



2020

IT PROJECT

PREPARED BY
GOONY

Ma Ysabel Dungca
Tom Barber
Benjamin Bullock
Tung Nguyen
Andrew Chen
Campbell Bennett

For Introduction to IT

TEAM PROFILE

Andrew Chen

Andrew is an RMIT student studying a Bachelor of Business (Professional Accountancy). He is in his final year of university and has worked at a tax accounting firm since early 2019.

Andrew enjoys playing games with his friends during his spare time, he currently plays a lot of Valorant. His interest in IT began when he was younger and the building of his PC, and he is fascinated in how the hardware and software communicate with each other. He currently has no major IT experience but does not allow that to limit him.

He is determined to complete these projects to enhance his knowledge and use his course knowledge to better understand the world of technology.



Ysabel Dungca (Belle)

Belle is a University of Melbourne student with a major of criminology, also studying at RMIT as they offer a short course. She can speak English, Tagalog and some Italian and loves musical theatre.

Her interest in IT comes from her childhood as she has grown up with many technological changes. She has greater interest in the technology that helps keep us connected, as well the gaming side of technology stemming from playing disc-based games in her childhood.

Belle also has minor experience in HTML/CSS from previous studies and volunteer work, where she worked alongside programmers and coders on an online game. The main reason to study this course is to enhance her knowledge and learn more about her interests.

TEAM PROFILE CONT.

Ben is an RMIT student currently employed at BIG W with a passion for environment studies that improves our way of life whilst increasing sustainability.

Ben has many hobbies; reading books, fitness, computer games, as well as learning and playing musical instruments.

His interest began after convincing his parents to allow him to build his own PC as it would develop his knowledge.

Ben has limited knowledge and experience in the IT field but he is encouraged to learn and grow.

Ben Bullock



Campbell Bennett

Campbell is currently studying his first year at RMIT, graduating high school only last year. He grew up in Melbourne yet strongly follows the NBA and other sports. Campbell also lives across a park which he will often go to with his family to kick a footy or play basketball. He also enjoys playing video games with friends.

Campbell's interests in IT as a career sprouted when he was in 2016 after he purchased a new Playstation and was curious about the internal processes. This later led onto his first PC build with a friend with a successful outcome on the first attempt.

After discovering his engineering course did not suit, he applied for a Bachelor of Information Technology program.

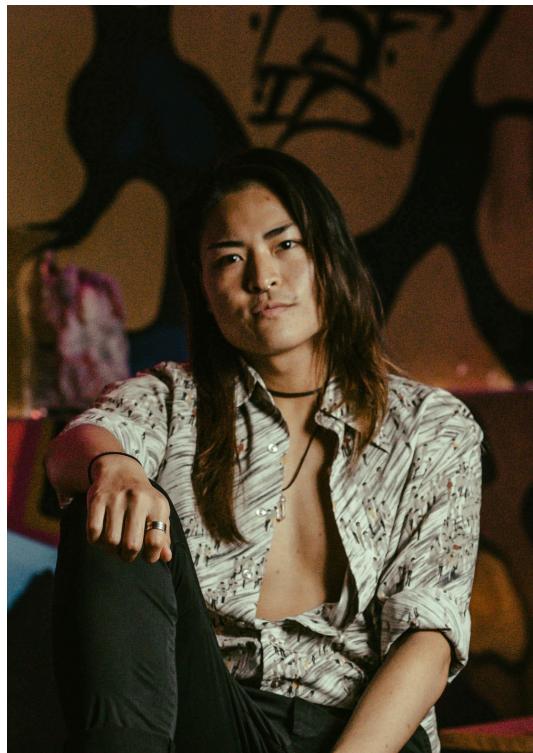
TEAM PROFILE CONT.

Tom is an RMIT student who has completed his Master's Degree in International Security and Bachelor's Degree in Politics and International Relations. A hobby of Tom's is that he enjoys fantasy football (AFL Supercoach).

He is currently seeking a full-time job but due to COVID-19, is struggling to secure a position and has decided to take RMIT's certificate in IT as an opportunity to enhance his skills.

Although this IT course is quite different from his Master's Degree, Tom is convinced that the learning foundations of this course will be relevant to his future career path.

Tom Barber



Tung Nguyen

Tung is an RMIT student enrolled in the COVID-19 IT short-course at RMIT. Tung had been a hospitality professional however, due to the current pandemic, he no longer has consistent work. Tung has always had a passion for music and art, he has grown up always singing and doing theatre.

Tung is always fascinated by what the all new technology is and always follows the latest iPhone and iOS updates. He loves learning about the newest gadgets and would like to learn more about the IT world.

This interest began when he studied visual communication in high school and design/landscape architecture at university. He has now enrolled in this program to learn and understand more of the technical aspects of his favourite technology.

GROUP PROCESSES

As a group, we all felt that we worked very well together and we all had a very positive experience, which in itself was what every single member of the group found to be the most surprising thing! It was a learning experience for all of us to work with a team where everyone was pulling their weight and committed to getting the work done and done well. Most importantly, we learnt how crucial communication, organisation and presence are in ensuring that group work gets completed to the highest standard it can be, which were - fortunately - areas where we believe we excelled in:

- **Communication:** As a group we made very effective use of Microsoft Teams as our communication platform. Everyone had a voice in our group meetings and we made sure to get everyone's input when making decisions.
- **Organisation:** Using Microsoft Teams to remind each other of anything that needs to be done and updating each other our progress has been integral to keeping each other accountable for our own individual work. Having a Google Drive folder and a group repository to collect all our work together really helps when we need to cross-reference different parts of the assignment and also works as an effective way to visually see our progress.
- **Presence:** Every meeting so far has had full attendance, where everyone comes with a positive attitude and willingness to work together and collaborate.

Where the group believed we could improve on was how assessment tasks could be better divided in the future. While it was great that our group got itself organised early on, on reflection we probably should have split the assignment tasks up in a less compartmentalised way. Our initial method of division reflected the way in which the assignment marks were split up, and we therefore each 'specialised' in one particular area of the assignment. While we all kept each other updated about our respective parts, we didn't really get a feel for the assignment until it was completed, and we could read it as an entire document. After discussions with Anthony, we have decided to rectify this by using the Kanban app on teams to allocate tasks, and divide assignment 3 in a way that we each contribute to every section. Doing so will allow us to create a more cohesive assignment with better flow, and at the same time allow us the opportunity to work more closely together and share ideas.



REFLECT

Reflecting on how we can improve from Assignment 2

DELEGATE

Dividing the work so we can contribute to every section

COMPLETE

Successfully completing Assignment 3

CAREER PLANS

The ideal jobs vary among the whole group. Since assignments 1 and 2, none of the group's career plans or ideal jobs have changed. However, we all collectively agree that this course has contributed in guiding us to the correct direction.

Our plans remain the same, but we have developed skills and experiences that will benefit our careers. No two jobs are exactly the same and therefore the group have outlined points regarding their career plan and ideal job. Our ideal jobs vary quite differently but some have similar career plans such as to complete a bachelor's degree.

Belle's career plans:

- Since assignment 1 and 2, her career plan has not changed too much in the sense that she'd like to pursue a career that combines two fields of interest for her, with the primary one being of a legal nature.
- Her ideal job, which was already a hybrid of the legal sector and IT, has not changed much as a result, as her interest in IT was greatly renewed thanks to taking this short course.

Tom's career plans:

- Tom's career plan is very much a work in progress and he is not sure if he will pursue a geospatial science degree after the COVID short course (or anything IT related for that matter).
- He is glad he took the course, but more in terms of it demonstrated that IT is something he does not want to pursue.

Ben's career plan:

- Ben's career plans will still be achieved in a similar way as what was outlined in assignment 1 and 2 by completing his Bachelor of Information and Technology at RMIT university hopefully majoring in networking.
- Ben's career plan is still similar to what was presented in assignment 1 and assignment 2 with his ideal job still being in network Infrastructure. If that's not possible for some reason, anything in networking would be an exciting endeavor.

CAREER PLANS CONT.

Tung's career plan:

- Tung's career plan presented in A1 and A2 is still only one of many possibilities. He is considering many options and for now studying IT is the direction he wishes to head in. Upon completion of his COVID19 short-course in IT, he hopes to move into and start a Bachelor degree of IT in 2021.
- Tung's ideal job is to apply his customer-service and small business experience into the IT field, and as a result, working as an IT professional for a business company is still his ideal job.

Campbell's career plan:

- Campbell's career plan is mostly the same as it was in assignment 1 and 2. He is exploring various options sticking to the area of IT as that is what he is most passionate about.
- Campbell's ideal job is to utilise his experience in the gaming industry to help generate a better and more enjoyable product in the role of a game developer.
- Alternatively, he would also love to work in a role which combines sports and IT.

Andrew's career plan:

- Andrew's plan has remained the same from assignment 1 and 2. He intends to stay in the accounting profession and is currently on the correct path by completing his university degree.
- Andrew's ideal job is quite different from the rest of the group but will continue his IT interests as a hobby rather than a career path.



TOOLS

[GROUP WEBSITE](#)

[GROUP REPOSITORY](#)

[MICROSOFT TEAMS LINK](#)

MEETING RECORDINGS & DOCUMENTS

Meeting Eight - 22/09/2020: [RECORDING LINK](#) || [AGENDA](#) || [ACTIONS](#)

Meeting Nine - 24/09/2020: [RECORDING LINK](#) || [AGENDA](#) || [ACTIONS](#)

Meeting Ten - 24/09/2020

- The group had to skip this video chat meeting due to technological issues beyond the group's control (i.e. a service-wide outage where Microsoft Teams, Outlook etc. was inaccessible to many of our members)
- The group still spoke some a little bit via text chat, through the mobile MS Teams application as well on Google Documents, where we could better prepare for our consultation with Anthony on Thursday, where we delegated some work for everyone to do.

Meeting Eleven - 01/10/2020: [RECORDING LINK](#) || [AGENDA](#) || [ACTIONS](#)

Meeting Twelve - 06/10/2020: [RECORDING LINK](#) || [AGENDA](#) || [ACTIONS](#)

Meeting Thirteen - 08/10/2020: [RECORDING LINK](#) || [AGENDA](#) || [ACTIONS](#)

Meeting Fourteen - 13/10/2020: [RECORDING LINK](#) || [AGENDA](#) || [ACTIONS](#)

Meeting Fifteen - 15/10/2020: [RECORDING LINK](#) || [AGENDA](#) || [ACTIONS](#)

ACTIVITY LOG COMMENTARY

The group's activity log reflects quite accurately how the group progressed throughout the project. Given that there was a lot of other moving parts that needed to be accomplished before we could even consider adding more content to our website, a majority of content uploading onto the new repository was done closer to the due date, when all of the written parts were mostly completed, which we could prioritise with the peace of mind that the prototypes and artefacts to showcase were completed. Tom hosted the forked repository and began uploading proof-read content, and the other members followed suit, uploading content where they could.

This assessment also came when there were other assessments that needed to be completed, along with other commitments in our members' lives. As such, commits were relatively sporadic, mostly done in large chunks closer to submission date.

ACCESS LEGAL AID

A PROJECT DESCRIPTION,
CONTINUING ON FROM
ASSIGNMENT 2

BY GOONY



GOONY

OVERVIEW

Topic

For this project, we aim to create a mobile application for iOS devices that, upon completion, will serve to help Victorians better navigate their way around the law and justice system. This application will thus have a twofold purpose:

To aggregate different legal services available within Victoria.

Given the wide range of avenues through which Victorians can ask for legal assistance, it may be intimidating to know where to start. Additionally, people may not know that other such alternatives exist, and believe that the most expensive option is the only one available. To combat both of these scenarios, the app will primarily focus on centralising the main sources of legal assistance: community legal centres, Victoria Legal Aid, Victorian Aboriginal Legal Service, and lawyers/law firms.

To provide general resources for Victorians to learn about and understand the law, regardless of what language they speak.

The law is complex and comprehensive, often written in ways that make it difficult for people to understand without the legal know-how to parse the jargon. Those who can't speak the language are even more so at a disadvantage. As such, the app's secondary focus will be providing resources in plain English that can be understood by all Victorians, as well as having those same resources (where possible) be translated in a multitude of different languages. A feature where users can ask questions about the law, which will be answered by qualified lawyers/legal professionals, will also be added to enhance the informative aspect of the app. Additionally, interpreters and interpreting services are essential when it comes to helping those unable to speak English effectively navigate the law, and this app will provide space for those services to be accessed.

Motivation

The law and justice system should be impartial. To achieve this, everyone should have access to it and be judged fairly in the court of law. The legal system only works when everyone is informed of the law and their rights, and understands how the law is implemented and upheld. Given that we live in a capitalist society with no limit to monetary gain, obtaining legal representation has become very costly, and high quality representation is very much available only to those who can afford it.

OVERVIEW CONT.

Considering the state of America and the protests happening (BBC, 2020) across the country, as well as the persisting divisions that are reinforced by the over-representation of Indigenous peoples in Australia (Australian Law Reform Commission, 2018), there is a clear divide between law enforcers and the people they should be protecting. A problem lies with law enforcers who are exploiting the law for their own gain and individuals who aren't fully informed of the law to properly protect themselves from such exploitations.

As humanity as a whole is becoming a much more technologically advanced society, where information about these topics should be easily accessible to the masses, using technology will be instrumental in removing the factors that hinder people from accessing the justice system, particularly vulnerable and disadvantaged Victorians.

Having a free mobile application that anyone can install onto their phones means that legal services can be easily delivered to those who would best benefit from it, but perhaps may not be able to access them due to factors such as:

- being unable to afford private legal representation
- living in rural areas where legal resources are limited
- not knowing where to look for legal advice, not being able to consult someone for legal advice, or not being able to understand legal advice given

As such, we hope this mobile application proves particularly beneficial to Victorians affected by these factors.

Landscape

Our application is not the first of its kind, with similar applications finding success in New South Wales with their own Legal Aid mobile application (Legal Aid NSW, n.d.) as well as an Australia-wide mobile application where users can have their legal questions be answered by lawyers or legal experts (Michelle Makela, n.d.).

Our app can be distinguished from these two applications not only because the app focuses on a specific jurisdiction, but because the scope of our application extends beyond covering information about Legal Aid or being a place where legal questions can be answered, and branches out to cover CLCs, VALS and increases accessibility to those who have English as their second language, or unable to speak it proficiently.

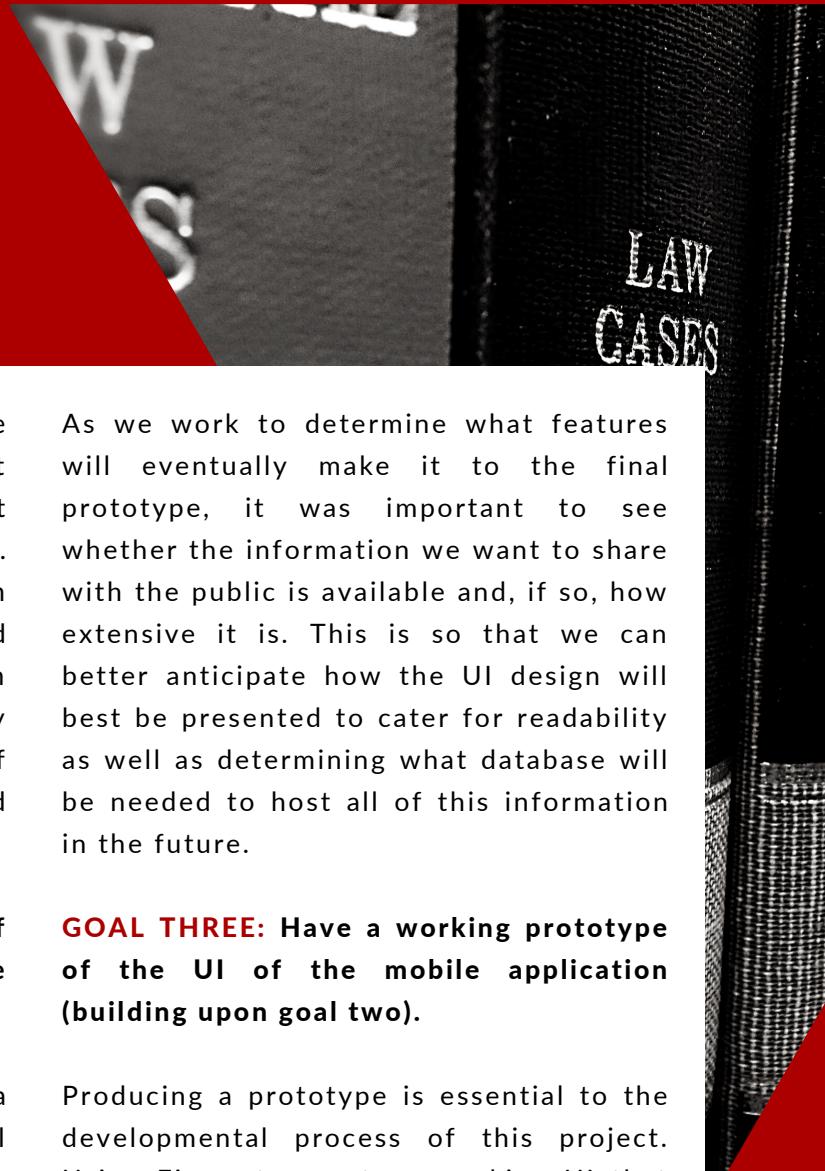
OVERVIEW CONT.

A similar app focused on Victoria, however, has not yet found success in Melbourne. An application aimed at educating young people about sexual consent was proposed and trialled by Victorian Legal Aid (2016), but was not able to find its footing due to a lack of adequate testing, not putting more emphasis on marketing, software longevity, lack of technical experience, and questions over whether the app was in fact the best way to combat the original problem it intended to solve.

We aim to keep these considerations about how a similar application can be improved, but we are mindful of the fact that these considerations may change or may not be as applicable given that the demographic for our app doesn't focus specifically on teens and young adults nor is it specifically focused on being a repository of legal information related to sexual consent (as the VLA's app was slated to be), but has a broader reach, from those who are in need of assistance and may not know where to look, to those who are curious and want to learn more about the law.

Detailed description

AIMS



OVERVIEW: We aim to create a mobile application for iOS devices that aggregates legal services throughout Victoria and improves their accessibility. This application will primarily aim to both connect users, particularly disadvantaged demographic, to legal services that can provide them with the assistance they require, while having a secondary aim of educating a wider audience of the law and the rights afforded to them.

GOAL ONE: Determine the final pool of potential features to be included in the application.

Given that this project could include a plurality of features to cover all the legal assistance that could be provided in Victoria, we had to limit the scope of this project in terms of practicality and plausibility. When we discussed what features we could add or remove from the application based on what Belle wrote in A1 and what we expanded upon in A2, we decided that on our pool of potential features (CLC finder, lawyer/law firm finder, VLA, legal repository, ask a lawyer) that we could further remove and adjust as necessary.

GOAL TWO: Aggregating all the legal information necessary to influence how extensive the future design needs to be / what needs to be accommodated.

As we work to determine what features will eventually make it to the final prototype, it was important to see whether the information we want to share with the public is available and, if so, how extensive it is. This is so that we can better anticipate how the UI design will best be presented to cater for readability as well as determining what database will be needed to host all of this information in the future.

GOAL THREE: Have a working prototype of the UI of the mobile application (building upon goal two).

Producing a prototype is essential to the developmental process of this project. Using Figma to create a working UI that demonstrates how the features are used and interacted with allows us to practically work out the kinks and presentation of our project. It also opens up the possibilities for user testing and improvements. Producing this early enough in our developmental process means we can properly identify and flush out features and design elements that don't work or need to be reiterated through testing. It should also be stated that that testing is a constant process that we would continue throughout development all the way through the final product.

Detailed description

AIMS CONT.



GOAL FOUR: Establish a database where all of the important legal information can be held.

In order to design an application that aggregates and provides resources to legal information, it is expected that it will contain a database to house it all. Instead of providing external resources to our users, we want to collect that information and let them access it directly. Using SQLite for the database allows us to store all the information locally on the users phone, when they download the app, which means users can access quickly and also offline. Doing so will make our application feel meaningful and useful, and set it apart from users having to look up the resources online.

GOAL FIVE: The viability of working with Xamarin to create our legal application.

Doing more research and looking into other mobile-app development software that we can use in-case there are better alternatives. Although Xamarin looks promising with cross-platform development between iOS and Android, and beginner tutorials there may be other programs that can do the same thing that are easier to use. We should explore and research our options and find what is ideal for the development of our application in-order to move forward with our project.

GOAL SIX: Figuring out how to fuse the database with the functionality of the application.

Once we have the UI/application complete and the database established, the final step in development of the app is to connect the two together. Making sure users are able to access all the information provided in the database while using the application. This is to ensure that our application is fully functional and fulfils its primary objective before we can move forward with the project.

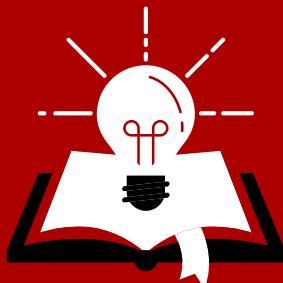
GOAL SEVEN: Considerations of how to host the mobile app and distribute it.

How do we host our application? Are there any costs to hosting our application? If so, how do we generate the resources? Do we have an effective marketing plan? - Once production of the application is finished, we need to come up with a plan on how to move forward in regards to costs of hosting and further maintenance of the app once it launches. Not to mention advertising and raising awareness for the application. If we underestimate this process and fail to market our application properly there are big risks that users don't even know the application exists (a key problem identified in a previous Victorian Legal Aid report relating to a sexual consent app).

PLANS AND PROGRESS

The story of our project so far, and the future trajectory of our mobile application.

HOW DID THE PROJECT BEGIN?



The project was initially Belle's personal project idea, which was something that was inspired by Belle's recent completion of a Criminology/Law & Justice focused degree, and was furthered by Belle's current career as a transcriptionist for Victoria Police. Accessibility (and lack thereof) of the law and justice system, specifically the courts, was something she studied extensively, and how the paradigms of injustice are reinforced because people:

- could not physically access justice
- could not monetarily afford justice
- could not understand the law because it was written in a way that not everyone can understand

Belle spent most of Assignment 1 brainstorming ways through which technology could address these above barriers, and settled on a mobile application because it was something that could easily slide legal knowledge into the pockets of many. In Assignment 2, the group selected to build upon this project idea given how plausible it was to accomplish compared to the other group members' idea.

The group furthered upon the work completed by Belle in Assignment 1, expanding upon the motivations of the project to define the tenet of the application: empowering disadvantaged Victorians. Assignment 2 was also when new features were added in light of this, as well as a deeper exploration of the team's IT skill set to execute and complete this project.

HOW HAS THE PROJECT PROGRESSED?



The development of Goony's legal aid application has followed the intended aim and scope of the project that was discussed at the planning stage of this project. The scope of our project has limited us to creating a working user interface that will base the continuation of the project for the next 10 weeks of development.

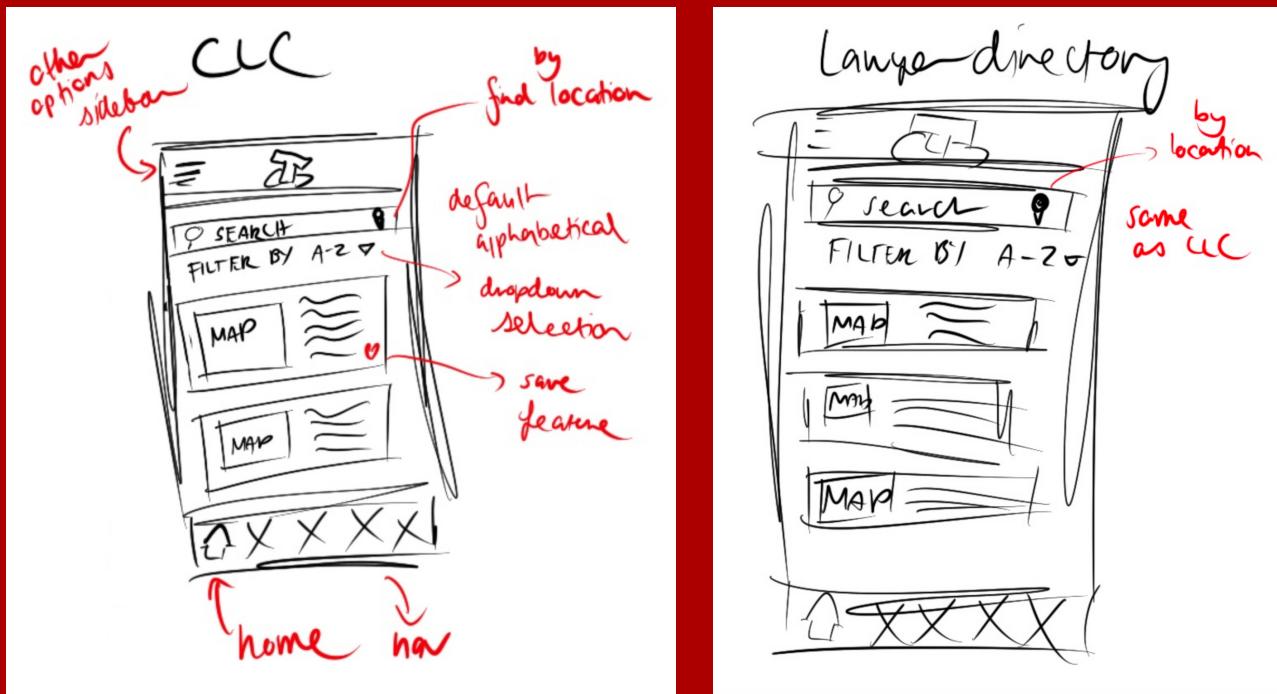
We started by breaking down the project into a series of functional requirements that would assist Goony in delivering their intended aim of providing a legal aid service to people who may not have knowledge in or don't have resources to access legal services elsewhere.

The features that Goony settled on were:

- Map screen with community legal centre locations (including a search function)
- Victoria Legal Aid information
- Staff login (for VLA staff, law firm staff/lawyers etc.)
- Law firm directory/search (by area of specialisation, location, pro bono, etc)
- Law firm directory posting for each firm (contact details, status, website etc.)
 - This will include back end functionalities (thanks to a database) which will allow this posting to be edited/updated by their respective law firm/lawyer
- A "library" of other law resources, including:
 - A Victorian Aboriginal Legal Service section
 - Plain English Legal information (articles/informative videos, etc)
 - Resources translated into languages other than English, as well as links to various interpreter services
 - An "Ask a Lawyer" function

Once we settled on a series of functional requirements for the application, Goony then moved on to creating mock-ups of the user interface. Creating a user interface for an application requires the integration of the intended functional requirements in a way that promotes usability of the application. Using a series of standardised design principles in tandem with Nielson's heuristics we started to mock-up some ideas for the user interface.

PAPER MOCKUPS & LOW FIDELITY PROTOTYPES

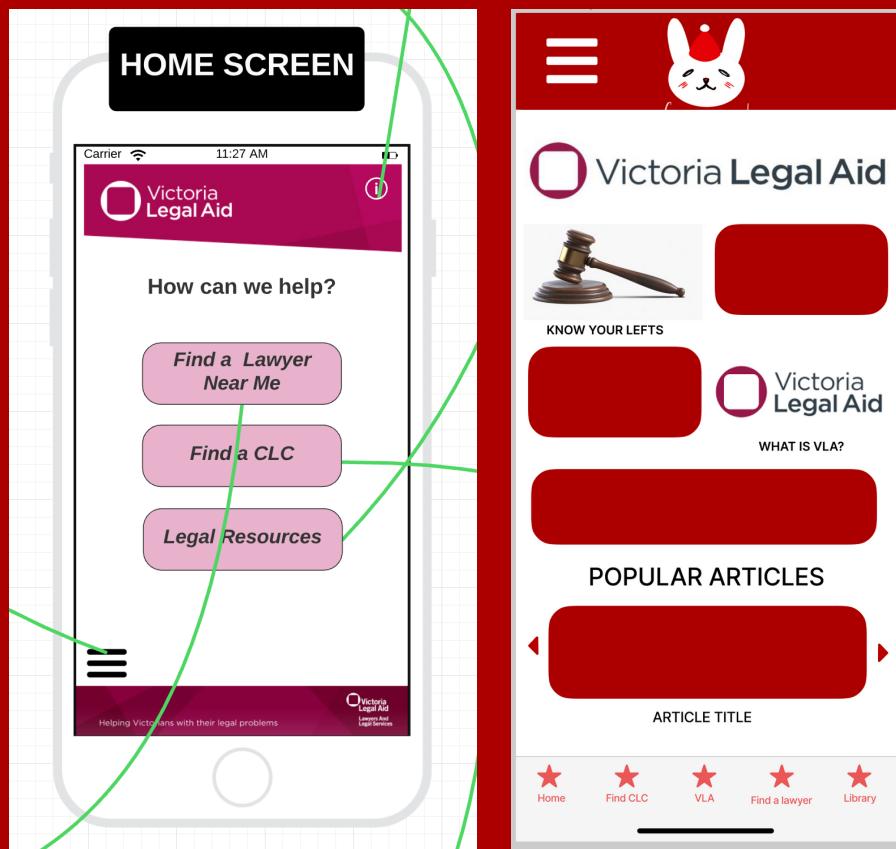


Consistency and Standards - It's important for an interface to have consistency in its functionality. The Find a Lawyer/Law Firm features and the Find a Community Center were thus designed to have similar functions.

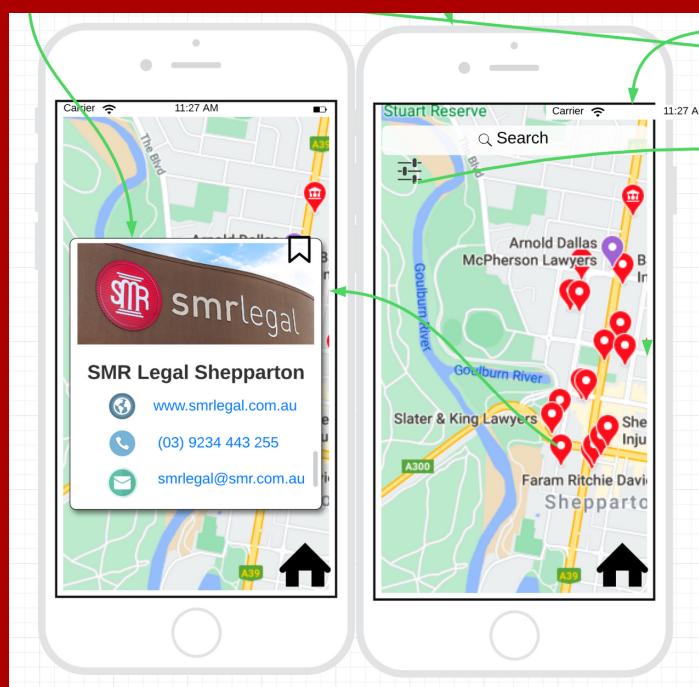


Prominence - It's important for users to have their eyes drawn to what we deem as important features of the application. Our Victorian Aboriginal Legal service section demonstrates this principle by having the users eyes drawn to the VALS hotline.

PAPER MOCKUPS & LOW FIDELITY PROTOTYPES CONT.



Aesthetics and Minimalist Design - Our draft homepage and draft Victorian Legal Aid section reflect the heuristic of minimalist design by only having the most important features of those sections presented to the user.



Match between system and real world - It's important as a user to be able to understand functionality of an application quickly without much effort. With this in mind, Google Maps was implemented as a navigation system, which allows users to find locations and directions to law firms or CLCs on our application.

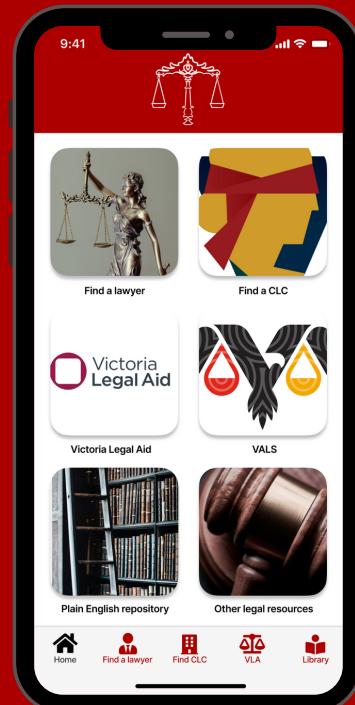
THE FINAL USER INTERFACE LAYOUT

After several mock-ups of the user interface, Belle moved on to developing the final prototype of the user interface in Figma. The final prototype works as a fully functional display of what the user interface will look like in the finished mobile application, and abides by the same design heuristics and principles.

An important consideration that we have to show in our prototype is that we are not trying to replace important legal resources; if needed the appropriate legal service should always be used. With this in mind, a disclaimer will display when the application is launched explaining this to the user. In addition to this, Australia has many different languages so an option to change language is a must in the final application.

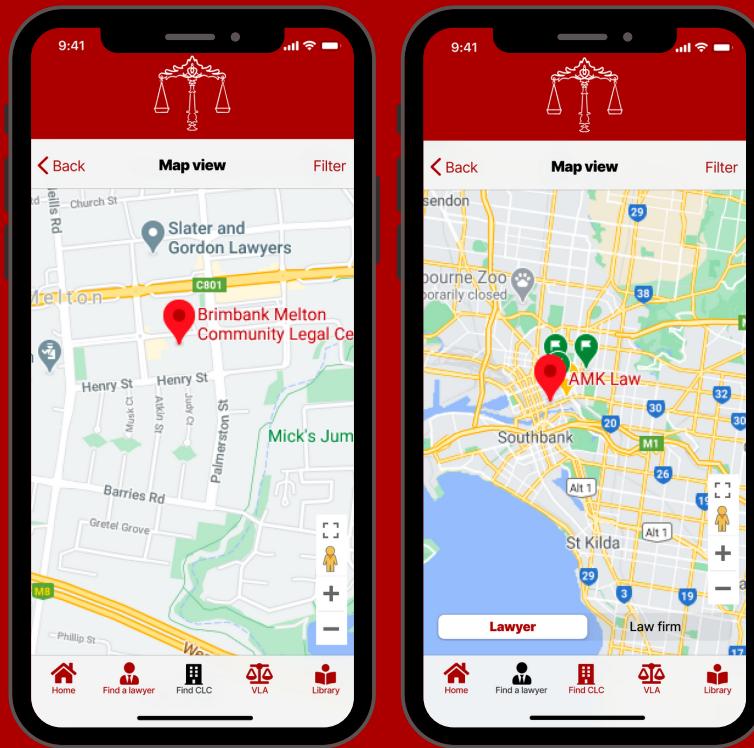


The home page and navigation bar act as the central navigation methods for the application, allowing users to move easily and quickly through the different features of the application.

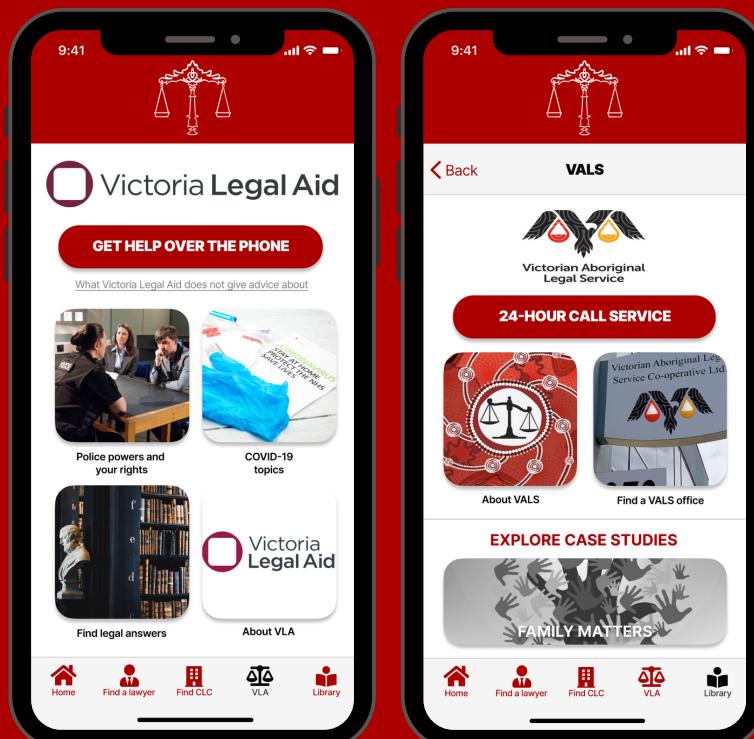


THE FINAL USER INTERFACE LAYOUT CONT.

The “Find a CLC” and “Find a Lawyer/Law Firm” function both utilise and implement Google Maps in similar ways.



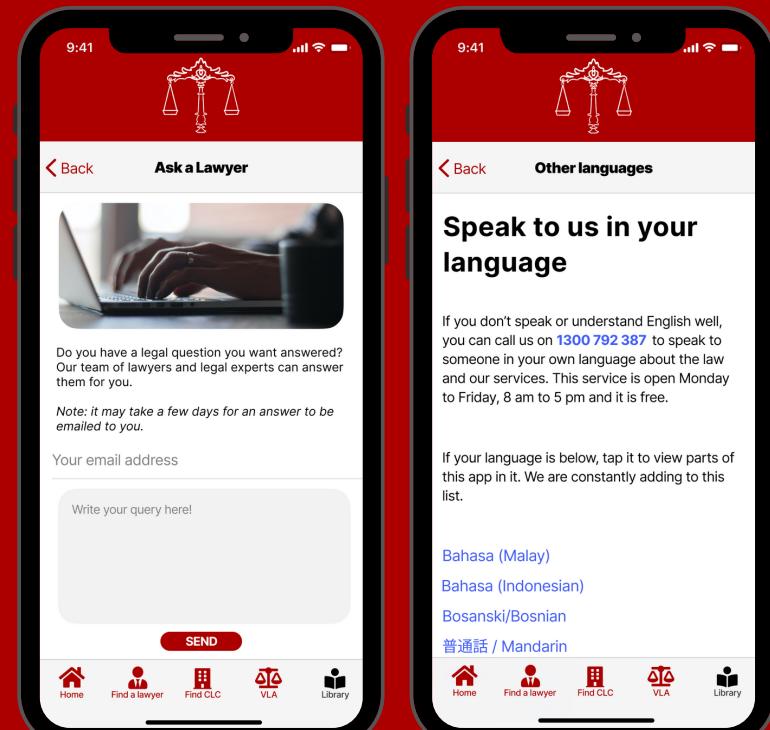
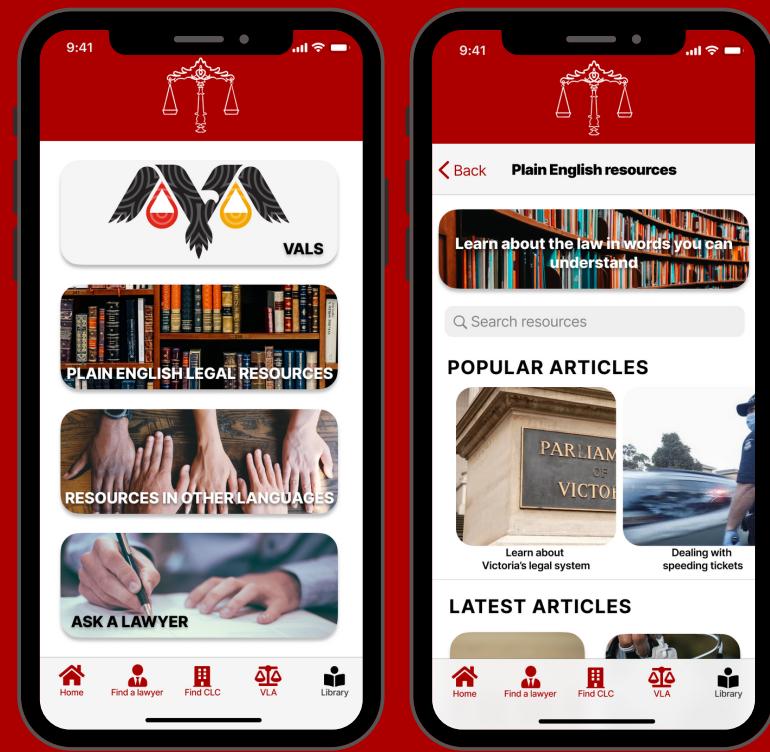
Victoria Legal Aid has its own homepage, which will branch out to other features. Victorian Aboriginal Legal Service also operates in a similar fashion.



THE FINAL USER INTERFACE LAYOUT CONT.

A library of legal resources will also link to various other features of the application, including:

- The Plain English repository, where legal resources written without the legal jargon can be found.
- Ask a Lawyer, where users can type in a query to be answered by a lawyer or legal professional
- And resources in other languages, improving the accessibility of the application to users who may not be able to speak English efficiently



THE FINAL USER INTERFACE LAYOUT CONT.

The staff back-end of the application has also been considered, allowing legal personnel to access and edit content pertinent to them.

Staff Login

Welcome back!
Sign in using your staff email.

Email

Password [Forgot password?](#)

Sign in

Plain English resources

Learn about the law in words you can understand

Search resources

POPULAR ARTICLES

PARLIAMENT OF VICTORIA Learn about Victoria's legal system

Dealing with speeding tickets

LATEST ARTICLES

Home Find a lawyer Find CLC VLA Library

Lawyer search

Search Cancel

SORT BY: A-Z

- AM K MELBOURNE LAWYERS**
 - T: 1800 430 997
 - W: www.amklawyers.com.au
 - E: amk@amklawyers.com.au
 - Address: Level 14, 333 Collins Street, Melbourne, Victoria, 3000
 - Commercial Law, Consumer Law, IP, Dispute Resolution
- ANDI LAWYERS**
 - T: 03 9819 4290
 - W: www.andilawyers.com.au
 - E: andilawyers@outlook.com.au
 - Address: Ground Floor, Suite 2, 587 Canterbury Road, Surrey Hills, Victoria, 3127
 - Commercial Law, Consumer Law, Property Law, Dispute Resolution
- ADOBE MIGRATION LAWYERS**
 - T: 03 9607 6362
 - W: www.adobemigration.com.au
 - E: info@adobemigration.com.au
 - Address: Level 40, 140 William Street, Melbourne, Victoria, 3000
 - Commercial Law, Consumer Law, Property Law, Dispute Resolution

Edit listing

Company name: **AM K Lawyers**

Telephone: 1800 430 997

Telephone alt: (blank)

Email: www.amklaw.com.au

Address: Level 14, 333 Collins Street

Address (cont): (blank)

Suburb: Melbourne

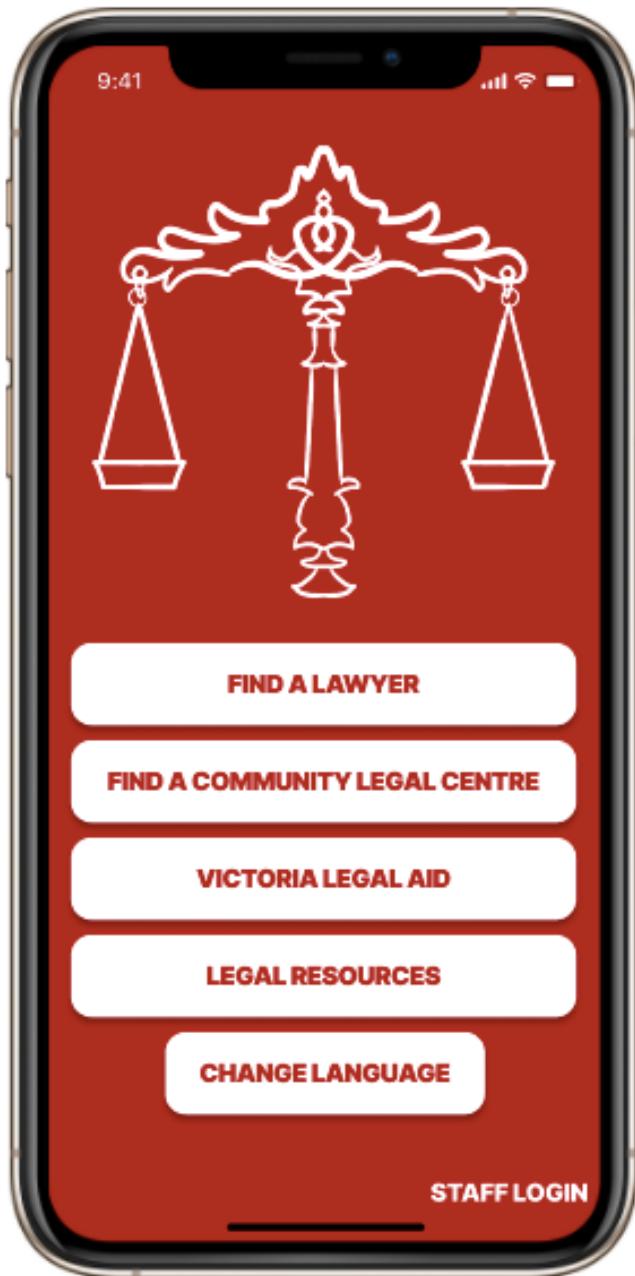
Postcode: 3000

AREAS OF LAW

Commercial Law **Property Law**

Home Find a lawyer Find CLC VLA Library

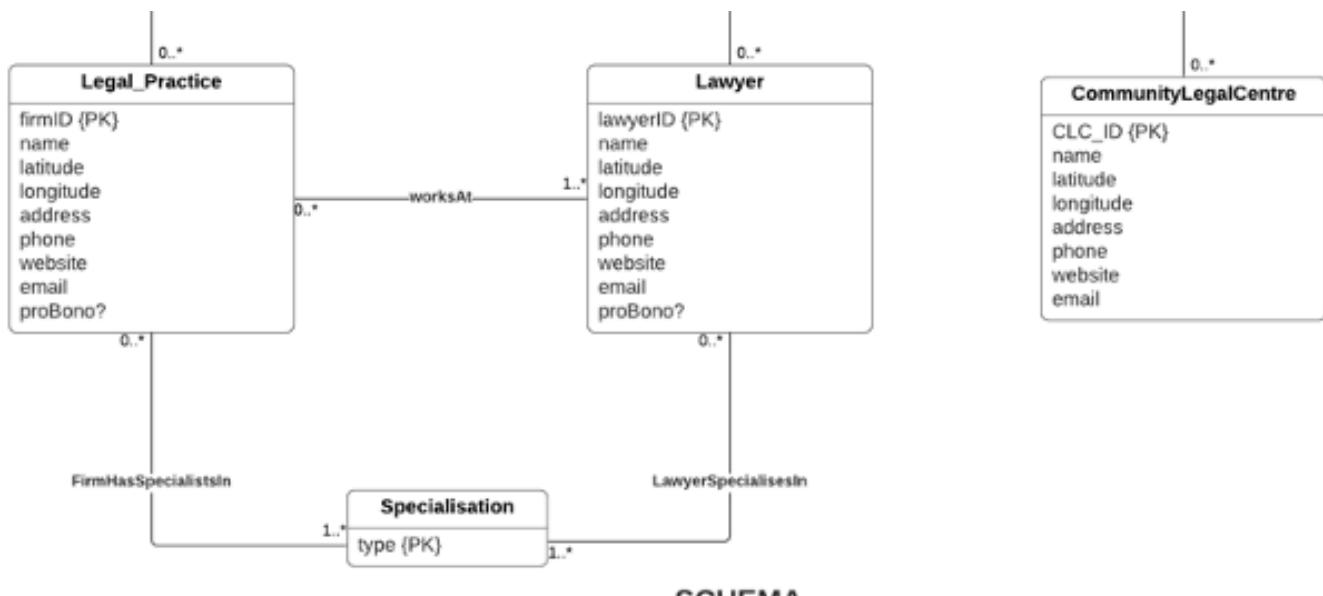
FINAL USER INTERFACE PROTOTYPE



[LINK TO FIGMA PROTOTYPE HERE](#)

Features the completed user interface for our [Access Legal Aid](#) mobile application.

SQL-LITE DATABASE ARTEFACT



Location(City/town)

Legal_practice(firmID, name, latitude, longitude, address, phone, website, email, proBono?, city/town*)

Lawyer(lawyerID, name, latitude, longitude, address, phone, website, email, proBono?, city/town*, firmID*)

CommunityLegalCentre(CLC_ID, name, latitude, longitude, address, phone, website, email, city/town*)

Specialisation(type)

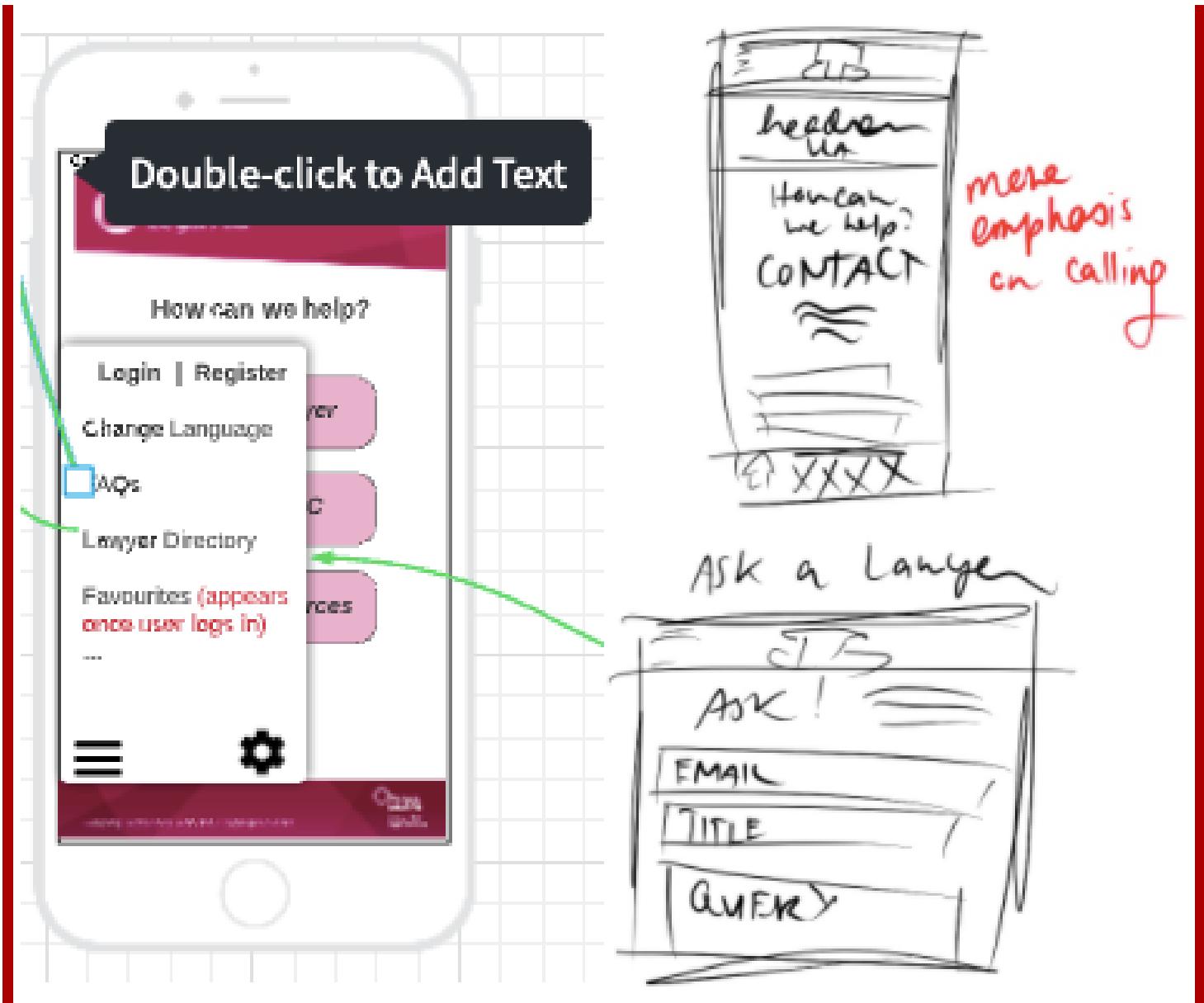
FirmHasSpecialisationIn(firmID*, type*)

LawyerSpecialisesIn(lawyerID*, type*)

ER DIAGRAM LINK / DATABASE LINK

Features a schema of the database that will comprise a big part of our **Access Legal Aid** application.

HIGH & LOW-FIDELITY WIREFRAME ARTEFACTS



HIGH-FIDELITY LINK/ LOW-FIDELITY LINK

Features draft iterations of how our **Access Legal Aid** application will look and function.

XAMARIN ARTEFACT

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Xamarin is Microsoft's framework for creating mobile apps. In this video get an overview of all the various pieces of Xamarin and how they enable you to create cross platform mobile applications.



Xamarin.Forms UI with XAML

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Xamarin.Forms MVVM with XAML

You've created a Xamarin.Forms application with XAML, now it's time to add some functionality to it using the Model-View-ViewModel (MVVM) pattern. [Activate Windows](#)
[Go to Settings to activate Win10](#)

Xamarin tutorials provided by dotNET are available at:

<https://dotnet.microsoft.com/learn/xamarin>

XAMARIN EXPERIENCE WRITE-UP

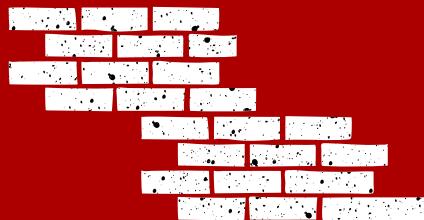
After briefly testing out and experimenting with Xamarin, it is relatively easy to understand for a new user. This, in combination with the video tutorials, would make creating an application fairly doable for those with some coding experience. However, we lack the sufficient experience required to generate the code for an application smoothly without errors. It would take many attempts and bug fixes in order for us to create even a basic version of the desired app. Additionally, the time constraint means that it would likely be an unfinished product with functional errors within the app. Due to these limitations, we decided against pursuing creating a functional app through Xamarin.

WHAT STAGE OF THE PROJECT ARE WE UP TO?



Goony is now up to the stage where the working user interface needs to be transposed into a working mobile application and developing a working and integrated database for the application. An important part of this particular step is user testing. To ensure we are delivering a project that will actually achieve our aim in a user focused and user friendly way is a key part of developing a mobile application. An iterative approach to user testing should be taken when developing a program. This is important because if there are any major design issues or functionality issues they can be discovered and fixed quickly without much hassle at all stages of the design.

DID WE HIT ANY DEAD ENDS?



Fortunately during the course of this project, things have been running very smoothly. We've encountered no dead-ends thanks to careful planning and proper risks assessment. The closest we've come to a dead-end was changing our project at the start of this assignment. We were originally planning to create a virtual assistant, but due to the complex nature of the project and our own limited experience and technical-skills we decided to shift project ideas to something more technically approachable.

WHAT DECISIONS HAVE WE MADE DURING THIS PROJECT?

We decided following Assignment 2 to change our method of task allocation - from dividing by marks on the rubric to taking a more collaborative approach, and each contributing to every task together. This led us to decide to use the Kanban tool to distribute our individual workloads across all of the tasks. On reflection we didn't really take advantage of the Kanban tool specifically; but we did speak in team meetings about what we should focus and work on before the following meeting, and relied on individual team members' initiative to collaboratively contribute to those tasks.

We also changed our initial project choice from a virtual assistant to a legal aid app. This decision was made largely due to limitations in our group's technical knowledge and experience, which limited the feasibility of us creating such an app as an artifact. We decided to go with the legal aid app because it would give us all an opportunity to cover several aspects of project development, instead of spending the majority of our time trying to learn how to code, which might have limited the scope of what we would learn from the assignment.

WHAT DECISIONS HAVE WE MADE DURING THIS PROJECT? CONT.

We decided to create the UI prototype exclusively for IOS, in order to save time on creating an android version as well. This was largely for the same reasons as outlined in the previous point - that we wanted to maximise our available time on looking at different aspects of the assignment, rather than dedicating time to essentially duplicating one part.

A major decision we came to in week 10/11 was how to proceed with our project, given we were ahead of schedule. Our main artifact was intended to be the Figma prototype of the app, but we had nearly finished that, and finished most of the report content as well, as of week 11. We discussed with Anthony in our consultation whether we should focus on deepening what we had already chosen to do - i.e. really consolidate the prototype as a high fidelity one with all the features we had chosen, and possibly add more - or broaden the scope and include other artifacts such as beginning on a SQLite database, Xamarin coding, etc. We ended up taking somewhat of a middle approach, in which we incorporated additional elements (including a relational database file and entity relationship diagram), but kept our primary focus on finishing the prototype, updating our forked github page with new content, and planning out our group video presentation (which we had somewhat forgotten about).

WHAT CHANGES HAVE WE MADE TO THE PROJECT PLAN?

Throughout the project there haven't been too many changes to the project plan. The main change to the plan that Goony decided to implement, apart from the obvious of changing project ideas which was mentioned previously, was to complete a mock-up database and populate it with some sample data as well as a user interface prototype. The decision to mock-up a database as well came at the last minute after the consultation with Anthony. Goony committed to doing the database mock-up because it seemed like the project artefact was going to be completed with a couple of weeks left in the intended timeframe, which gave us a little bit more time to deliver a more complete vision of the project.

A HANDOVER PLAN TO THE FUTURE PRODUCTION TEAM

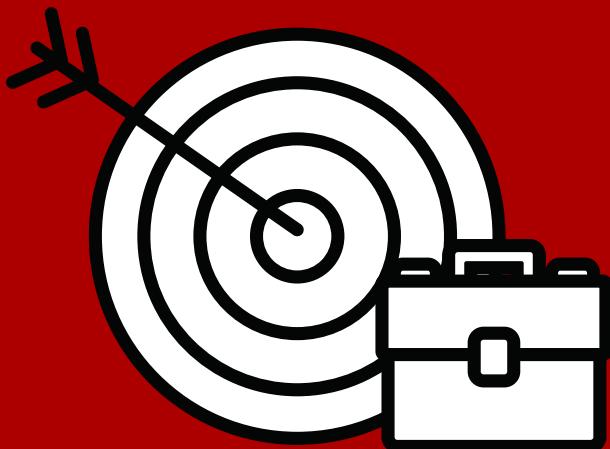
Goony is currently up to the stage of usability testing of our user interface design. This is an important thing to mention because it's what will need to be done straight after the handover. Once this has been completed and user feedback has been successfully integrated into the prototype, the next step is to create a working SQLite database that will be influenced by Tom's mock-up design of the database and contain more than just sample data.

The next step in the plan is to create a working mobile application using Xamarin. This will take the most time so the most amount of time should be spent on developing the actual working iOS application. After this, The newly created database will need to be integrated into the application. Finally and with time permitting, a final run of usability testing should be conducted to ensure that our intended users and demographic find the legal aid application intuitive and effective to use.

ROLES

In line with our reflection on assignment 2, our team has chosen not to assign particular roles to each member, but instead to each participate in every facet of assignment 3. It is hoped that this will ensure that we each have a more holistic and rounded appreciation of (and contribution to) the project, rather than the more compartmentalised approach we took previously. That being said, it is still important to identify and understand the specific roles and responsibilities of the project, even if more than one of us are performing them.

Whereas the ‘skills and jobs’ section of this assignment outlines the roles that we anticipate we would need to incorporate down the track; this section is less about defining what type of professionals we would need to hypothetically employ, and more about describing the types of tasks that we as a group have performed. This comes with the obvious caveat that none of us are currently IT professionals (though not all of the roles described are exclusively IT-related).

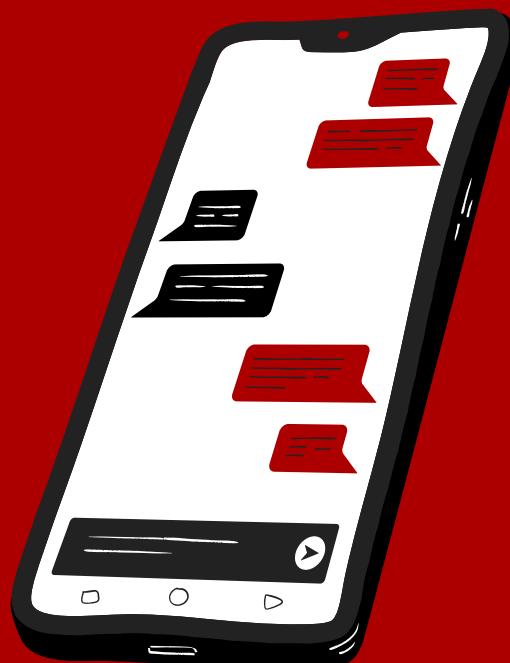


PROJECT MANAGER

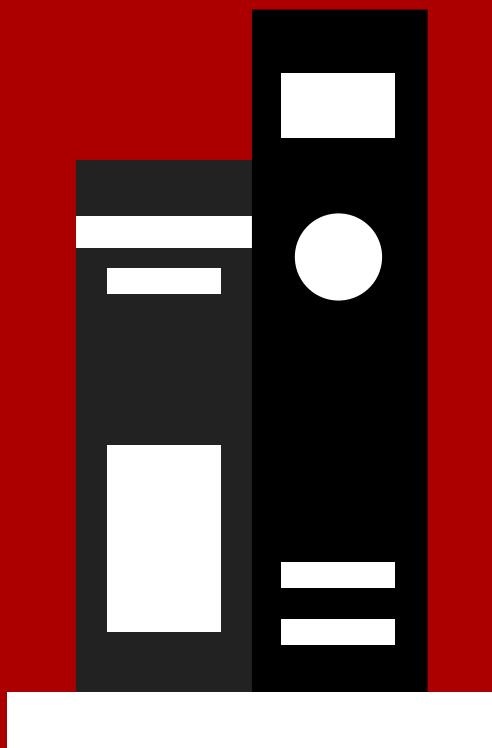
We have each contributed to the management of the project, insofar as setting specific goals and timeframes within which to reach them, and assigning individual responsibilities. Similarly, we have all played a role in coordination and participated in robust communication and reflection of where the group as a whole is at, including discussions on accountability.

USER INTERFACE DESIGNER

Again, given that our project is a smartphone app, we have been conscious throughout the process that our app’s UI needs to be user-friendly, intuitive, and accessible. This has meant the collaborative undertaking of tasks such as wireframing, prototyping and general discussions over what we intend our app to look like and how we want it to function (this has included taking into account such things as Neilson’s Heuristics and design principles and laws).



ROLES CONT.

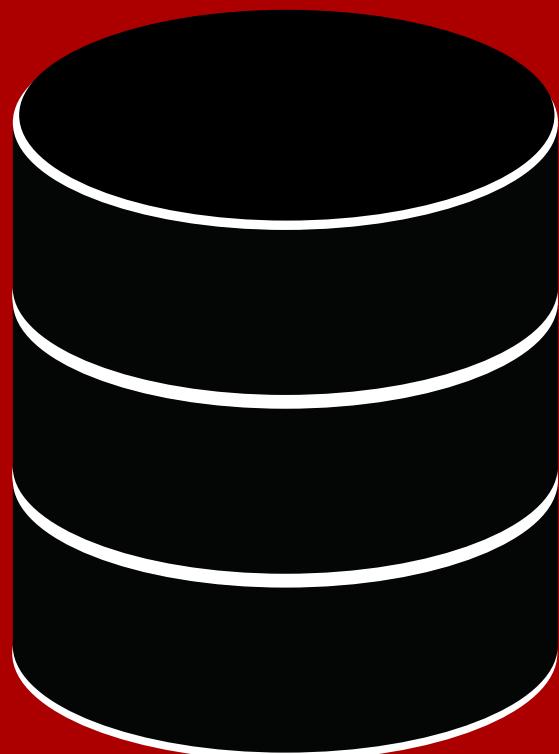


CONTENT RESEARCHER AND WRITER

The technical requirements of our app are not the ends of our project, but the means. As our aim describes, the objective is to have a product that aggregates legal services throughout Victoria in order to improve the accessibility of such information to disadvantaged demographics. This has required detailed research into what is already available, but also in terms of finding and critically analysing resources related to Victorian legal aid, and legal help resources in general, in order to determine what we want to include in our app.

DATABASE ARCHITECT

This was more of an adjunct role in order to demonstrate an example of what type of database we would use in the app. A UML diagram was first designed, then a schema obtained from it, which was turned into a relational database using SQLite (the more common DBMS for smartphone apps given its portability). Obviously with this database being illustrative rather than functional, moving forward we would need to scrape a lot more data to input, as well as incorporating the database within the app software.



SCOPE AND LIMITS



Given that none of our group have experience in designing or creating mobile applications, we have purposely limited our initial scope to creating a prototype which mimics the functionality of what we want our app to do, without actually being programmed to do so. By doing this, we are able to focus on the features that we want to include, and ensure that the app serves the purpose it was intended for. This means that, in this initial phase of our project, we only need to come up with example templates for each feature, such as a screenshot of the google maps function, or an example of a Law Firm page or Community Legal Centre directory. By taking this approach, and limiting our scope to a snapshot of what the app will be, rather than actually learning how to program it (which would take up most of the remaining time in the semester), we will be able to use our time more productively and get the most out of this assignment.

For example, by having a prototype screenshot of the Law Firm Directory, we are able to easily show how that feature will function without having to create and populate a database of law firms and program that into the app (although we did create a sample database to illustrate this). Likewise, we can show how a user can find legal advice in different languages without actually having to create a fully functioning app, or needing to find the correct translations of all the information we intend to include. Finally, Figma allows us to show how the different screens on our app will interact with one another without us having to actually learn the programming skills needed to do it.

Of course, this scope takes into account the fact that we only have five weeks to complete assignment 3; the additional 10 hypothetical weeks include starting to learn some of the requisite programming skills for the actual app development, as well as incorporating other existing technologies and platforms that we intend to use, such as google maps and SQLite, into our design.

TOOLS AND TECHNOLOGIES



TOOLS THAT WILL BE USED FOR THIS PROJECT

- Kanban - for goal-setting
- Lucidchart - Drafting the app features, wireframing, creating an ER diagram for the database
- Figma - To design a working UI
- Xamarin - To create the working application for iOS
- SQLite - To build the legal database in

VERSIONS

Throughout the project Goony will be using many different tools and technologies in order to complete our legal aid mobile application. The latest version of Kanban Tool can be accessed through Microsoft Teams Which is accessible through the 2019 version of Office 365. Xamarin is downloaded through version 16.7 of Visual Studio 2019. SQLite would be the best choice for development on a mobile application. The newest version of SQLite would be best in this context, which is SQLite version 3.33.0.

LICENSES

In terms of licenses for the tools and technologies, the only open source program that we are going to use for this project is SQLite which is a free download for any users and Visual Studio 2019 version 16.7 has a free community download. All other programs that Goony is using for the development of this application require a license to be used effectively. Figma, Lucidcharts and Microsoft Teams all have free versions of the software that can be used for development, but have very limited collaboration potential. These three programs will be used to advantage group collaboration if the licenses are purchased. Microsoft Team will need at least a basic Office 365 subscription in order to record online meetings which is \$6.90 a month. Lucidcharts and Figma will require the Team and the Professional subscriptions which are \$13 and \$12 a month respectively. It's important to point out that because the members of Goony are currently enrolled in a university, we can access all the licenses for these tools and technologies as part of university enrollment with our education accounts.

TOOLS AND TECHNOLOGIES CONT.

TEAM MEMBER'S EXPERIENCES IN CHOSEN TOOLS AND TECHNOLOGIES

Tom

Has used SQLite and LucidChart briefly in another subject this year, but nothing besides that.

Belle

No experience with Xamarin and would need to study it, but has been able to use Figma and LucidChart to figure out the UI. Has used SQLite for another subject, but is not proficient with it

Andrew

Has not used any programs before but has watched tutorials and understands the main concepts of what it is used for and how it benefits the teams' idea. SQLite was new to Andrew but is interested in learning more and gaining experience.

Campbell

Has used Lucidchart a couple of times before and has tested out Figma but has never used Kanban or Xamarin. Has used SQLite for a different subject but isn't completely comfortable with it.

Tung

Lucidchart briefly to create UML diagrams and study entity-relations for another subject. Figma to create a prototype application to explore and apply UCD elements and understand UX theories in another subject. SQLite to create queries and explore databases for another subject. Has yet to use Kanban or Xamarin.

Ben

Has used other programs such as Trello for task management and goal setting in previous projects but have never used Kanban Tool before. Lucidchart has been used to create UML diagrams in a Practical Database Concepts course. In addition to Lucidcharts, SQLite has been used in this same subject to create databases and write queries. Ben has used Figma before in User Centered Design to create user interface wireframes. Finally, Ben has never used Xamarin before so he would have to learn how to code using Xamarin but has had some experience in coding before this subject but is certainly not an expert.

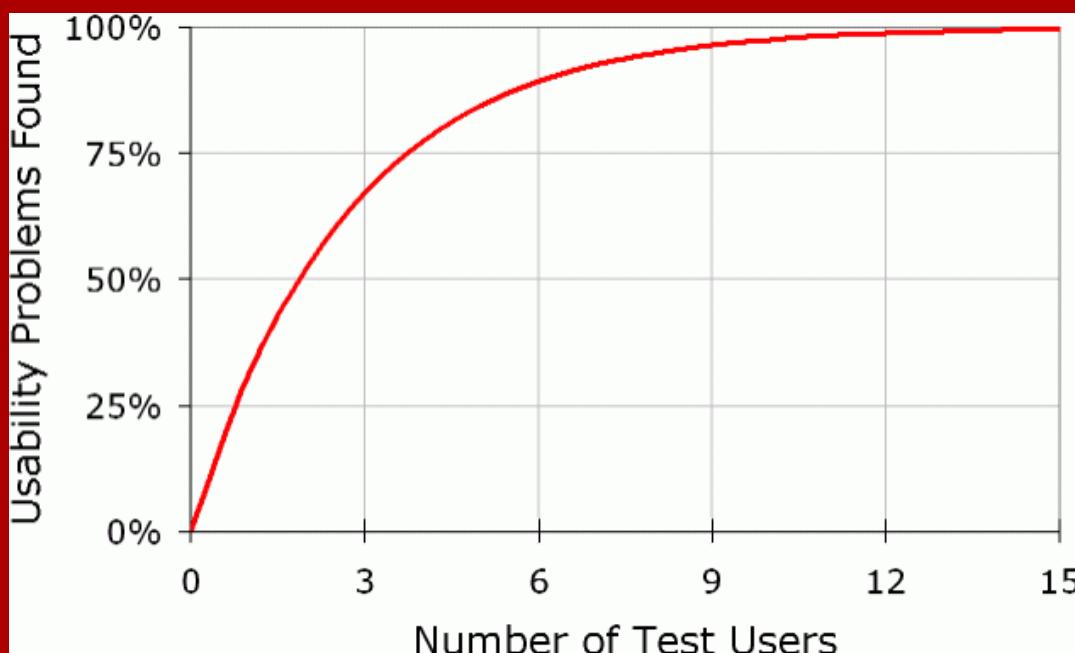
TESTING

HOW WILL WE TEST THE PROJECT?

The purpose of building a prototype using Figma is twofold: it enables us to have somewhat of an idea of what the app will look and function like, but it also allows us to test and troubleshoot any issues that come up - whether unanticipated or just something we have flagged to look at. Obviously this type of testing is not technical, but it is a good type of testing to do in the initial stages of the project, because it allows us to design the functionality of the app before we proceed to the programming stage, and to iron out any issues we find before we start coding and they become harder to fix.

Over the course of the project, we aim to continue testing in different ways during different stages. For example, once we have a working prototype, we can undertake an analysis of the app's usability using Neilson's usability heuristics (Neilson, 1994) or comparisons with other design principles and methods. The results (i.e. the severity of any issues we encounter) will inform decisions on how best to proceed - for example, whether we jettison some functions of the app, change their functionality, or merely change or simplify the aesthetic.

As for user testing, we will again heed Neilson's (2000) advice and test the app with five users, which will provide us with sufficient feedback to improve our design. This will be repeated twice more, giving a total of 15 user tests, which will allow us to iteratively diagnose problems with, and improve the design of our app. The following graph illustrates why the number 15 has been chosen. We will be able to find our users using a survey with screener questions, so as to ensure we will be getting data from our target demographic (i.e. those people who are in need of legal advice/information but who are not sure how or where to get it, generally from disadvantaged backgrounds).



TIMEFRAME

	Tom	Tung	Belle	Ben	Campbell	Andrew
Week 7	Brushed up on HTML and Github. Brainstorm for A3	Discuss A3 with group and expressed desired outcomes and approaches	Begin working on A3 and see how best we can begin the project in earnest.	Beginning work on A3. understanding and breaking up the A3 specification	Discuss A3 as a group and begin planning what to do	Begin planning on A3 and what to expect how work will be distributed
Week 8	Created UI wireframes on LucidChart to outline the basic functionality of the app	Brainstorm implementations of the applications main features	Drew up UI wireframes by hand to showcase my thoughts on how the UI should be done.	Drafting up ideas about functional requirements of the application and scope of the project	Thinking of ideas for the skills and jobs and brainstorming potential risks	Watching tutorials on relevant applications to better understand the programs
Week 9	Wrote up some content for A3 (Testing and Scope & Limits). Learned the basics of Figma	Writing some content (Risks). Played around on Figma to get a better feel for it	Established a draft UI of the application on Figma based on prior drawings, added additional information to the report.	Assisting with design of the UI on Figma. Writing content for A3 (Group communication and processes)	Start writing up the personal content (IT technology experience). Tested out figma to get more comfortable with it.	Continue learning applications and further understanding of the content in A3 - continue working on A3
Week 10	Learning about forking on GitHub. Wrote up some content for A3 (Roles).	Writing some content for A3 (Roles+Jobs)	Refining Figma UI draft and writing additional content for the report (Aims), group consultation .	Writing content for A3 (Tools and Technologies and how it progressed Plans and Progress)	Finish writing up the content about me (career plans)	Writing content in A3 - group consultation and feedback

TIMEFRAME CONT.

Week 11	Wrote and updated content for A3 - plans and progress (e.g. decisions made). Created a UML diagram and relational database file as artifacts. Added some features to the prototype (other languages, made the map parts more interactive)	Coming up with more content for A3 - Clarifying Aims and Goals of the project	Continuing with the Figma UI, writing report content (How did it begin - Plans and Progress)	Deciding on what the presentation will look like. Working on content; Plans and progress (What stage of the plan are we up to?, changing the project idea and Handover)	Changes around the assignment (editing and slight additions to the content). Testing out Xamarin	Continue with content for A3 - preparing for presentation
Week 12	Began adding content into the github fork and report pdf	Finalising content and polishing for upload to github and report pdf	Began adding content into the PDF report, finalising Figma prototype	Began adding content to the website and the report and writing reflection	Finalising content and adding content to the pdf and website	Began adding content into the PDF report and github website

Week 12 marks the end of the allocated university time we have for this assessment. The rest of the weeks are our ideas of the trajectory of the project and where it could go, and what we could do for the remaining weeks.



TIMEFRAME CONT.

Week 13	Conduct usability testing with the prototype to identify problems/things to change, contact legal professionals
Week 14	Making amends to the prototype based on identified issues, do more tests if required
Week 15	Begin learning new programming tool, user tests, start working on database
Week 16	Make amends to UI based on test, keep learning programming software, work on database
Week 17	Finalise UI, begin programming software, adding approved content onto database
Week 18	Continue programming software, adding content into database, organising marketing campaign
Week 19	Continue programming software, organise user testing, adding content into database
Week 20	Continue programming software, make changes from user testing
Week 21	Finalise programming software, figuring out how to host the application

Many of these future weeks were inspired by the areas of improvement outlined in a write-up of a mobile application that Victoria Legal Aid (2016) tried to launch, but couldn't. We made sure that we tested the application throughout multiple stages of the app's production and putting more thought into the marketing of the product. Additionally, we needed to account for the time it may take to get legal professionals to help us with content creation for the application, as well as gathering permission from all of the relevant legal services to use their resources and namesakes.



RISKS

Overview

It's important when developing a concept / planning a project to consider the risks involved. When it comes to our project we've identified 3 main areas that risks come from: development risks during production, usability risks when users interact with our product and designs and also legal risks and liabilities with the information we provide. Identifying risks ahead of time and planning for them early allows us to be cautious and mindful, and actively mitigate or avoid potential problems completely.

Be-all and end-all solution

The primary risk here is the fear that information provided here (particularly in the repository) will be taken as formal legal advice. There is a big risk that people will use the application as a direct source of information and not seek further legal advice from lawyers. The application is meant to be a collection of resources for users to seek advice and information required to their individual circumstances.

A disclaimer may be needed that it is meant to be informative rather than prescriptive, and to use that information to better inform decisions. Plus, the app does facilitate ways to connect people to the right places. One way of doing this is presenting the disclaimer as the user launches the app to inform and clarify users that the application is not to be used as a direct source of information but here to help users find the appropriate legal representation and legal advice.

Accuracy of information

The content of our application is legal based and the law objective and precise we run the risk of misinformation and presenting the wrong information to users. It would also be important to point out the Law is always changing and getting updates. This can be very detrimental to potential users and make us liable by providing the wrong information. The goal behind this project is to provide everyone with the resources they need to act accordingly within the law and seek the proper help for their individual circumstances. Providing wrong information would go completely against our main goal. It would also be important to point out the Law is always changing and getting updates. The application would require constant updating and maintenance to keep the information relevant and make sure users are getting the correct information.

RISKS CONT.

To get around this we need to seek advice and consult with legal professionals to make sure our information is accurate and credible. We could even partner-up with a few law firms to be represented on our application and share their firm's details such as hours and available layers and their contact details for legal advice. And the application itself would require constant updating and maintenance to keep the information relevant and make sure users are getting the correct information.

Software difficulties

As our team is composed of beginners to programming and coding, there is a big risk of having difficulties learning the appropriate software for mobile application development. We've looked into Xamarin which is an open-source platform for building modern and performant applications for iOS, Android, and Windows with .NET. Although, Xamarin does have a lot of beginner tutorials out there to help us use the program which should help us get over this hurdle. But once again we may run into potential problems later when using the platform.

User limitations

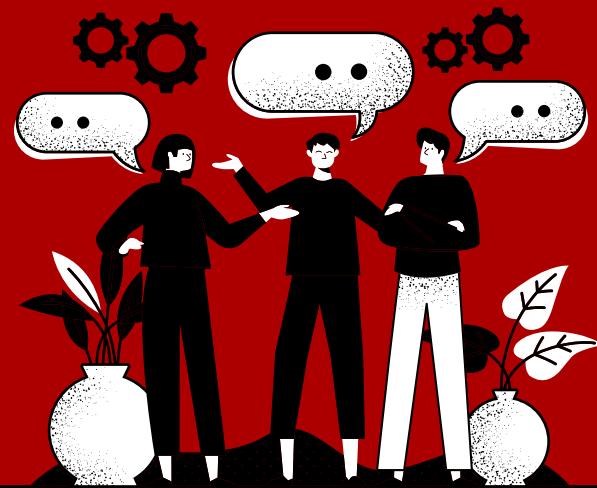
To make the application available to a wide range of users it is expected that we develop an application compatible for iOS and Android platforms. It's a risk we take when developing and devoting all our time and resources into one platform and falling short when working on the other, that there will be compatibility issues and a potentially sub-par, second application.

Doing appropriate research into both platforms in regards to iOS and Android is within our best interest to understand the pros and cons of both operating systems, and what both of them can and can't do. This can prevent us from making design and programming decisions that can't be smoothly replicated from one to the other.



GROUP PROCESSES AND COMMUNICATIONS

The main means of communication for our group will be Microsoft Teams with the report content being done through a file in a shared Google Drive folder. It is expected that the members of Goony all attend twice-weekly face-to-face meetings that are scheduled and recorded through the Microsoft Teams platform. In the event that a team member does not come to the scheduled meetings, they will be contacted through Microsoft Teams with the inbuilt tagging system, if they don't respond to that, they will be emailed. Finally, if all forms of communication do not yield a response, Anthony will be contacted for further support and action.



SKILLS AND JOBS

In this section, the group have discussed the main roles we would recruit if the project was funded for an additional 6 months.

IT Project Manager - If we were to be given a larger amount of resources for our project idea, it would be reasonable to have an IT professional oversee the operations. They will assist us in completing tasks we find too difficult and ensure that the program is safe and secure. If we are obtaining personal information, the IT professional will assist in securing this information.

A further funding of 6 months could also potentially lead to a website based system allowing for more users. Although we should have a good guideline of what to expect (from the application), it is expected that developing a website for this will not be easy. When developing a fully functional website, we must also consider desktop and mobile friendly versions as well as a link to the application.

The manager will also have skills and experience that will open up new ideas for the project. Although not a professional in the legal department, we expect that the ideas will relate to the functionality of our application and find ways to improve it by making it simpler, neater and more user friendly. We also expect that an IT project manager will encourage their own personal changes to our project allowing for innovative adaptations.

Professional Legal Adviser - When further developing a large scale project, our main target remains as Victorians. However, we must consider the legal complications we may encounter as our user base grows. As the group has limited legal knowledge, a professional could assist with major issues.

To expand our project, it would be ideal to have a professional legal adviser, not only for legal issues with our project, but to also present ideas as this is their field of expertise. A legal professional will likely have newer ideas that we would not have thought of and therefore attract more users. To have more professional assistance would benefit the project idea and our development as we do not plan to limit our design to what it is, we want to encourage continuous change to be the best.

A professional legal adviser would allow us to grow our plan for expansion by offering information that cannot merely be researched, rather comes with experience. Therefore, having a professional contributing to our project idea allows us to have greater accuracy of information by using their knowledge of resources and allows for continuous legal updates to be provided at a sufficient time.

SKILLS AND JOBS CONT.

UX Designer - To work with potential user groups and test the functionality of the application and how effective the features being implemented are, based on user needs and requirements. Understanding what users expect and how they will use the application is very important to the user experience. It's one thing to have all the necessary features but if they aren't implemented the right way or if the application is difficult to use then users aren't going to enjoy the application and stick around. There is a big risk the application doesn't take off as a result.

Strong communication and team-work abilities are very important as a ux-designer as it requires the individual to convey and express UX design ideas and concepts to team-members in a way they can understand. If research-surveys and user-research/focus-groups are conducted the ux-designer is required to have strong communication skills and leadership skills to get the right information across and guide and direct ideas in focus groups.

Software/Mobile App Developer - Taking into consideration that we've started this project as a group of uni-students with no real experience in software or mobile application development. It is within our interest to hire a specialist in software/mobile app-development to execute our ideas and vision. Doing so will allow us to produce this project a lot quicker and produce something that runs smoothly.

The app-developer would be required to demonstrate adequate communications skills to understand the outcome of the project when discussing ideas with the team and the flexibility to adapt the project as needed. Time management is very important especially when working as part of a team where completion of work is necessary for other members to progress. For example, the UX designer might need a certain part of the application up and running for testing with a scheduled focus group, it is expected of the app-developer to communicate progress and meet deadlines.

Specialist knowledge with Xamarin and C# is required as the project is working with this platform and that goes hand-in-hand with knowledge of developing for iOS and Android platforms. The application will have a legal repository/database for users to access which would require the add-developer to have experience using SQLite to create and manage a database.



INDIVIDUAL REFLECTION

Ben

I would say that this assignment went well and there were no major catastrophes that happened during the course of the project. Everyone was present for the meetings or gave notice if something suddenly happened and they couldn't attend. The main thing that surprised me was that if a team member did miss the scheduled meeting they would actually watch the recording and comment on what they thought about it and their opinions on the assignment, this has not happened before in a group project I have been a part of. The use of Kanban Tool to manage tasks didn't really end up being used very much, but we still did task management within the shared google drive document. In saying this, that did lead to a similar problem that Goony had in the second assignment which was we tended to compartmentalize the tasks which meant there wasn't much collaboration in some of the parts of the assignment three. The main thing that I learnt from this group assessment was that it is possible to enjoy working in a group on a project if everyone is actively involved with the project and reliable. When this happens, it does take away a lot of the stress of worrying about people not finishing their parts or bailing when it gets tough.

Campbell

I believe that the group worked well together. We got started on the content early and worked smoothly throughout the timeframe allocated. Our communication was extremely good, which is demonstrated through our 2 weekly meetings. While we did have some members miss meetings, this only occurred a handful of times and the other members were able to conduct with these meetings. All members were well informed on what had been done and what had to be done, and members worked together well for certain parts of the project. The group managed the time well. By getting started on the content of the project early, we were able to work on the artefacts sooner, allowing us to make more precise and realistic representations of the desired project. As a whole, the group worked really well and I am happy to be a part of this group.



INDIVIDUAL REFLECTION

Tung

On the whole this entire experience has run very smoothly! From day one of forming our group up until now, we have all been on top of all the work and dead-lines. Starting everything early and properly delegating tasks meant we were able to maximise productivity with our progress and gave us proper time to plan and avoid mistakes. Everyone on this team is dedicated to producing the best work we can and it really shows when looking back at our prior group and individual assessments. Everyone on this team has strong communication skills which I think contributed tremendously to our success thus far. Along with our emotional maturity, everyone is comfortable to openly share our thoughts and opinions on the project, and also ask each other for help on topics we aren't sure of or tasks we don't know how to complete. Keeping up with two meetings a week has also contributed to this and has kept us all accountable for our own individual work and progress. Overall I'm very happy with our results and what we have accomplished in the time we were given. The only thing I wish that could have been done differently is actually getting the opportunity to work with each other in person, getting to know each other more and develop a stronger relationship as a team. Everyone was an absolute pleasure to work with and I wish them nothing but all the best with their future studies and/or plans.

Ysabel/Belle

Overall, I think the group worked really well together. Outside of the usual challenges that comes when there's conflicting deadlines and other personal commitments that take precedence, we were all present for meetings, all of which were productive or, if not all of the members were present, were not wasted. Every week, we were able to add something new to the project, and we were able to hold each other accountable in the same way that we're there to help each other out should we need it.

Our communication with each other, I think, is our strongest suit. We're transparent with everything that's happening, be it with our progress on the report, or if we have something coming up that may affect our ability to get something done.

Regardless, however, assignment 1 and 2 were a testament to what can we done when everyone chips in, and I couldn't be happier with the group's performance.



INDIVIDUAL REFLECTION

Andrew

I am incredibly proud of how the group worked together. The group was cooperative and there were no conflicts. Getting ahead at the start of the project allowed us to work with little time stress. The whole group was communicating well with each other which allowed us to ensure that the allocated work was completed in time. We had 2 meetings per week which allowed us to be aware of what everyone has done and what needed to be completed, all group members attended the meetings unless alerting the others of their absence. Having the two meetings allowed for me to focus and stay on top of the assignment.

It was surprising for me how well the group worked together. I have not been in a group like this, everyone was incredibly passionate about their learning experience and wanted the best out of this course.

I learnt that when working with groups, communication and effort is key. Having many meetings assisted the team with the quality of work we were able to complete.

Tom

On the whole, I think our group worked well together and made each other accountable in a constructive way. We had a good group dynamic and were always pushing ahead and making progress. Given the challenges of online group work, I think we did pretty well. Our twice-weekly meetings really helped to keep us on track.

Goony

GROUP REFLECTION

What we did well:

The group worked incredibly well together. There were no major signs of faults or let downs on any individuals. There was proactive communication via Microsoft Teams with 2 meetings every week on top of in class discussions. The work was divided and everyone participated in some shape or form. It was also great that the team was willing to begin the assessment early, right after assessment 2 was submitted. Therefore, we had a great early start to this and got major components out of the way early on. We were then able to spread the workload over the designated weeks without much stress. With great time management, communication and teamwork, we were able to get artefacts completed very quickly. The quality of work from each group member was good and the group were grateful to work with each other. The group agreed that it was surprising that communication went incredibly smoothly and that the group worked well with each other. We have learnt that it is important to manage time effectively, this was done by starting the project early. Starting early allowed us to manage time and pump out quality work without time being a stress factor.

What we could have done better:

Our decision to divide assignment tasks between group members differently this time around- i.e. splitting each part between everyone instead of dividing it up based on the marks allocated - worked ok, but could've worked better. Coordinating one task between six people can run the risk of people's work overlapping, the flow being too haphazard, or one person doing more work than everyone else on a particular part. We ran into various versions of the above problems, though by no means were they overwhelming. On the flipside, the group did benefit from each contributing to many different parts of the assignment this time around, instead of just one compartmentalised chunk as in assignment 2, so on balance it was a good decision. We probably just needed to coordinate a little better and hold each other accountable (face-to-face classes would have helped in this regard).

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