorming, problem solving and learning. You need to declare all such uses here. One row per help used. More details on how to acknowledge the use of Gen AI can be found [here](#).

Name	Description
<i>ChatGPT for searching related NFP websites</i>	<i>I used ChatGPT to search several NFP websites, ensuring the websites are NFP and related to the topic I chose.</i>
<i>Artlist for generating persona's portraits</i>	<i>I used ChatGPT to generate several fake portraits, ensuring they are matching with the persona's description I created.</i>