## Declaration

I, [Student Name], declare that this assignment, titled [Assignment Title], 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](https://www.monash.edu/learning-teaching/priorities-and-programs/assessment-and-academic-integrity/assessments-and-integrity-policy-and-procedure), which may include failing this assignment or the course, and further academic penalties.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Github Check

Enter your Github details here.

|  |  |
| --- | --- |
| Github Username  *Enter your username here* | <username> |
| **A3 GitHub repository**  *Have you started and shared your assignment repository with your tutor yet?* | No |

## 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

**1. Executive Summary (300–400 words)**

*The executive summary provides a clear, concise overview of the project (within the recommended word limits), including the client's objectives, target audience, and the primary goals of the web application. Key details are highlighted effectively. Original research is evident.*

A brief overview of the project, including the client’s objectives, target audience, and the primary goals of the web application. You are expected to be doing some original research on different websites to get fresh ideas about the project.

The Asylum Seeker Resource Centre (ASRC) is Australia’s largest independent, not-for-profit organisation dedicated to supporting individuals seeking asylum. ASRC provides essential resources such as food, shelter, healthcare, and general supplies, while also offering legal aid, community support, and educational services, including English language classes, homework assistance, and vocational training. As part of its mission to uphold and enhance the physical, mental, and social wellbeing of asylum seekers, ASRC aims to develop a modern web application to expand its reach and improve service accessibility.

This web application is designed to serve both asylum seekers and refugees. Asylum seekers are individuals who have fled their home countries due to persecution or serious human rights violations and are seeking international protection. However, they have not yet been legally recognised as refugees, a status that requires a formal asylum application and approval process. Refugees, on the other hand, are those who have been granted protection and are navigating the process of adapting to a new country. The web application will act as a centralised platform to streamline support services, ensuring that both asylum seekers and refugees can access crucial assistance efficiently.

By offering an online platform, ASRC will be better position to provide faster and more accessible aid, enabling more accurate tailoring of support services to individual needs. This digital transformation will enhance this organisation’s ability to assess asylum seekers’ requirements, connect them with the right resources, and assist them in their journey to obtaining refugee status. Additionally, the platform will further assist refugees in adapting to their new environment by offering information and community driven support to ease their transition.

The development of this web application is guided by three core principles: user centric design, clear navigation, and intuitive usability. To ensure an optimal user experience, the website will be structured into four distinct sections: a minimalistic landing page providing a high level introduction to ASRC, its mission, services, and available resources; community pages featuring peer support networks, discussion forums, and social integration initiatives; publications pages granting access to reports, legal guidelines, and informative articles to help users understand their rights and options; and resources pages offering a comprehensive directory of services, including legal assistance, educational programs, and essential supplies. By implementing a structured and intuitive web platform, ASRC aims to enhance its capacity to support asylum seekers and refugees, fostering a more inclusive and accessible pathway toward stability and integration.

## Section 2: User Personas

**2. User persona**

*The user personas are laid out clearly, highly detailed, well-researched, and provide valuable insights into the demographics, goals, needs, and pain points of the target audience. The personas clearly demonstrate how the web application will address their specific requirements.*

Person 1:

* Background information
  + Asylum seeker / refugee:
    - Asylum seeker
  + Name:
    - Ahmed Abdullah
  + Demographic
    - Gender: Male
    - Age: 32
    - Marital status: Married
    - Dependents: 2 children
  + Personality
    - Resilient, Hopeful, Determined
* Short bios:
  + Ahmed fled his home country due to political persecution. He left behind a stable career as an engineer and now seeks safety and a new life for his family.
  + He currently lives in temporary accommodation while awaiting his asylum application decision.
* Motivations:
  + Safety & security: 5
  + Legal status & work rights: 4
  + Family wellbeing: 5
  + Community integration: 3
  + Education & career: 4
* Goals:
  + Use the platform to access legal resources and track asylum application updates.
  + Find employment opportunities and career guidance through job listings and credential recognition support.
  + Locate educational resources and school enrolment information for his children.
* Challenges:
  + Navigating complex asylum processes without clear guidance online.
  + Difficulty finding job listings that accommodate asylum seekers’ legal status.
  + Limited knowledge of available financial and housing assistance programs.
* Needs:
  + A legal aid portal with application guides, case updates, and expert consultations.
  + A job board tailored to asylum seekers with work eligibility filters and career resources.
  + A housing assistance directory listing affordable and temporary accommodation options.
* Pain points:
  + Frustration over unclear legal processes and scattered information.
  + Anxiety about financial instability due to limited work opportunities.
  + Uncertainty in proving his qualifications and securing relevant employment.

Person 2

* Background information
  + Asylum seeker / refugee:
    - Asylum seeker
  + Name:
    - Farida Khan
  + Demographic
    - Gender: Female
    - Age: 28
    - Marital status: single
    - Dependents: n/a
  + Personality
    - Cautious, Resilient, Independent
* Short bios:
  + Farida left her home country due to gender-based persecution. She travelled alone, enduring hardship and uncertainty, and is now in the process of applying for asylum. She struggles with trauma and adjusting to a new culture.
* Motivations:
  + Safety & security: 5
  + Legal status & work rights: 4
  + Family wellbeing: 1
  + Community integration: 2
  + Education & career: 4
* Goals:
  + Use the web platform to access mental health support services and therapy options.
  + Connect with an online community to reduce isolation and seek emotional support.
  + Find clear legal guidance on the asylum application process.
* Challenges:
  + Overcoming fear and hesitation in seeking mental health resources online.
  + Finding reliable social connections and safe spaces for asylum seekers.
  + Navigating a complex asylum system without prior knowledge.
* Needs:
  + A mental health support section offering counselling services and self-help resources.
  + A community forum for networking, sharing experiences, and seeking advice.
  + Step-by-step asylum guidance with eligibility checkers and legal expert contacts.
* Pain points:
  + Difficulty trusting online communities and sharing personal experiences.
  + Frustration in accessing culturally sensitive mental health support.
  + Stress and uncertainty due to a lack of clear legal information.

Person 3

* Background information
  + Asylum seeker / refugee:
    - Refugee
  + Name:
    - Omar Dabo
  + Demographic
    - Gender: Male
    - Age: 40
    - Marital status: Married
    - Dependents: 3 children
  + Personality
    - Hardworking, Community Oriented, Optimistic
* Short bios:
  + Omar was granted refugee status after fleeing war in his home country. He is eager to build a stable life for his family and contribute to society. He has prior experience as a small business owner and hopes to start a new business.
* Motivations:
  + Safety & security: 5
  + Legal status & work rights: 5
  + Family wellbeing: 5
  + Community integration: 4
  + Education & career: 4
* Goals:
  + Use the web platform to access business startup resources and loan applications.
  + Connect with mentorship programs and business networking opportunities.
  + Find local community events and integration programs.
* Challenges:
  + Understanding complex business registration and legal compliance requirements.
  + Securing funding or loans without established credit history.
  + Finding business contacts and customers in a new country.
* Needs:
  + A business resource hub with step-by-step startup guides, legal templates, and financial aid information.
  + A mentorship directory connecting refugees with industry professionals.
  + A local events calendar for networking and cultural integration activities.
* Pain points:
  + Difficulty accessing financial support due to unfamiliar regulations.
  + Struggles with paperwork and bureaucracy when registering a business.
  + Limited exposure to the broader business community due to language and cultural barriers.

Person 4

* Background information
  + Asylum seeker / refugee:
    - Refugee
  + Name:
    - Amina Yusuf
  + Demographic
    - Gender: Female
    - Age: 22
    - Marital status: Single
    - Dependents: None
  + Personality
    - Ambitious, Resourceful, Hopeful
* Short bios:
  + Amina arrived as a refugee after escaping conflict in her country. She is determined to rebuild her life, pursue higher education, and contribute to society. She currently studies part-time while working in a café.
* Motivations:
  + Safety & security: 5
  + Legal status & work rights: 5
  + Family wellbeing: 3
  + Community integration: 4
  + Education & career: 5
* Goals:
  + Use the platform to find scholarships, financial aid, and work-study opportunities.
  + Connect with career mentors and professional networking groups.
  + Access internship listings and job application resources.
* Challenges:
  + Identifying and applying for financial aid and scholarships online.
  + Finding career guidance tailored to her refugee status.
  + Overcoming workplace discrimination and gaining relevant experience.
* Needs:
  + A scholarship and financial aid portal with filters for refugee-specific grants.
  + A career mentorship section with one-on-one guidance and networking events.
  + A job search tool with internship opportunities and resume-building resources.
* Pain points:
  + Difficulty balancing work and study while managing financial obligations.
  + Limited access to industry contacts and professional job opportunities.
  + Frustration with systemic barriers affecting career progression.

## Section 3: Sitemap

**3. Sitemap**

*The sitemap is comprehensive, clearly organised, and effectively communicates the hierarchy and relationships between all main sections and sub-sections of the web application. The purpose of each main section is described concisely.*

Create a comprehensive sitemap using a tool like Draw.io or Lucidchart. Include:

* all main sections and sub-sections of the web application
* clear hierarchy and relationships between pages
* brief descriptions of each main section's purpose.

## Section 4: Wireframes/Low-fidelity prototype

**4. Wireframes/Low-fidelity Prototype (2–3 pages)**

*The wireframes/low-fidelity prototype demonstrate a clear understanding of the basic layout and interface elements of the web pages. The wireframes are well-executed, and effectively convey the structure and functionality of the web application.*

Include early sketches or wireframes that show the basic layout and interface elements of the web pages. Wireframes are crucial for visualising the structure before detailed design.

## 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 and problem solving. You need to declare all such uses here. One row per help used.

|  |  |
| --- | --- |
| Name | Description |
| *Example: ChatGPT for brainstorming ideas* | *I used ChatGPT to brainstorm how to do X because I was feeling stuck with Y problem.* |
|  |  |