Overview

# Topic

The SocialCare Chat project is a software developed by XVI to make digital communication easier for the elderly. With the current climate of COVID-19 having many care facilities in lockdown, and residents unable to have physically communication with family, software such as this would allow the elderly to be able to easily communicate with their loved ones. The platform will be developed with a focus on how to make digital communicate easier for those who may struggle with using it. SocialCare Chat won’t only focus on voice communication, it will also give users to ability to video call, play games together, share multimedia – with further developments to come in the future.

The big picture for SocialCare Chat is that it will be widely distributed among care facilities around Australia, and in the future distributed around the worldwide. Our software will be available on a range of different devices, and able to be easily installed at elderly care facilities by our technicians. This software also has the potential to be developed around the needs of those with a disability. SocialCare Chat will be a great starting platform for the elderly that are unfamiliar with the use of digital communication, and may also help reduce any anxiety that they may feel when using technology. XVI’s main focus for this software is to help the elderly feel more confident in their ability to use technology, and feel more connected with their loved ones.

# Motivation

The motivation behind this project came from one of the XVI team members, who wanted to make digital communication with his grandfather easier. This software is important because it has the potential to help with any feelings of loneliness that the elderly may feel, especially those who are in care facilities, as they will be able to communicate with their loves ones whenever they want to. This fits into the current IT trends as with the current climate the world is in, face to face communication is something that is becoming more limited every day, making digital communication essential. This software would show any future employers that we can code and develop communication software. Further, this would show any future employers that we care about making software that will make a difference and have a positive impact on the users' life.

# Landscape

There are several similarly developed software and applications that allow users to communicate digitally, examples of these products include the likes of Skype, Facebook Messenger, and Facetime on iOS devices. In contrast to these competitors, we at XVI are focusing on and designing our product around the needs of elderly users, keeping ease and accessibility at the forefront of our development focus. Transparency, privacy and security are integral to the ethics and morals of XVI – we take user privacy and security seriously, and will endeavour to focus on protecting users and their data, unlike other companies that potentially seek financial gain from exploiting user data on software such as this.