

GuardianTalk

1. **Sub-theme:**

Social Protection and Safety Nets

2. **Opportunity Identified:**

The number of domestic abuse cases in Singapore has been rising since the pandemic, with a total of 5,190 reports filed in 2021, up from 5,134 in 2020.

When a woman faces physical abuse from her spouse, seeking protection under the Woman's Charter is an option, offering benefits like obtaining a restraining order. However, understanding the legal language and the process can be challenging and time-consuming. So, AI assistance can simplify and expedite this information-seeking process, making it more accessible for victims. In Singapore, SOS helplines are essential but have limitations like long waiting times and lack of personalized legal advice. On the other hand, hiring lawyers might be effective but costly for some individuals or families.

This is where GuardianTalk comes into the picture as an attractive alternative for numerous households facing abuse. Not only does it provide quick access to vital information and support through AI, but it also offers a cost-efficient option for those who may find traditional legal avenues unaffordable. It ensures that they have access to crucial legal resources and advice promptly, empowering them to take appropriate actions and protect themselves from abusive situations effectively.

3. **Proposal:**

Our objective is to develop an advanced AI chatbot as an information hub for the latest social protection programs addressing domestic violence. It can update users on recent initiatives, and financial support schemes, and provide comprehensive knowledge about their rights. Personalized legal advice based on individual circumstances will be offered.

To ensure security and data integrity, we'll implement robust cybersecurity measures and protect their privacy, adhering to strict data protection standards. Our vision is to create a user-friendly tool that empowers individuals facing domestic violence with essential resources and support for a safer future.

4. **Target Audience:**

Victims of domestic abuse

5. **Originality and Value:**

GuardianTalk originated from the personal experience of a team member who endured domestic abuse and felt unsure about the appropriate legal actions to take in their

situation. This realization came after the incident when we noticed the absence of a 24/7 AI call bot providing legal help specifically for domestic abuse cases in Singapore. As a result, we were determined to create GuardianTalk, a platform dedicated to assisting other domestic abuse victims, ensuring they won't endure the same feelings of helplessness and confusion he had experienced.

7. Type of Data sets

A. Building our dataset

- Find out Frequent Asked Questions (get answers from professionals) and store in a CSV/ excel

B. Scrape government sites

<https://familyassist.msf.gov.sg/content/making-decisions/seeking-safety/getting-help/personal-protection-order-ppo/>

(many links & sublinks here)

C. Request for online counselling data

D. Training and building the conversation based on this live chat

-<https://www.cponlinecounselling.sg/hc/en-us>