MEDIA FACTSHEET

COMMUNITY GUARDIAN (CG) APP

The reporting of domestic violence incidences has historically been a manual process. Calls received from victims or concerned parties such as neighbours will be assessed and a trained social worker dispatched to respond to the incident. This can be immediate for urgent cases or it may take a few days for non-urgent ones.

PAVE Integrated Services for Individual and Family Protection Specialist Centre sought to use technology to improve their ability to detect cases and shorten response times to provide faster assistance to victims.

Improving detection: To complement its social workers, PAVE recruited and trained 57 volunteers consisting of individuals and grassroots leaders. The volunteers are provided foundational training to make initial assessments, before ascertaining the appropriate follow-on responses. Grassroots leader volunteers play an important role in widening detection as they are more likely to encounter cases of family violence, or receive information of such cases, over the course of their community engagement work. Through the app, these volunteers will be able to report cases of possible domestic violence to PAVE.

Faster response: Through the app, a PAVE social worker would be able to see details of a reported incident and at a glance. Through the app, the social worker can also identify volunteers near the incident and find one with the appropriate training to respond to the case, where they can provide a preliminary assessment and determine the necessary follow-up.

Better case management: In addition to these benefits, the app will also provide PAVE with an overview of all cases logged, helping it to better manage the cases being worked on, cases closed or any further actions required

Pilot

The Community Guardian pilot began in June 2020 and is expected to continue until December 2020 in the following areas:

- Jurong GRC
- Nee Soon GRC
- Teck Ghee
- Yio Chu Kang
- Siglap
- Tanjong Pagar
- Punggol

IMDA and Kydon will be further enhancing the app to add new capabilities including responder assignment acknowledgement and a search function to help PAVE quickly sort and match responders to cases. PAVE will assess the results of the pilot ahead of expanding the use of the app to more areas.