Inclusive Digital Design

People impacted by family and domestic violence

Do's

Provide clear information on how safety concerns are reported and escalated.

Offer a simple 'quick exit' function.

Make it easy to restrict access from personal or shared accounts.

Offer choice about how and when to receive information.

Offer translation software that enables non-English speakers to access support.

Use empathy in the tone of communications.

Don'ts

Make users re-explain sensitive circumstances across government services.

Send communications during hours where user action is unlikely to occur.

Make users complete processes in a single session.

Complicate validation steps for applications.