DO

I am a native Indonesian and has been living in Australia for approximately 10 years. My husband passed away last year which is quite hard for our family since I have 2 kids (9 and 7-year-old) who I need to take care of alone.

Currently I live in Oakleigh and work at a childcare which is located 10 km away from my apartment. On weekdays, I must drop my kids at school before heading to my workplace.

I speak Bahasa Indonesia in my daily conversation with my children, but I am proficient (not fluent) in English.

FEEL/THINK/BELIEVE

I'm worried that I cannot be at my workplace on time since I am always in rush every morning. I have to prepare the kids to school (including their breakfast and lunch), then go to my workplace.

I am also afraid that someday I cannot support my family financially. Our family budget is quite tight recently since we only have single income after my husband passed away. I am aware of every penny we spent on daily expenses.

PROBLEMS

For me, finding a parking space at school (especially in the morning) is competitive, since everyone is trying to secure their spot at the same time.

Switching between the different applications is quite a hassle for me as well, especially when I am busy juggling school drop off, getting to work and having my hands full. I am frustrated by this every day. Another thing is I am aware of the parking fee if I am using 2 different parking applications.

I have another difficulty to understand complicated language used in the application since English is not my first language.

NEEDS

I need to spend less time to get a parking space because I usually have a quite busy day. When I look for a parking space, I prefer the nearest one, so I can spend less time walking from and to her car, especially when I have a lot to carry. In addition, I also try to find the safe place to park her car.

EXISTING SOLUTIONS

Existing smart parking applications

RATNA SMITH

36-year-old, female

TECHNOLOGY EXPERIENCE

I use smartphone as a communication tool (e.g. WhatsApp) and navigation tool (e.g. Google Maps, Parking application). I use tablets as well to watch cooking tutorial videos on YouTube.

I occasionally use Facebook to post pictures and interact with family and friends.

I like applications that is easy to understand and to be utilised.