

**CAROLINE KELLY DESIGN**

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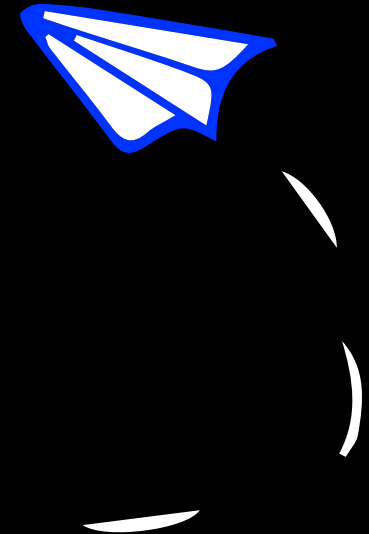
# CHANGING FUTURES



Tusla, the child welfare agency, asked us to create a website that informs young people about what Tusla does. They found that children who regularly used TUSLA's various services often couldn't understand the language used on their main website or found it hard to find and access the information they needed.

We were introduced to a number of children from 10-17 which we met up and talked with over the course of this project. By talking with them we discovered the key pain points, and their main goals when they're looking for information (whether is be on what a social worker is, on what going to court is like etc). Tusla wanted a website which would be made with these users in mind. They wanted them to understand more about what was going on around them and empower them.

The end result was a website that was easily accessible for desktop and phone, with easy to understand language.



# Changing Futures

Changing Futures is a part of the TUSLA family. We're a group of people who are here to help and support you and your family. We were created just for you :)

chose your age group

6-9

10-15

16-18

DESKTOP WEBSITE

Changing Futures

who we are

how we help

care

staying safe

more info.

need help now?

## How do we help?



Changing Futures is website made to help you learn about staying safe, and all the different parts of social care. TUSLA helps by pairing you up with your own social worker giving you and your family the support you need.

## What is a social worker anyway?



A social worker is someone who will help and support you and your family with any difficulties you're having at home. They do this by talking to you and your family, doing home visits, and most importantly listening to you.

There are a few types of social workers :

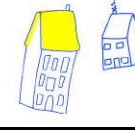
2. A social care worker is there to take care of you when you are not living at home.
3. A fostering social worker helps children who are in foster care and works with foster parents.
4. A family support worker helps your parents to take care of you.
5. An after care worker helps you to settle back home if you had to be looked after somewhere else, for little while.



### Residential care

You will live somewhere with other children who need to be cared for and are in the same kind of situation you are in. There are two primary forms of residential care: Children Residential Centres and Special Care units.

These facilities are usually houses in housing estates, cities or other suburban areas and typically have 2-6 other children living there at any one time



### Foster Care

In foster care, you will be taken in to live with another family, unrelated to your own, for a certain amount of time.

There are two main types of foster care: general and relative. As the name suggests, relative foster care is when you are taken in by an extended member of family (grandparent, or maybe your uncle/aunt), and they foster and look after you.

General foster care is when a family or parents who are unrelated to you, take you in and foster you.

### Emotional

Emotional abuse is when a person hurts your feelings on purpose. While adults (and everyone) can get angry and say things we don't mean, if this keeps happening all the time, then this is considered emotional abuse. Examples of emotional abuse are telling you they don't like you, saying things like 'no one likes you', calling you by names, and making you feel bad about yourself.



### Neglect

Neglect is considered abuse as it means a child's basic needs like food, shelter, healthcare, clothing, housing etc. are not being met. Neglect usually takes place over a longer span of time and will usually leave the person feeling uncared for.



Neglect is sometimes not as obvious as other signs of abuse, like physical, which can leave visible marks on a person. Examples of neglect are not having food to eat everyday, not going to the doctor when you're ill, not having enough clothes to wear or even not being allowed to go to school.



### Physical

Physical abuse is when a person hits, kicks, slaps, throws anything at another person. Anytime an adult hurts you physically on purpose, no matter what the reason is, that's physical abuse.

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1. A social care worker is there to take care of you when you are not living at home.
2. A fostering social worker helps children who are in foster care and works with foster parents.

## Staying safe



Staying safe is very important, and while it's an adult's responsibility to look after you, sometimes this doesn't happen. This is called 'abuse'. Scroll down to learn about the different types of abuse

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### Neglect

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## Types of care

If you do need to go into care, there are a few different types of care which you may be involved with. Scroll down to understand more about them



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### Residential care

You would live somewhere

MOBILE WEBSITE



they foster and look after you.  
**General foster care** is when a family or parents who are unrelated to you, take you in and foster you.

**Residential care**  
You would live somewhere with other children who need to be cared for and are in the same kind of situation you are in. There are two primary forms of residential care:  
**Children's Residential Centres and Special Care units.**  
These facilities are usually houses in housing estates, cities or other



# MED-MINDER





The client, deloitte ireland tasked us to come up with a solution to user pain point.

The sector of the health care industry and specific user we targeted was up to us. The area chosen where I found a user pain point was within the medication prescription process, specifically for those over the age of 65.

This involved a lot of research into UX and user journeys as is demonstrated opposite. With a focus on one particular pain point, I then worked on an appropriate solution.

What's the solution? An app/texting service, which reminds the person verbally and/or written to take a medication with meal times, daily activities, holidays etc. taken into consideration. Integrates with McLerrons Pharmacy Software (database systems etc.) already in place. Designed to be a simple straightforward solution with visually/audibly impaired in mind.

Each capsule corresponds to a specific medication. the number of sections indicates how many times a day a person must take that kind of medication



The number of sections indicates how many times a day a person must take that kind of medication, if the user fails to take a dose, that section becomes red and is marked in calendar as not taken



back and home buttons


Large space in tracking and kerning for easier readability


Medications are colour coded to aid memory/familiarity






Colour used sparingly to highlight important parts on screen

  14:41

Procyclidine 

Tolcapone 



Clomipramine 

  14:41

Display  
Calender



Missed  
Dosages

Settings

  14:41

Procyclidine

Procyclidine is used to treat symptoms of Parkinson's disease or involuntary movements due to the side effects of certain psychiatric drugs.  
Procyclidine belongs to a class of medication

  14:41

April

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

14:41

Tolcapone  


Procyclidine  


Clomipramine  


14:41

When would you like me to remind you?


10 mins

30 mins

1 hour


14:41

30 mins



8:15PM

Tuesday 5<sup>th</sup> April

Procyclidine  


Missed dose - 1:30pm

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