

Aurora app

A free domestic and family violence smart phone support tool

What is the Aurora app?

Aurora is a free smart phone app for people experiencing domestic and family violence in NSW. It is a quick and accessible way of finding information, support and domestic violence services in NSW.

What information does the Aurora app provide?

The app includes information about the signs of domestic and family violence and who to contact for help.

Service providers can familiarise themselves with the app and all of its functions prior to discussing it with clients, particularly the 'What to Do' section. This is the information section of the app that covers phone and internet safety.

Aurora identifies available support services in NSW. These include emergency services and accommodation options, as well as the NSW Domestic Violence Line – **1800 65 64 63** – for people who need urgent assistance or advice.

Who is the Aurora app for?

The app provides guidance for people who are unsure if they are experiencing domestic and family violence. It can also help people who have recently left a violent relationship or people currently in a violent relationship.

The app is an ideal tool for those who own their own smart phone, and believe they can download and use the app safely. Potential users are encouraged to read the section on safety precautions on the next page.

The app also helps people who are concerned about a friend or family member in a violent relationship.

Is there an emergency services feature within the Aurora app?

Aurora includes an icon to directly call 000 in the case of an emergency.

An icon to call the NSW Domestic Violence Line is also included.

Aurora has a unique icon 'Message Friends' which allows the user to message up to five friends or family members if they need help.

Why was the Aurora app developed?

The app was developed by the NSW Government to make information and support services relating to domestic and family violence in NSW more readily available.

It was developed by Women NSW in consultation with domestic and family violence experts including the NSW Women's Refuge Movement and the NSW Police Force.

The app was created in response to evidence that the vast majority of violence against women and children occurs within their homes.

While women don't always have access to a computer, they often own a smart phone. Often women flee their home with only their immediate personal belongings, including their smart phone.

What should service providers consider before referring a client to the Aurora app?

While user safety has been a guiding principle in the development of Aurora, the individual client's circumstances should be considered before referring them to the app.

Discretion is advised if you have any concerns about referring your client to the app, particularly if the perpetrator has ready access to the client's smart phone and account details. This includes whether the perpetrator has access to or checks the client's phone, messages or iTunes or Google Play accounts.

Clients should be advised to use caution when accessing the app by following the precautions outlined below.

More information on safety planning around technology, as well as the potential benefits of technology for clients, is provided through the Women's Services Network's Safety Net Australia project <http://wesnet.org.au/safetynet/>

What safety precautions should be undertaken while downloading or using the Aurora app?

Where possible, users downloading Aurora should ensure that:

- the app is downloaded and accessed in a safe place, away from the perpetrator, where they are unlikely to be interrupted
- they have a personal iTunes or Google Play account, which only they have access to
- they delete any record of phone calls or messages and websites made or visited on behalf of the app
- they are familiar with their smart phone and know how to exit the app quickly.

Users should also be aware that downloading the app may appear as an item on their phone bill.

For more information, refer to the '*What to Do*' section of the app. This area provides further information on safely using mobile phone and internet devices to ensure the privacy and safety of the user.

Where can the Aurora app be downloaded?

iPhone users should go to the Apple iTunes Store to download the app.

Android phone users should visit the Google Play Store.

To find the app quickly use 'aurora domestic violence' as the search term.

Alternatively – if you have a QR code scanner on your phone – scanning the code below will immediately direct you to your relevant app store and begin downloading Aurora.



How else can I promote the Aurora app?

Pocket card promotional brochures have been printed and are available for distribution in bulk. Requests can be made via WomenNSW@facs.nsw.gov.au

How can I provide feedback on the app?

Feedback on the app, including reporting of bugs or other issues, can be emailed to WomenNSW@facs.nsw.gov.au