



FACT SHEET

USING THE SUNNY APP



1800RESPECT is available for frontline workers and people with disability for information, referral and counselling.

1800RESPECT counsellors are trained in responding to people with disability and frontline workers.

Developed by 1800RESPECT in partnership with Professor Patsie Frawley and Deakin University.

Funded by the Australian Government.

WHAT IS SUNNY?

Sunny is 1800RESPECT's app for people with disability who have experienced violence and abuse. This app is designed specifically as 'help for women with disability', however Sunny also helps people with or without disability to recognise, respond and get help if they are experiencing violence and abuse.

WHAT DOES SUNNY DO?

If you are a person with disability or supporting a person with disability who has experienced violence and abuse, Sunny can support you to:

- Tell your story
- Understand what has happened
- Know your rights
- Find people who can help
- Understand what abuse is
- Learn about different types of abuse.

FEATURES AND THINGS YOU SHOULD KNOW ABOUT SUNNY WHEN CONSIDERING USING IT WITH CLIENTS

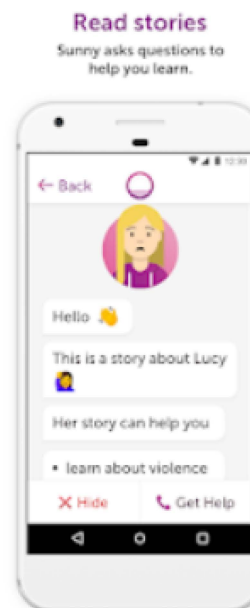
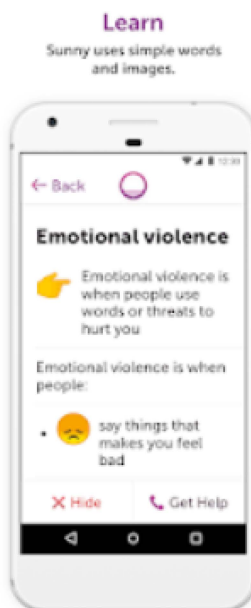
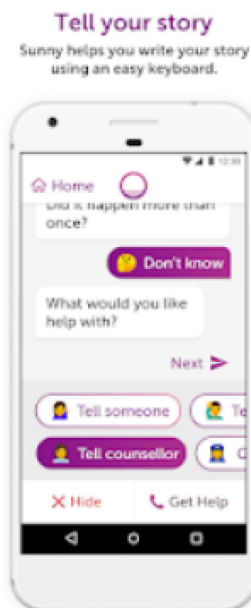
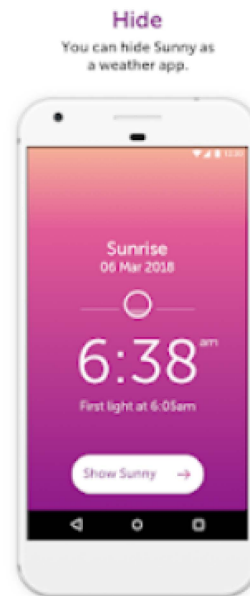
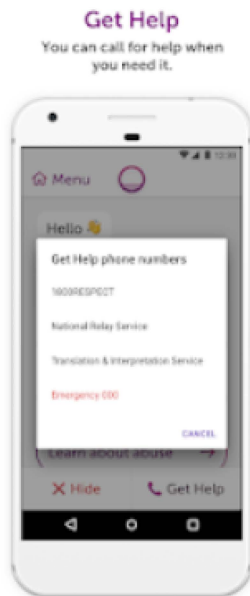
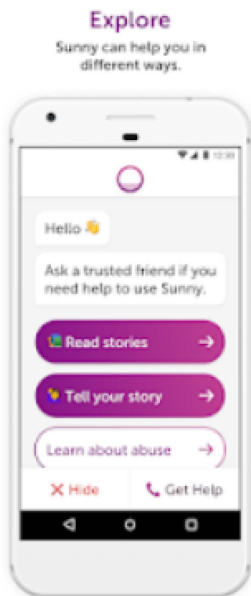
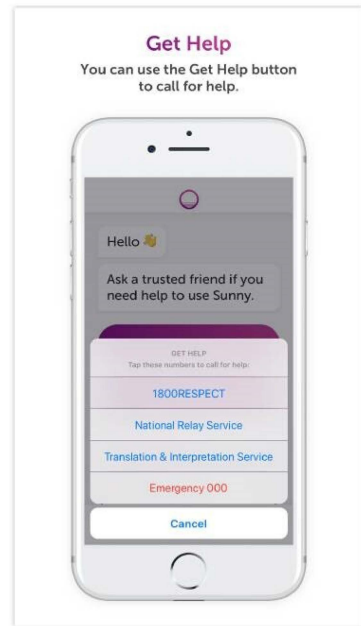
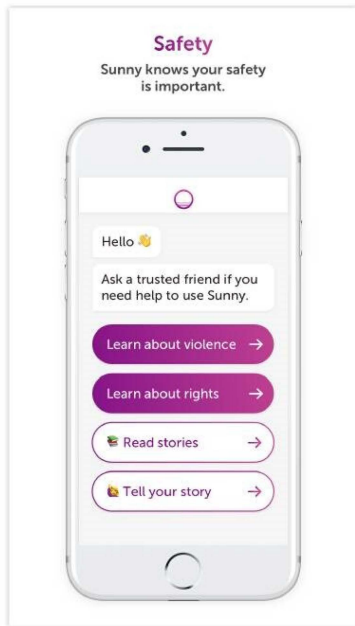
- The app offers a 24/7 confidential support service.
- Sunny has been co-designed with Women with Disabilities Australia.
- Sunny is compliant to level AA of the Web Content Accessibility Guidelines 2.0 and is easy to navigate.
- Sunny offers a helpful 'How to use Sunny safely' page where the instructions offered are clear and concise.
- Complex topics are explained simply ensuring they are easy for the user to comprehend.
- A screen reader can be used to access Sunny on both iOS and Android devices.
- The text throughout the app is large and can be made larger or smaller by using the accessibility settings on a device.
- The app uses familiar and recognisable emoji's in conversational format to guide the user through its features.
- The app provides relevant resource links to 1800RESPECT, the emergency '000' number, the National Relay Service and the Translating & Interpreting Service.
- The app's 'Hide' and 'Get Help' buttons are visible on every page.
- A person's story is not able to be shared which provides privacy and a sense of security for users.

IS SUNNY ACCESSIBLE?

- Sunny has been made so it can be used by everyone. Sunny is compliant to level AA of the Web Content Accessibility Guidelines 2.0.
- You can use a screen reader to access Sunny on IOS (iPhones) and Android phones.
- You can make the text in Sunny larger or smaller by using the accessibility settings on your phone.
- Currently, Sunny can only be used in portrait screen.

WHEN WOULD I USE SUNNY WITH PEOPLE WITH DISABILITY?

- The Sunny App is designed for people with disability. It is important that it is used by people who identify with the format and can relate to the app and its features.
- The Sunny App is most accessible for people who are technologically savvy and own a smartphone.
- The Sunny App can be used on shared devices, which may be common in group homes.
- The Sunny App is free and easy to download, and in a useful format for delivering information and education about violence and abuse.
- The Sunny App can be used with people with disability when using a client centred approach, such as in counselling.
- When using the Sunny app with people with disability consider:
 - Phone/computer/internet access
 - Digital literacy
 - Safety of the user
 - Resource download ability, storage, usability and suitability to the user and their supports, to best access and maximise the use of the features of the electronic resource
 - Tailoring the training approach to the user's needs
 - Follow the natural progression of working with a person with disability.



HOW DO I USE SUNNY AND ELECTRONIC RESOURCES SAFELY?

Electronic resources require a level of technology literacy and awareness to use the resource safely and meaningfully. Factors that a user should be aware of include:

- onlookers
- data sharing
- phone sharing
- control of phone use
- issues of confidentiality with iCloud
- platforms
- volume/audio features
- Care should be taken using Sunny on a phone if the person at risk/experiencing SADFDV has their phone monitored or controlled by another person
- When downloaded, Sunny can be seen on your app store account, so please make sure the person is aware of this.



It is important to combine broader training about how to use electronic resources safely with the targeted information about safety on the Sunny App - 'using Sunny safely'. It is also important to consider the way some perpetrators of violence hold and control information as a way of violence and abuse against women with disability. Sunny can also be useful in setting a safety plan with people with disability.

HOW DO I GET SUNNY?

Go to the App Store or Google Play store to download Sunny. Sunny is free to download and is free to use on your phone.

[Download Sunny from the App Store for iOS](#)

[Download Sunny from Google Play for Android phones](#)

SUGGESTIONS ON HOW TO USE SUNNY WITH PEOPLE WITH DISABILITY

- Be familiar with the features of the App so that you can guide clients through its use.
- Talk through the App in detail using each feature, step by step.
- Explain to the person the ways that they can contact 1800RESPECT, emergency numbers and NRS and TIS service through Sunny.
- Download on crisis response phones alongside other useful information and phone numbers.
- The information on the Sunny App is consistent with the 1800RESPECT Easy English books to enable them to be used together to reinforce safety messages.
- Use in conversations about safety planning.
- Make sure that a person is safe to use the App if they are taking it home.
- Although it uses Easy Language principles, the App can be useful for people who do not identify with having a disability, but may be experiencing memory/cognitive issues.
- The language used in the Sunny App can be useful for people who have not yet found words to describe their experience.
- Introduce and promote Sunny to other services that you refer people with disability to, or those you are working in collaboration with.
- Can be used in one-on-one first response situations, eg. when someone is presenting in hospital.
- When working with the App one-on-one with a client, make a proactive plan for the next step if someone discloses their experience.
- Have the Easy English resources available that mirror the app.