

# amica

## Designing and Developing ODR for family law

Justice and Innovation Group  
The Network for Justice  
March 7 2024

**Portable**✓



**Our mission is to seek out areas of social need and policy failure and make transformational change using research, design and technology.**

Certified



Corporation

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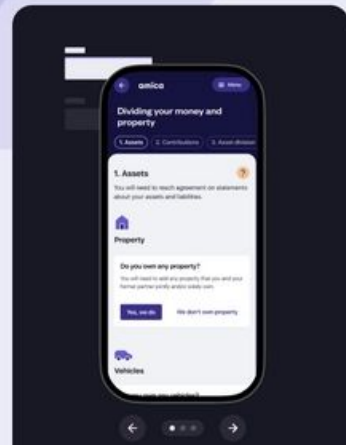
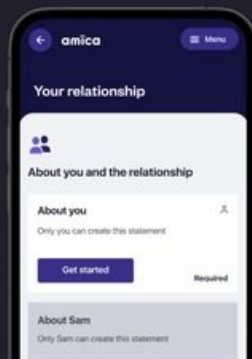
Year roadmap



We're on journey to  
make justice human  
centred across  
~~Australia~~ the world!

# amica, a smart and simple way to separate

Use amica to separate from your partner, make parenting arrangements if you have children and divide property and money.



## Divide your money and property

With amica you and your former partner can list out your property and their values. You can create a checklist of those items and review each other's answers as you go.

1. List your property and agree on their values

## How amica works

amica is a completely online service, designed for both desktop and mobile. It lets you work out a separation agreement easily, in your own time and on your own terms.

amica can be used by married and unmarried couples. However, you won't be able to use amica to file for a divorce. Amica can only help you to negotiate your separation.

# Our journey

- 2017** NLA (National Legal Aid) commenced market research and concept exploration
- 2018** Portable begins app design and development, explores use of AI for suggested division
- 2019** Proof of concept delivered, NLA lawyers support in developing AI model
- 2020** National launch in June with document creation, consent order, messaging, and AI suggested division
- 2021** Desktop version, online payment gateway, usability improvements
- 2022** User research, infrastructure, content, and usability improvements, ability to add multiple super accounts
- 2023** amica<sup>one</sup>, superannuation splitting
- 2024** International expansion, launch of next generation in Ecuador



# amica and dispute resolution

- Our ODR work provides a blueprint of how to create a process for people seeking to resolve their own matters
- Asking the right questions through a conversational interface to guide the conversation
- Enabling collaboration between people through smart uses of technology, like predictive algorithms or tone analysis

# Our process



Workshopping initial  
concepts and  
desirability



Working closely  
with those with lived  
experience and  
subject matter  
experts



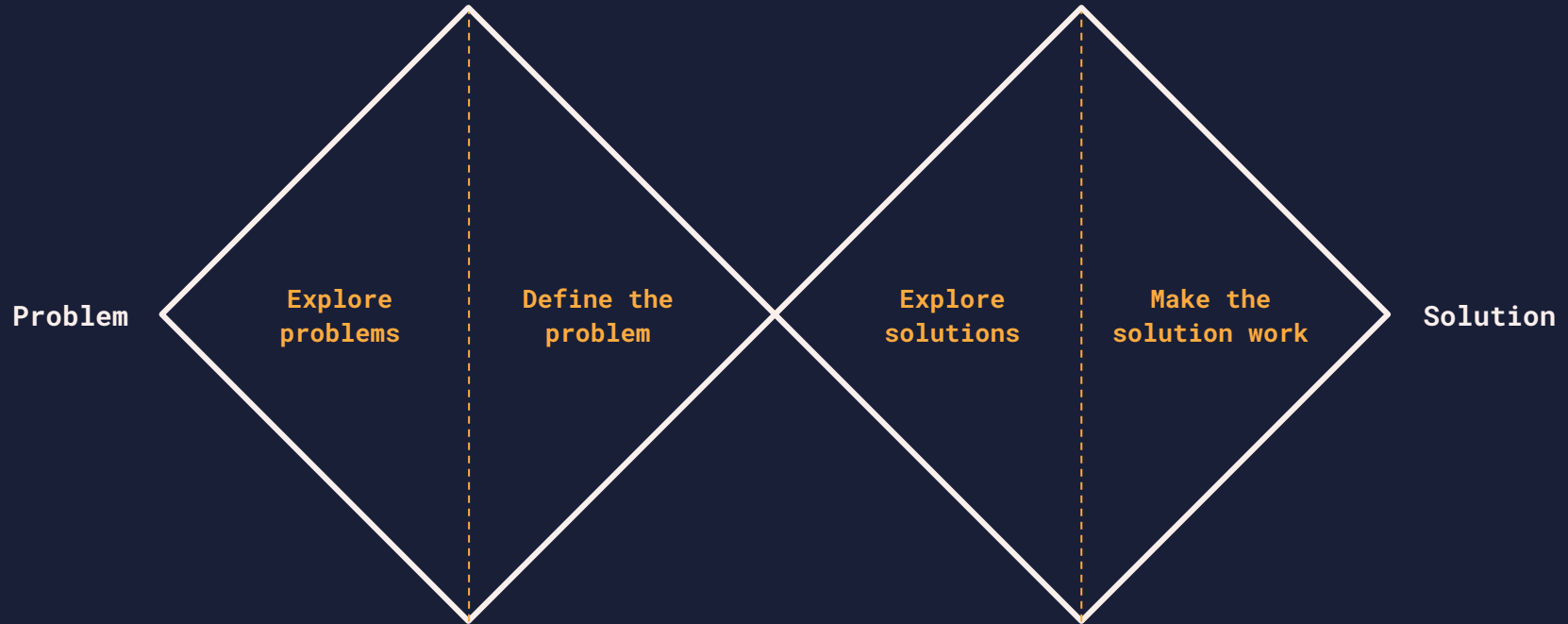
Mapping workflows  
and creating useful  
content



Testing with our  
audience

Solving the right problem

Solving the problem right



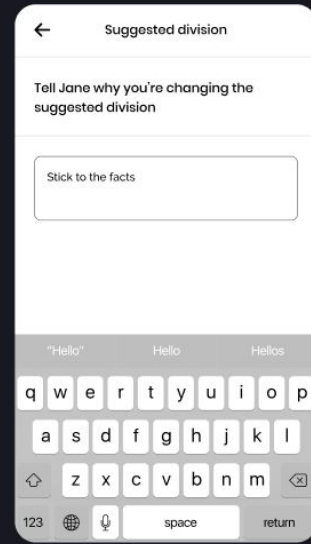
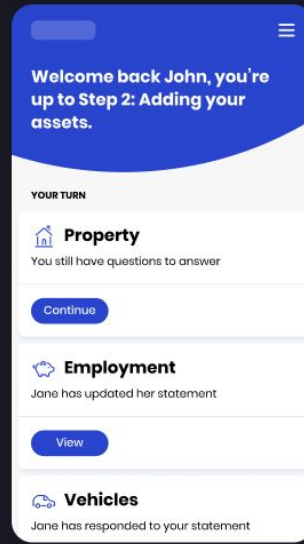
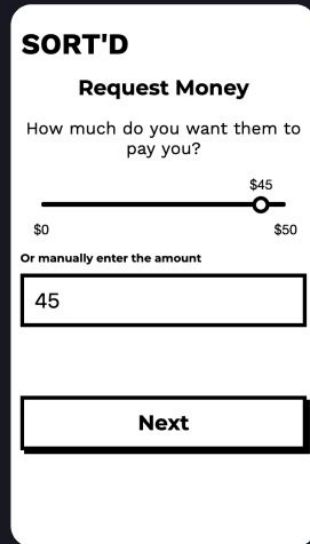


# The evolution of amica

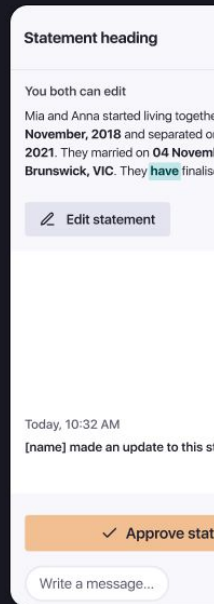
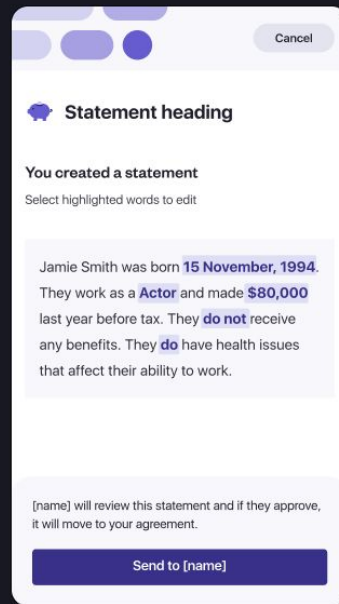
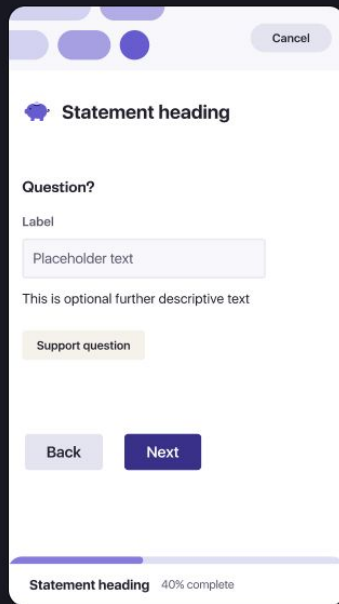
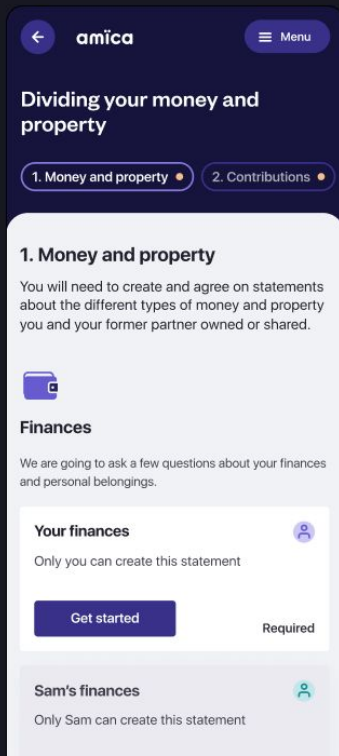
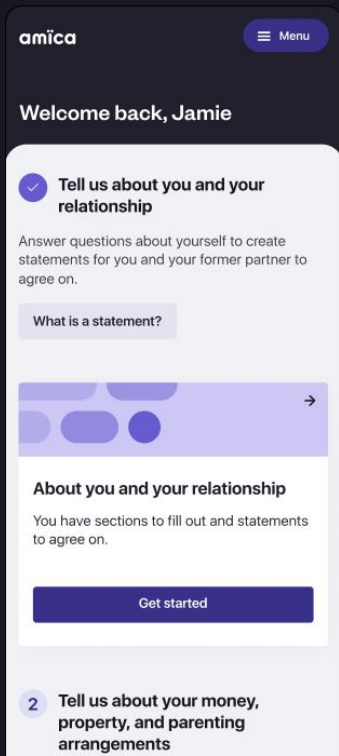
2017



2018

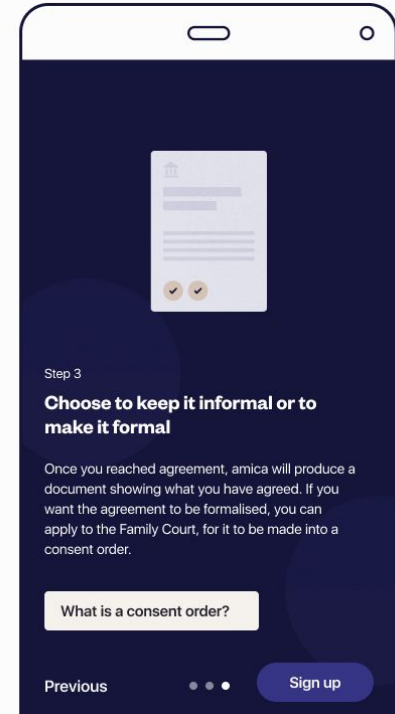
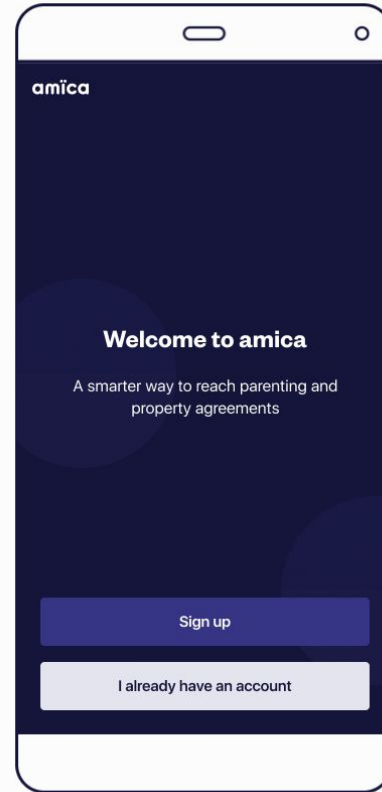


# → Now



# Introductory screens

→ amica provides contextual information during the sign-up process so that the user can determine if the service is right for them



# Creating statements

- Users answer collections of questions in order to create statements, that then need to be agreed upon to create their document
- Each question feels conversational and is accompanied by contextual information and explanation throughout.

were you and Sam married?

Yes No

**When did you and Sam separate?**

Date separated

Enter date

Next

What counts as a date of separation?

Relationship

were you married?

**What counts as a date of separation?**

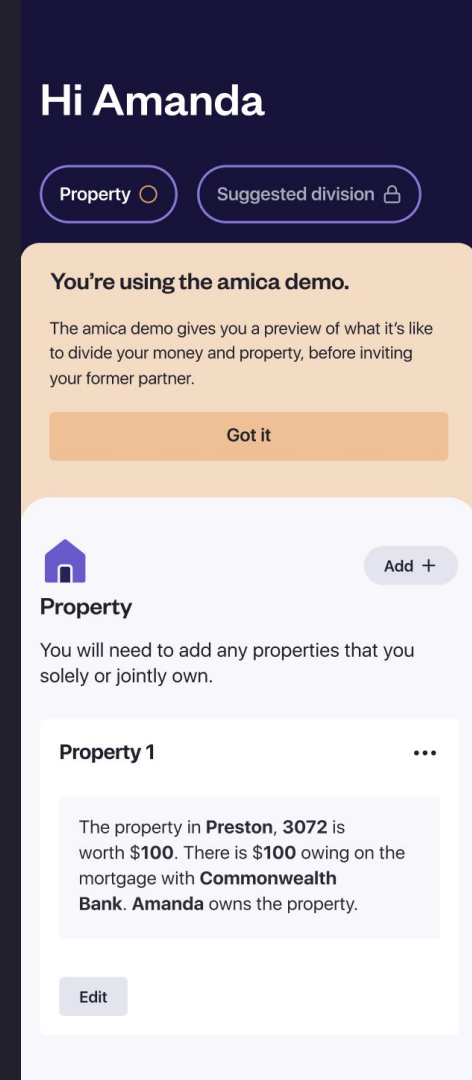
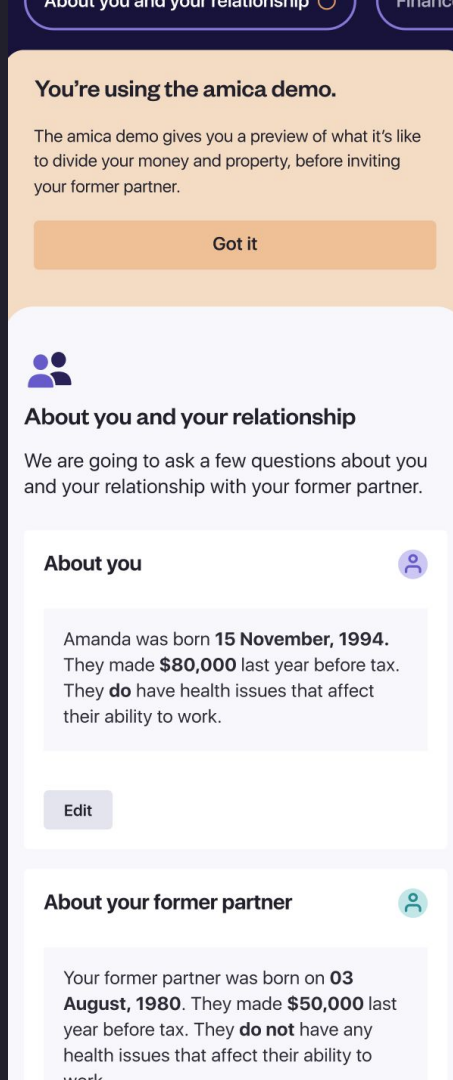
This might be the date you or your former partner moved out, the date you told your friends and family you had broken up or any other date you and your former partner agree on.

If you receive Centrelink, the date you gave Centrelink is your official separation date. Remember, you can be separated and still living under the same roof.

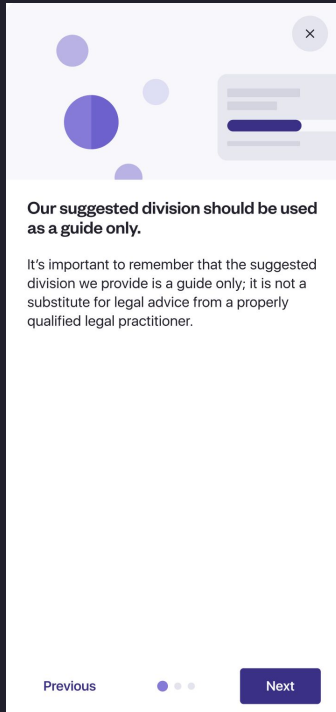
Got it

# Single-user amica

- Users can answer questions relating to their **property**, **finances** and **contributions**.
- Users can answer the same questions on behalf of their **former partner**, giving amica the information required to suggest a 'suggested division' range for the user.



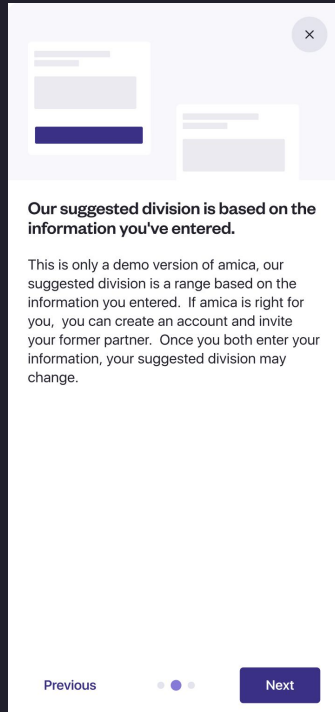
# Suggested division



Our suggested division should be used as a guide only.

It's important to remember that the suggested division we provide is a guide only; it is not a substitute for legal advice from a properly qualified legal practitioner.

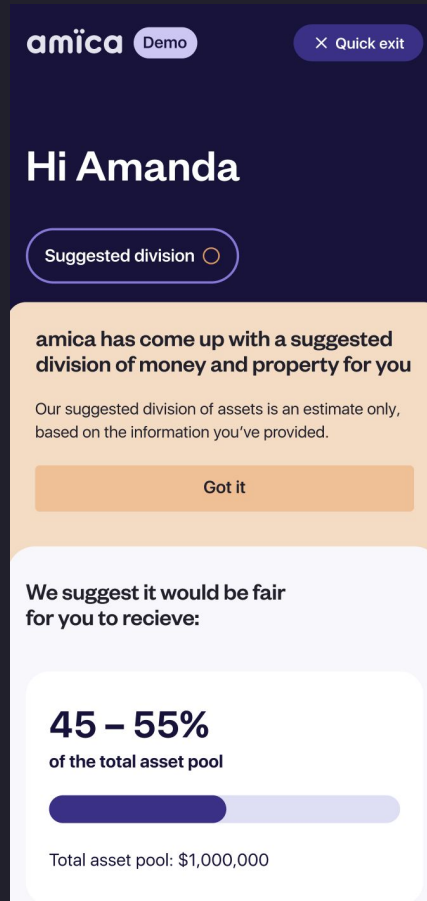
Previous ● ● ● Next



Our suggested division is based on the information you've entered.

This is only a demo version of amica, our suggested division is a range based on the information you entered. If amica is right for you, you can create an account and invite your former partner. Once you both enter your information, your suggested division may change.

Previous ● ● ● Next



amica Demo Quick exit

## Hi Amanda

Suggested division ○

amica has come up with a suggested division of money and property for you

Our suggested division of assets is an estimate only, based on the information you've provided.

Got it

We suggest it would be fair for you to receive:

**45 – 55%**  
of the total asset pool

Total asset pool: \$1,000,000

This suggestion takes into account the length of the relationship, both parties' age and health, how much you both earn, future needs, and how much you each contributed to the relationship, and child care responsibilities.

## What's next?

### Sign up to amica with your former partner

When you sign up to amica, you'll be able to invite your former partner and work through similar questions together. This means you and your partner can collaborate and agree on division of assets that you're both happy with.

[Go to amica](#)

### Get help or support

Do you want support or have questions? We're here to help.

[Get support](#)

amica

[www.amica.gov.au](http://www.amica.gov.au)

National Legal Aid acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

← Your suggested division

You would receive	Sam would receive
56%	44%
\$560,000	\$450,000

Total asset pool: \$1,000,000

**History**

**Our suggestion** 12 Sep

You would receive 55%	\$550,000
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**Go to the next step to add a message**

Add a message to let your former partner know why you think this is more fair.

Cancel Add message

01

02

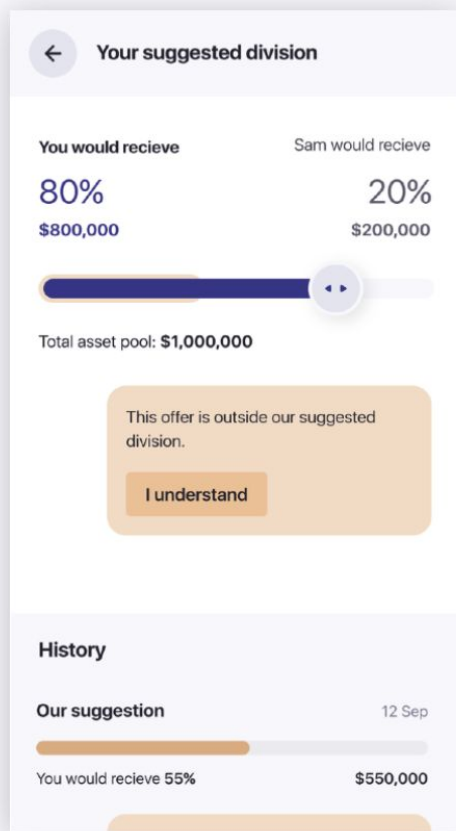
03

04



## Make your own offer

If a user decides to create their own offer, they will move through to an interface with the ability to interact with the initial percentage split



01

02

03

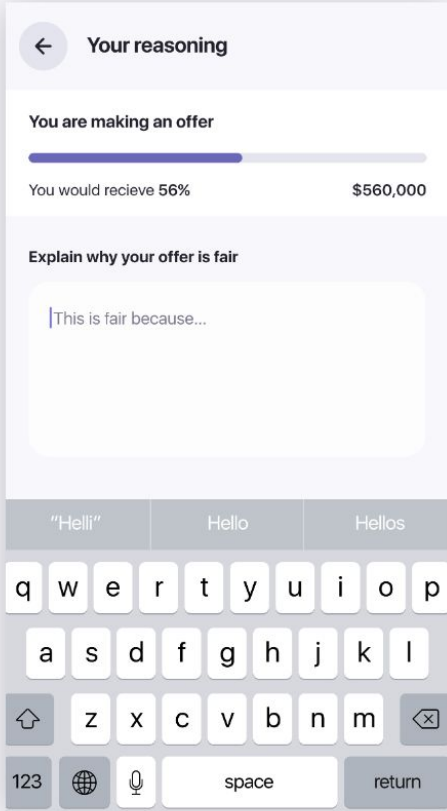
04



## Make your own offer

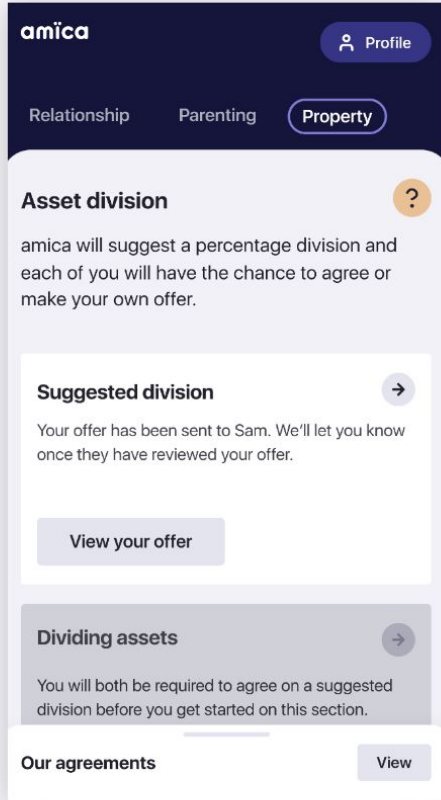
amica will provide guidance if you attempt to make an unfair offer (outside the bounds of the prediction).





## Add your reasoning

With the intention of ensuring there is fair rational behind each suggestion made, you will be prompted and required to include reasoning.



01

02

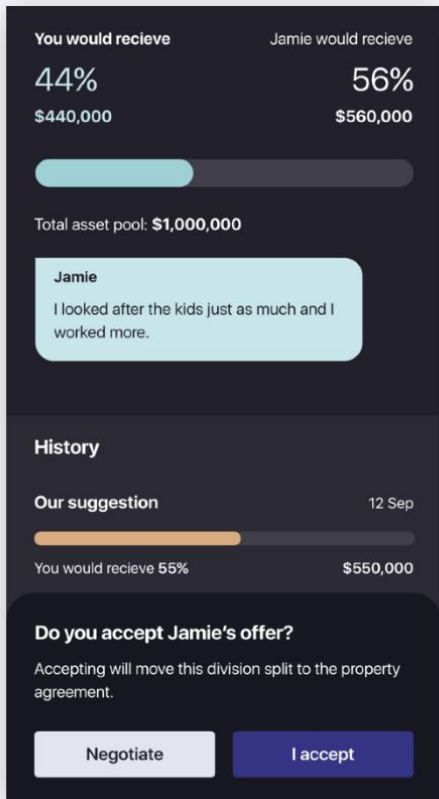
03

04



## Offer is sent to the other party to review

The party that initiated the process must now wait for their former partner to view the suggestion and the subsequent offer before progressing to the next step.



01

02

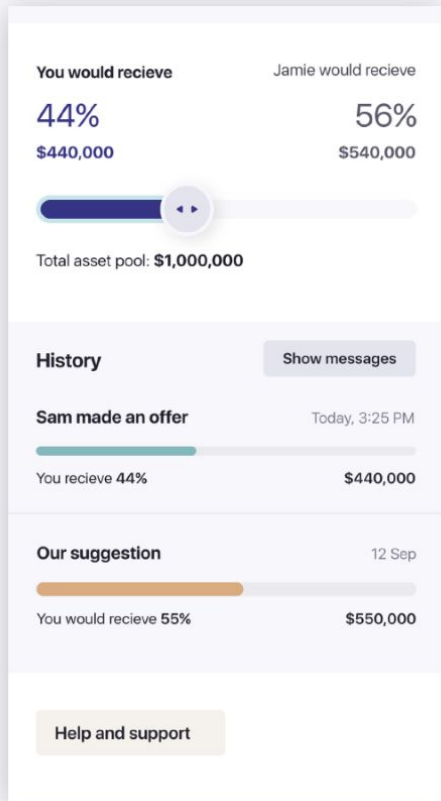
03

04



Party B receives Party A's offer and can now make their own

Party B is given the opportunity to see both the initial suggested offer, the updated offer from Party A and their reasoning.



01

02

03

04

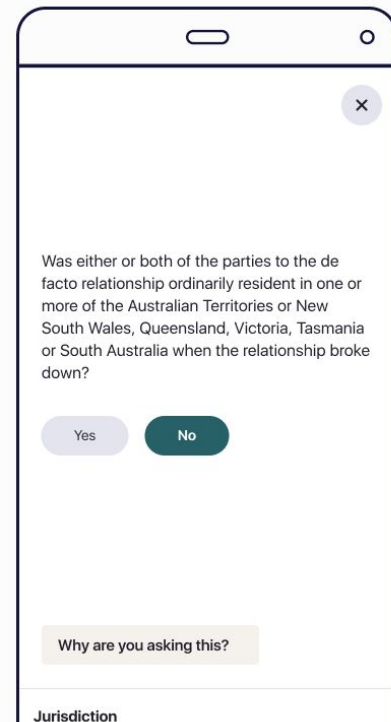
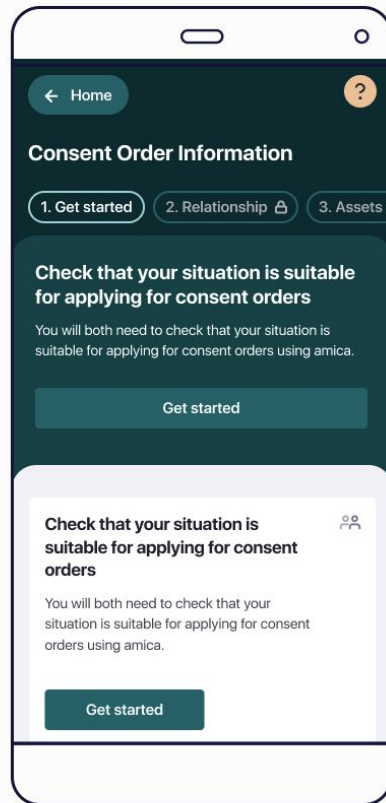


Party B receives Party A's offer and can now make their own

Past offers form a history that builds with each suggested division to act as a reference point to reaching agreement.

# Application for Consent Orders

- In the consent order section, users can collaborate to fill out additional information needed to populate a consent order application form and create a custom minutes of consent document that reflects their agreement.



# amica by the numbers

With over **1.4 million views in the past 12 months** and **9,726 matters registered**, amica is quickly becoming a known, dependable and valuable resource for Australians.

452

Finalised property agreements

2,017

couples received a suggested asset division

504

finalised parenting plans and agreements

450

finalised consent orders

# amica weekly averages

## Matters created

2021: 45  
2022: 56  
2023: 40  
2024: 48

## Parenting Agreements & Plans Finalised

2021: 2.3  
2022: 1.9  
2023: 1.8  
2024: 3.0

## Property Agreements Finalised

2021: 1.8  
2022: 2.6  
2023: 2.2  
2024: 2.6

## Payments

2021: 1.8  
2022: 2.9  
2023: 3.6  
2024: 6.0

## Consent Orders

2021: 1.8  
2022: 2.6  
2023: 2.5  
2024: 4.8

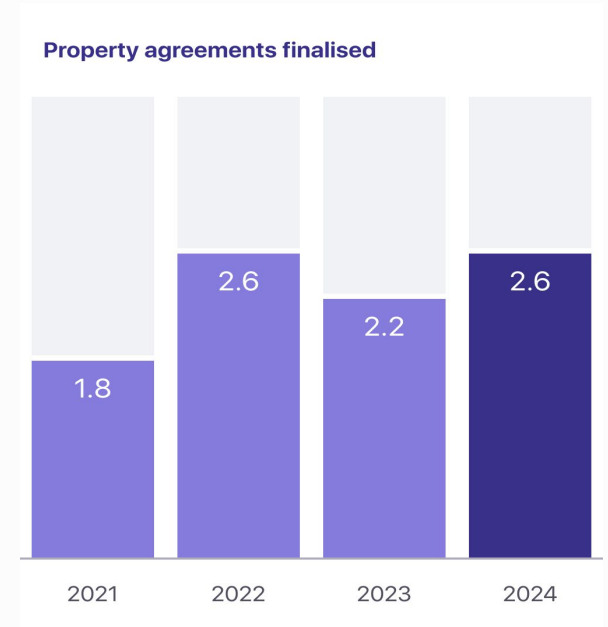
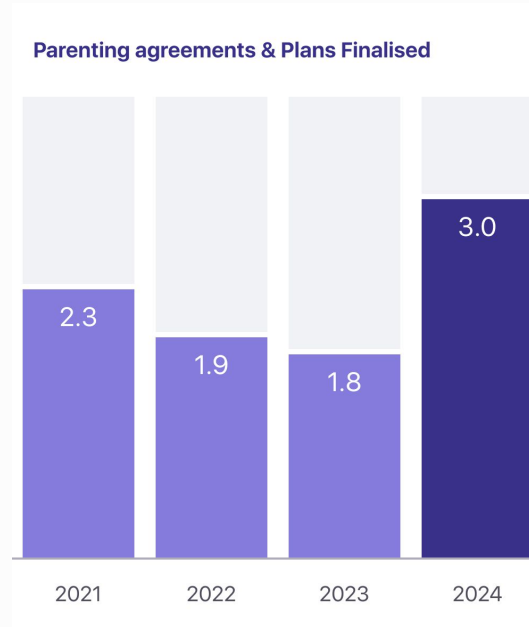
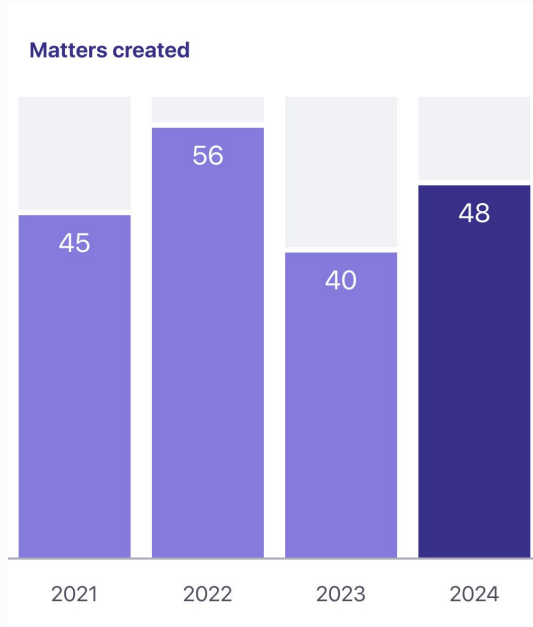
## Suggested AI divisions

2021: 8.2  
2022: 12.0  
2023: 11.0  
2024: 16.2

## Revenue

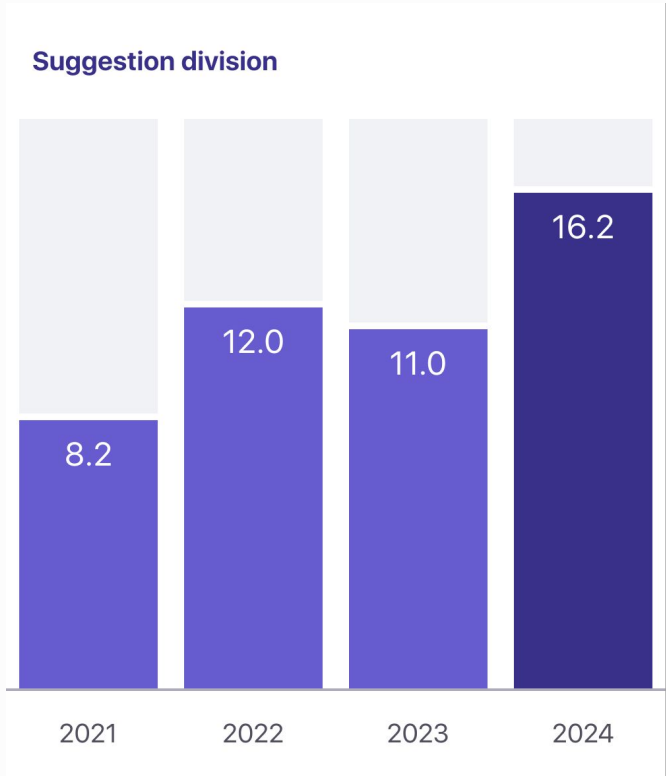
2021: \$519  
2022: \$871  
2023: \$1044  
2024: \$1644

# amica weekly averages

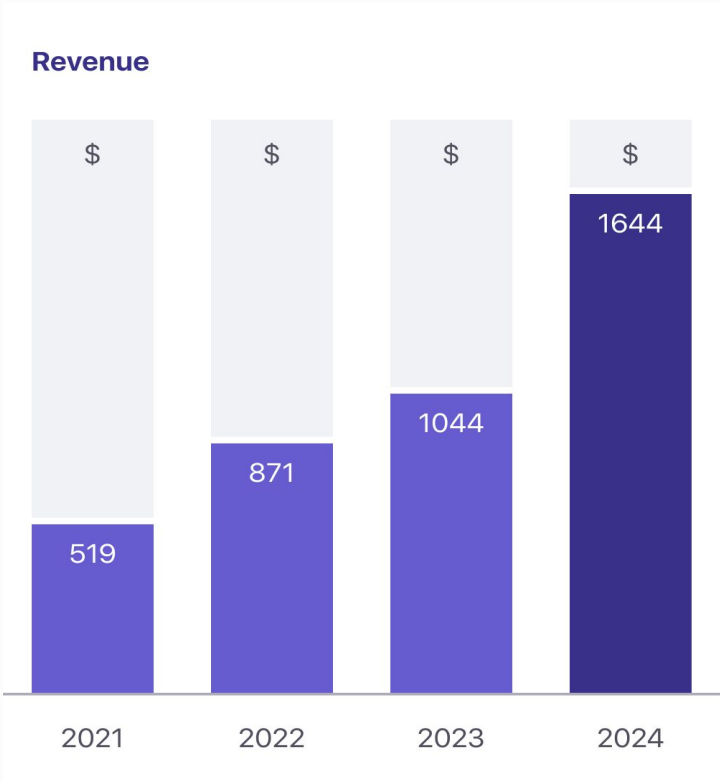
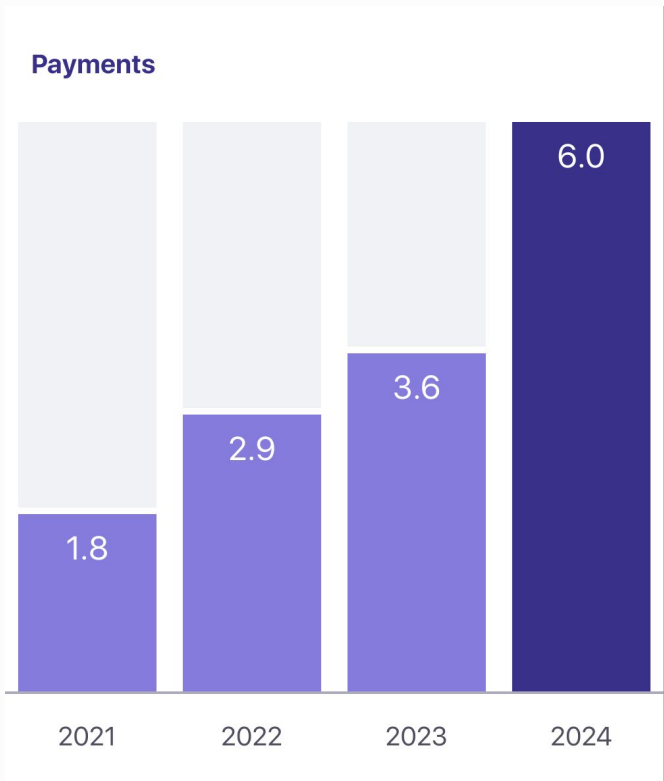




# amica weekly averages

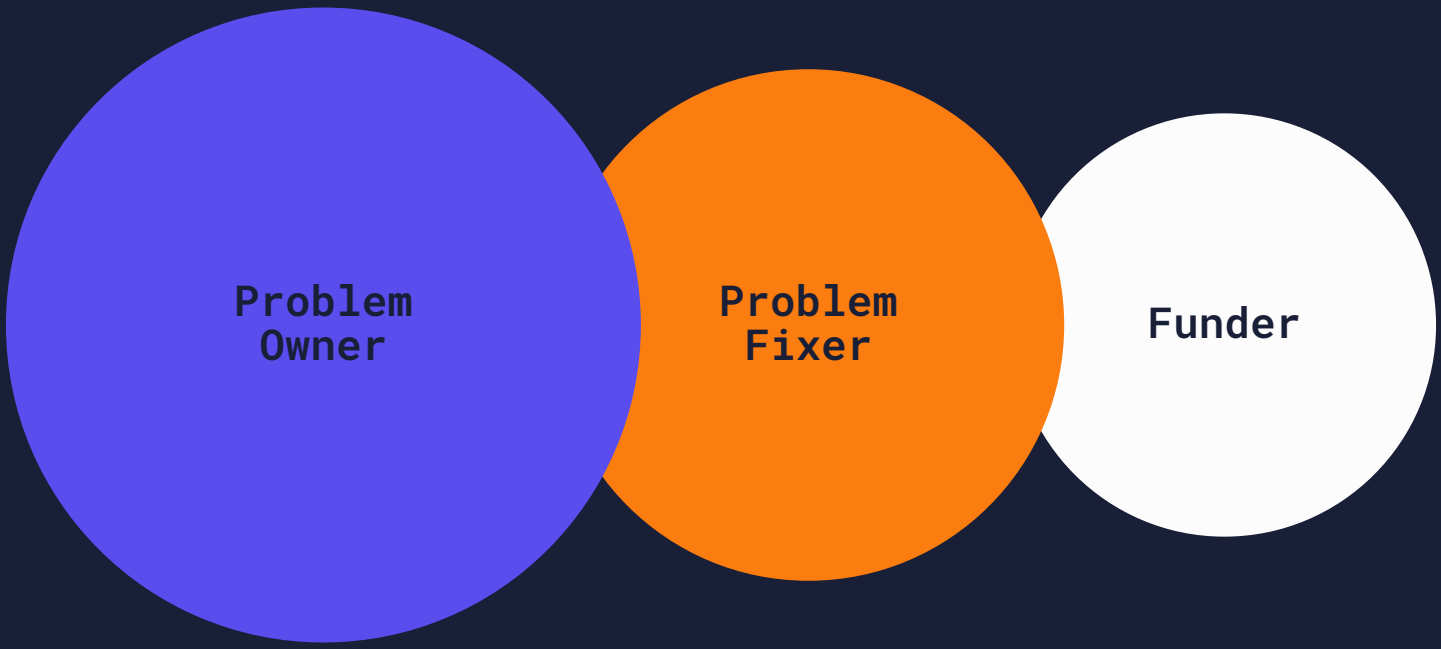


# amica weekly averages





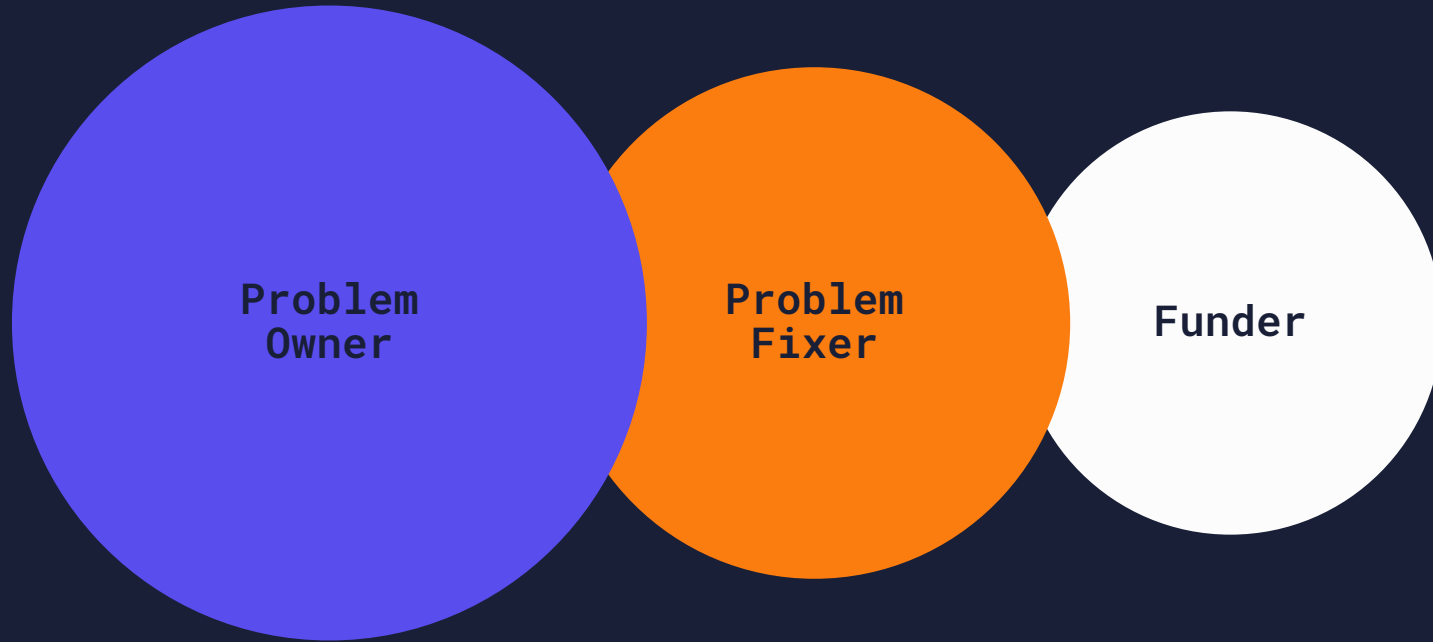
# Building ecosystems



**Problem  
Owner**

**Problem  
Fixer**


**Funder**





**Taking amica  
international**

Divi. ×



### How Divi can help


Divi is a way for you and your former partner to separate and create parenting plans

Divi is for separated couples who feel they are in an amicable situation and able to work through a parenting agreement together

[What does this mean](#)

● ○ ○ [Next](#)

Divi. ×




### How it works

Both you and your former partner can create an accounts and work toward a parenting agreement

- you enter your info
- you send to partner
- you decide if you agree
- you both attend mediation if you need to
- you get a parenting arrangement

[Back](#) ○ ● ○ [Next](#)

Divi. ×



### Who should use Divi

Divi is a pilot and doesn't cover really complex situations

- we don't negotiate property division
- we don't handle multiple parental arrangement
- if you are experiencing family violence, please go to link

[Get help](#)

[Back](#) ○ ○ ● [Next](#)

## ! What does this mean

### What does 'separated couple' mean?

A separated couple is one that was either married or in a de facto relationship, which has some of the same legal status of a marriage. To decide whether you were in a de facto relationship, courts want to know whether you were together on a 'genuine domestic basis', which is when any of these statements are true:

- You were in a relationship for at least 2 years
- You had a child in the relationship.
- The relationship was registered under law in Ecuador.
- You or your former partner made significant contributions and the failure to issue an order would result in a serious injustice.

You will also need to have lived in Ecuador for at least part of your relationship, or live here now.

[Got it](#)

Divi.



## Welcome to your Divi

You've completed 1 of 4 steps

- About you and your partner
- About your relationship
- About your visitation schedule
- About your alimony agreement

Request mediation

### About you and your partner

About you

**Kathya Trujillo**, was born on the **16th of April 1996**.

You live at **C-1, Quito 170131, Ecuador**.

Your citizenship number is **6428540258** and your email address is **Kathya.trujillo@gmail.com**

Only you can edit this

Edit statement

About your partner

About your partner

You will need to send an invitation to your partner, to review this form.

Invite your partner

### About your relationship

Provide information about

**Relationship details**



### About your visitation schedule

Provide information about

**Visitation**



### About your alimony agreement

Alimony

Waiting for **Hernán** to create this statement



## About your relationship

Relationship details

Waiting for **Hernán** to review this statement

**Hernán** and **Kathya** were in a relationship for 15 years. You had **Three** children together.

Your Children are **Isabel Trujillo**, (born 13th of August 2011), **Maria Trujillo** (born 21st of March 2016), and **Jhojan Trujillo** (born 20th of September 2019).

**Kathya** has custody of the children **Hernán** has no children outside of this relationship.

 You can both edit it

Edit statement


## About your visitation schedule

Visitation schedule

Waiting for **Hernán** to review this statement

Every week, **Hernán** will spend **Wednesday** with the children when he picks them up from **school** and returns them to **Kathya's** home at 7:30 p.m.

Every other weekend, **Hernán** will have visits from **Friday** afternoon, when he will pick up his children at 6:00 p.m. from the **Kathya's** home, until **Sunday** at 6:00 p.m., when he will return them to the same home.

 You can both edit it





View statement

Divi.



# Welcome to your Divi dashboard Kathya

You've completed 4 of 4 steps

-  About you and your partner
-  About your relationship
-  About your visitation schedule
-  About your alimony agreement

Submit your form



## About you and your partner

About you

## About you and your partner


About you

**Kathya Trujillo**, was born on the 16th of April 1996.

She lives at C-1, Quito 170131, Ecuador.

Her citizenship no. is 6428540258 and her email address is

**Kathya.trujillo@gmail.com**

 Only you can edit this

Edit statement

About your partner

You have sent a pending invitation to **Hernán Trujillo** at the email address **Hernán.trujillo@gmail.com**

Edit this invite

## About your alimony agreement

Alimony

Waiting for **you** to review this statement

**Hernán** has agreed to pay alimony.

He will make a monthly payment of \$350.00. This amount is based on his annual wage of \$12,000.

 Only **Hernán** can edit this

View statement



Divi.



## Welcome to your Divi dashboard Hernán

You've completed 4 of 4 steps

- About you and your partner
- About your relationship
- About your visitation schedule
- About your alimony agreement

Submit your form

### About you and your partner

About you

**Hernán Trujillo**, was born on the **16th of April 1996**.

You live at **C-1, Quito 170131, Ecuador**.

Your citizenship number is **6428540258** and your email address is **Hernán.trujillo@gmail.com**

Only you can edit this

Edit statement

About your partner

**Kathya Trujillo**, was born on the **16th of April 1996**.

She lives at **C-1, Quito 170131, Ecuador**.

Her citizenship no. is **6428540258** and her email address is **Kathya.trujillo@gmail.com**

Only Kathya can edit this

### About your relationship

Relationship details

Waiting for **you** to review this statement

**Hernán** and **Kathya** were in a relationship for **15** years. You had **Three** children together.

Your Children are **Isabel Trujillo**, born on the **13th of August 2011**. **Maria Trujillo**, born on the **21st of March 2016**. **Jhojan Trujillo**, born on the **20th of September 2019**.

**Kathya** has custody of the children **Hernán** has no children outside of this relationship.

You can both edit it

Edit statement

About your alimony agreement

Alimony

Waiting for **Kathya** to review this statement

Every week, **Hernán** will spend **Wednesday** with the children when he picks them up from **school** and returns them to **Kathya's** home at **7:30 p.m.**

Every other weekend, **Hernán** will have visits from **Friday** afternoon, when he will pick up his children at **6:00 p.m.** from the **Kathya's** home, until **Sunday** at **6:00 p.m.**, when he will return them to the same home.

Only you can edit this

Could you change Sunday drop-off to 4:00pm? I want to have dinner with them every weekend.

+ 4 more messages

View statement

Divi

[www.divi.com](http://www.divi.com)

Home

About Divi

Help and support



**Interested in working with  
us to make change in your  
organisation?**

**Get in touch.**

[portable.com.au](https://portable.com.au) ↗



[info@portable.com.au](mailto:info@portable.com.au) ↗



[1300 323 179](tel:1300323179)

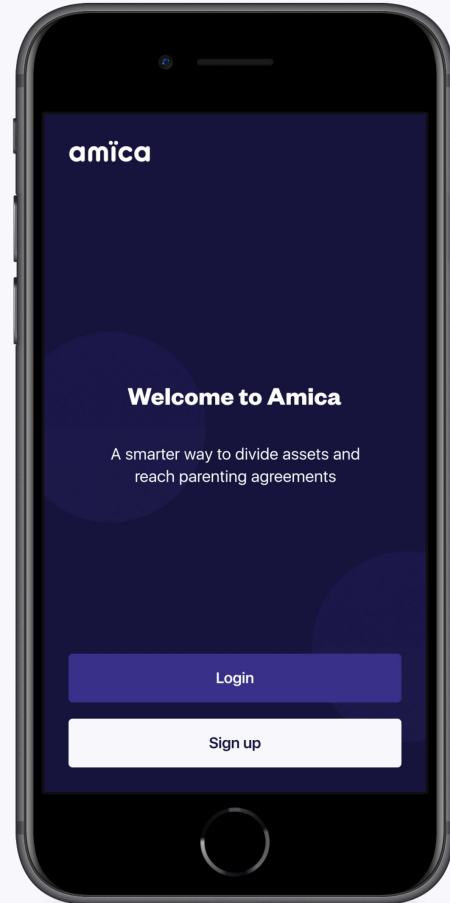


**amica**

Sign-up and  
statement creation

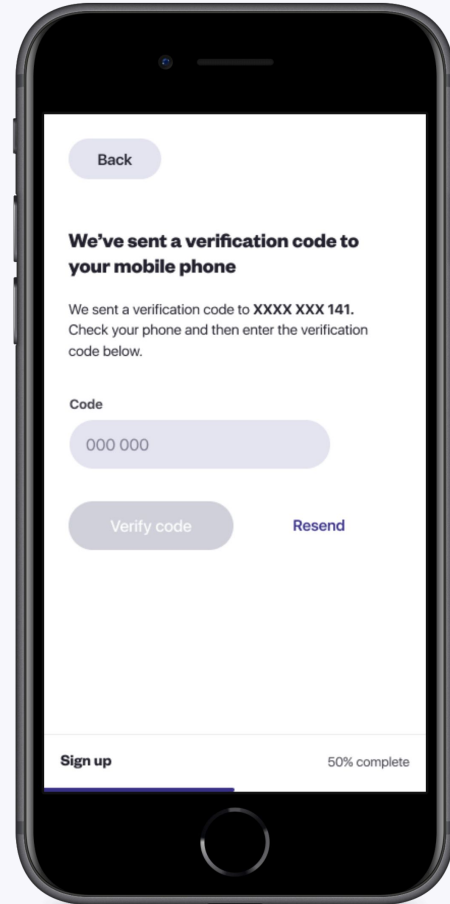
# SAM

Reads through all onboarding screens and then signs up for the app.



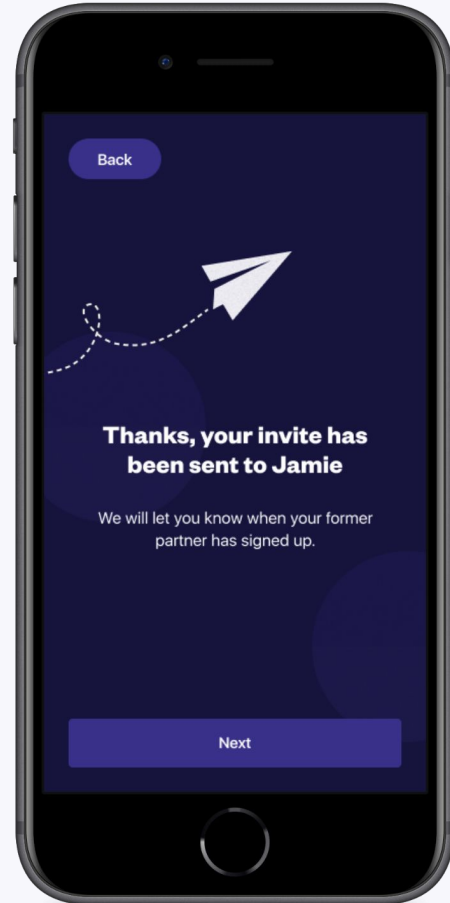
# SAM

Completes two factor verification via text message.



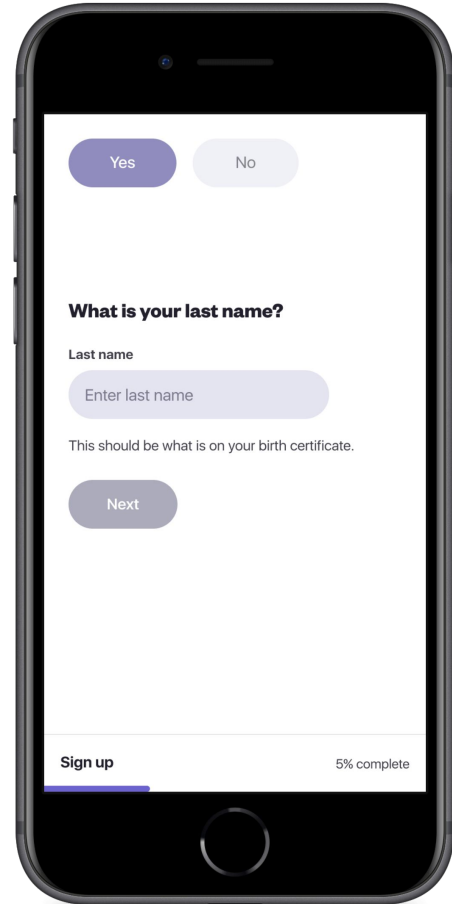
## SAM

Sends an invitation to their former partner (Jamie) to sign up as well.



# JAMIE

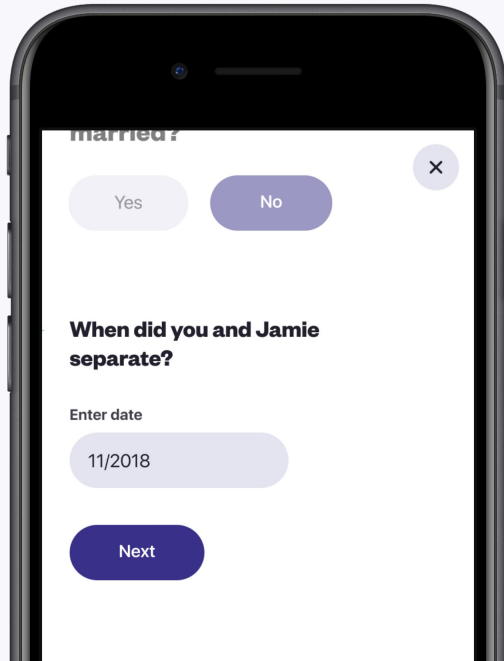
Receives an email invite to amica from Sam and also signs up for the app.





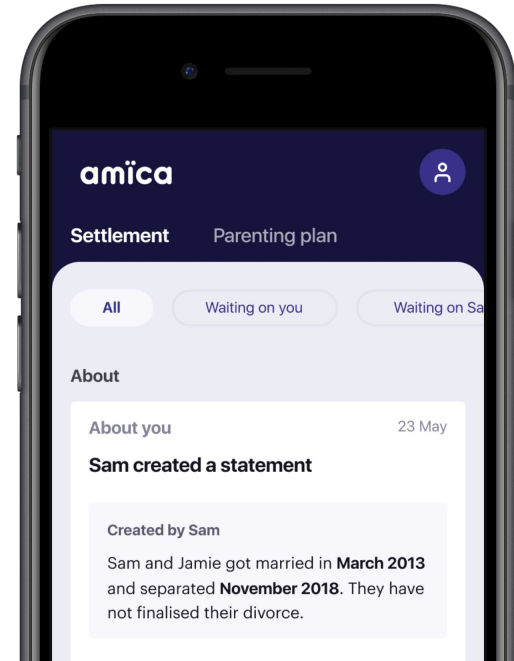
## SAM

Answers questions that have been separated into sections. These answers form **Statements**, which Jamie will have to agree to.

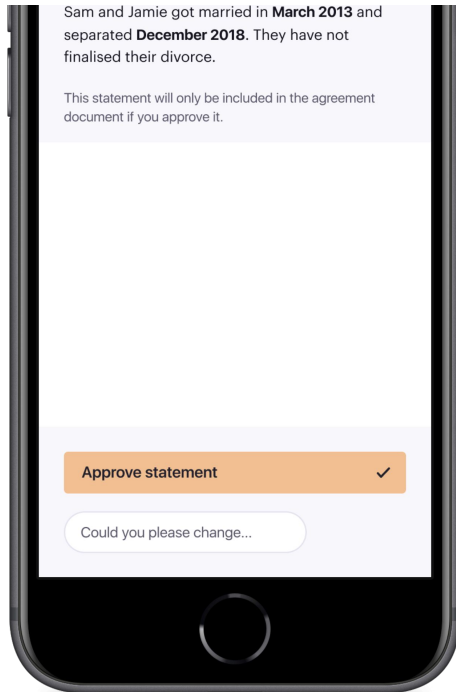


## JAMIE

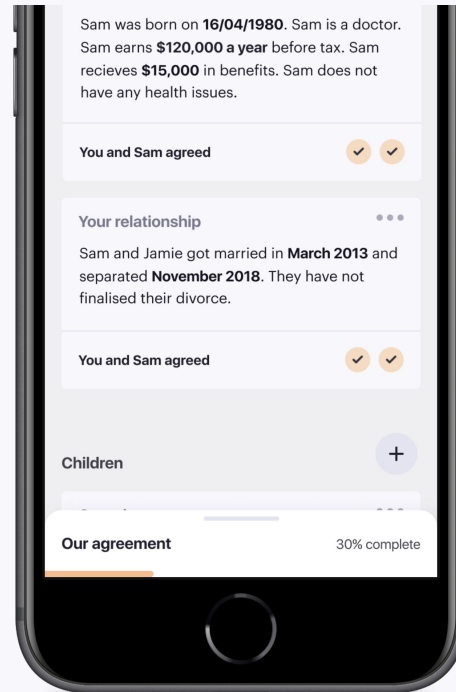
Received email notifying her that Sam's **Statements** are available to view. Jamie can either respond or agree to them.



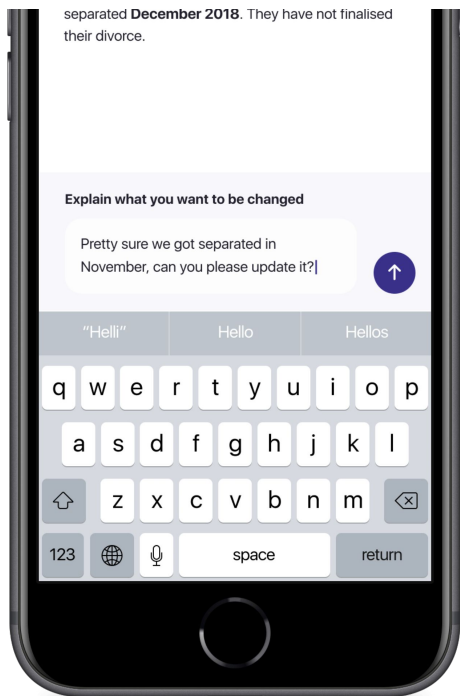
Opens a statement up in detailed view and agrees to include Sam's responses in the final Consent Order.



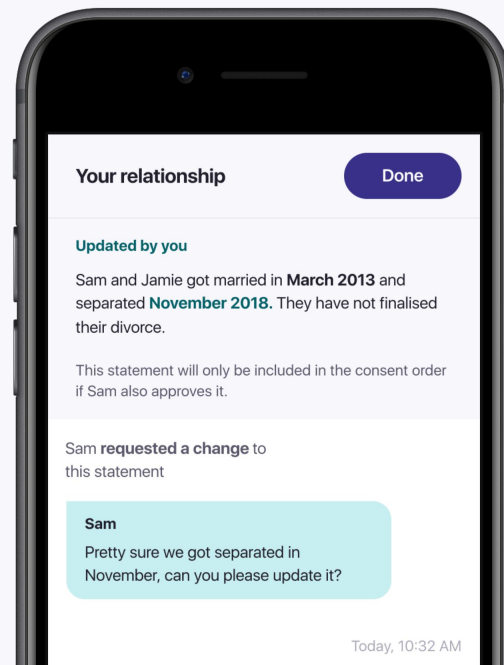
Sees that Jamie has agreed to their statement and that it is now included in the Consent Order



Doesn't agree with one of Sam's statements. They respond via in-app messaging, asking Sam to update.



Updates their answer to match the requested changes from Jamie. The Statement is updated in the final output.

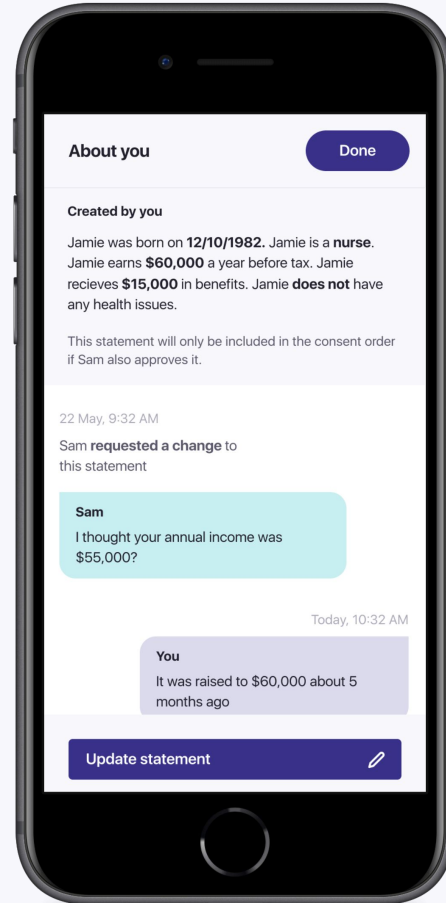


## BOTH SAM & JAMIE

Continue to answer required questions to create Statements.

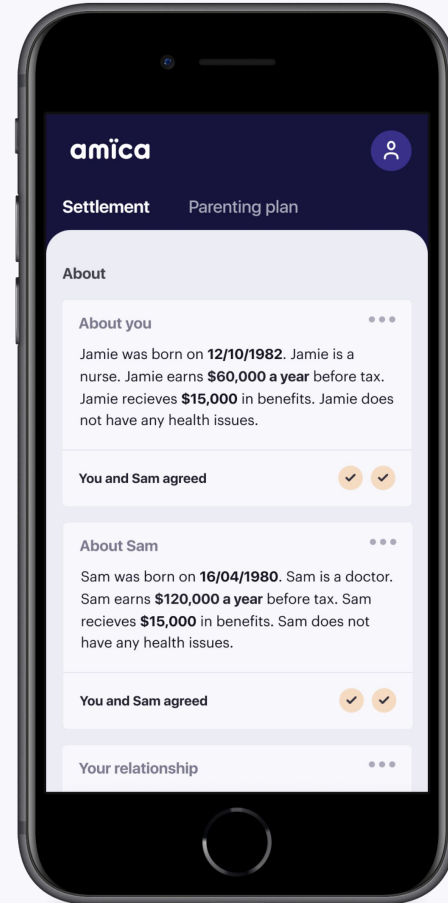
If they disagree on the other Party's Statement they can respond and ask for an update

If they disagree with a response, they can respond back and explain why they'd like to keep their answers in a Statement



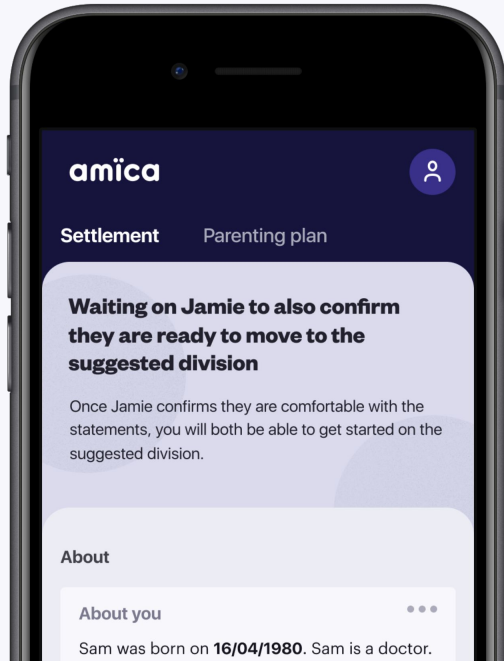
## BOTH SAM & JAMIE

This continues until agreement is reached on all statements.



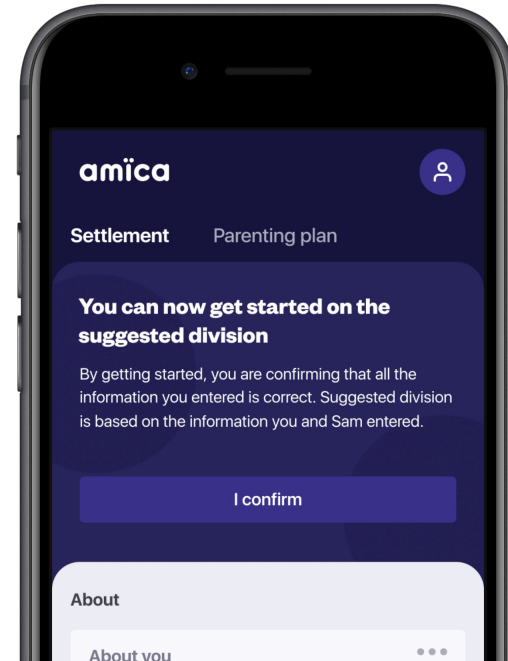
## SAM

Confirms that they are happy with all the Statements that have been created. Must wait on Jamie to also confirm.



## JAMIE

Is prompted to also confirm that they are happy with all the Statements that have been created.

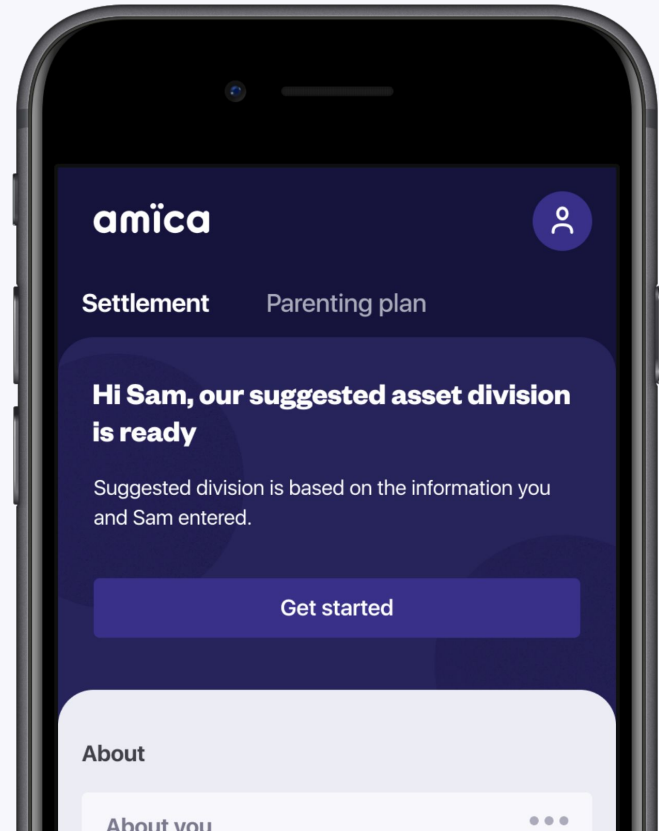


**amica**

Suggested division  
and negotiation

# SAM

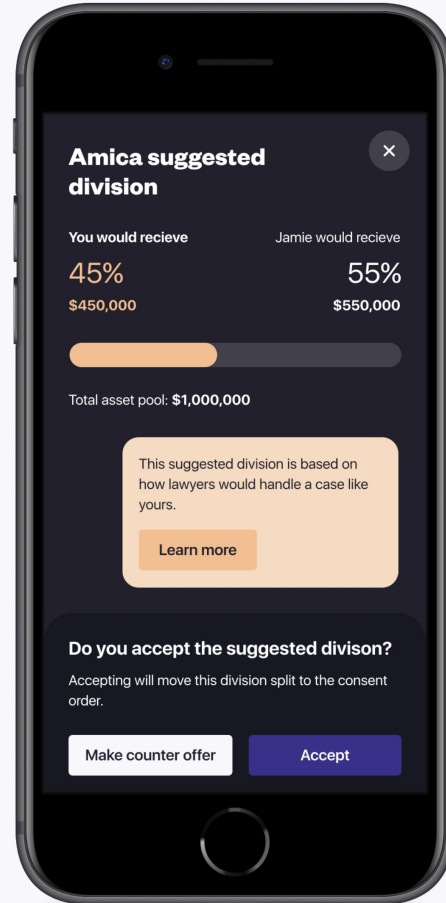
Sees that amica has created a suggested division based on the data input.





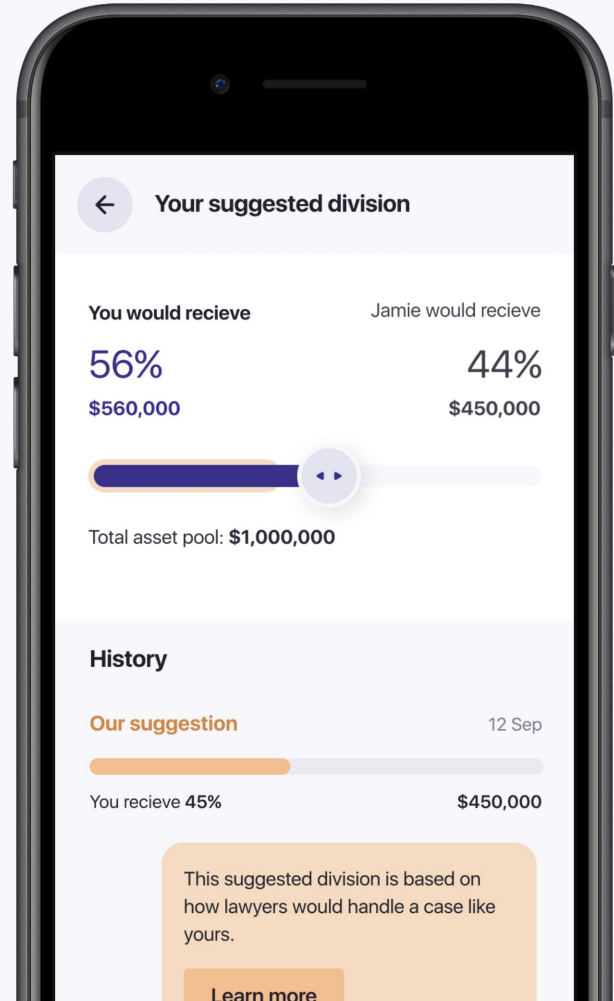
# SAM

Views the suggested division and decides to make a counter-offer to send to Jamie.



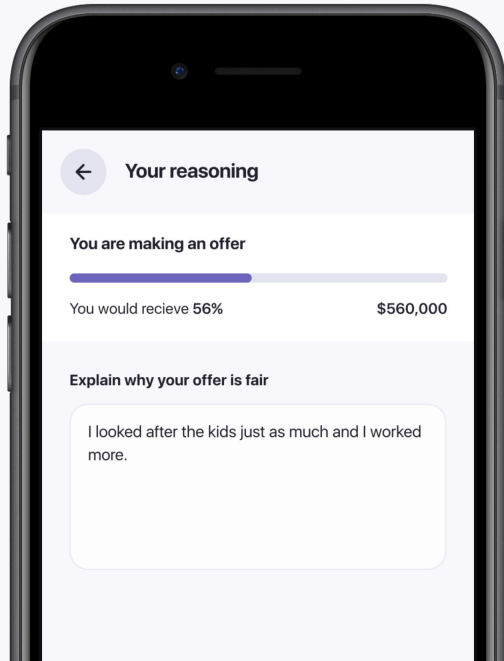
# SAM

Makes a counter offer to send to Jamie. The suggested offer is captured in 'history'.



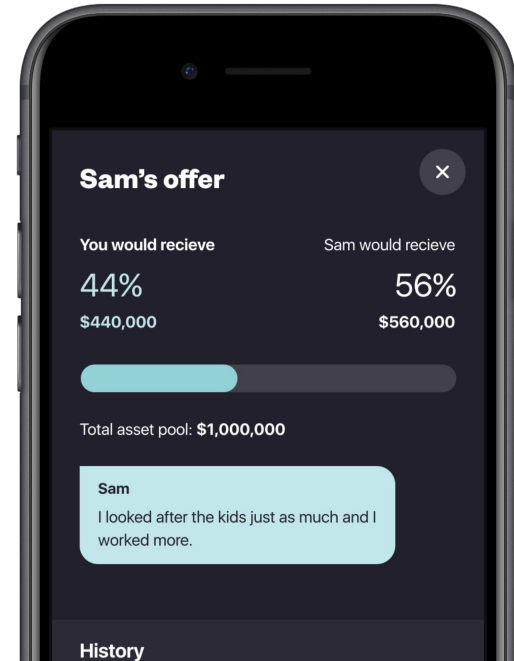
## SAM

Must give a reason for their adjustment.  
Both the counter-offer and reasoning are sent to Sam.



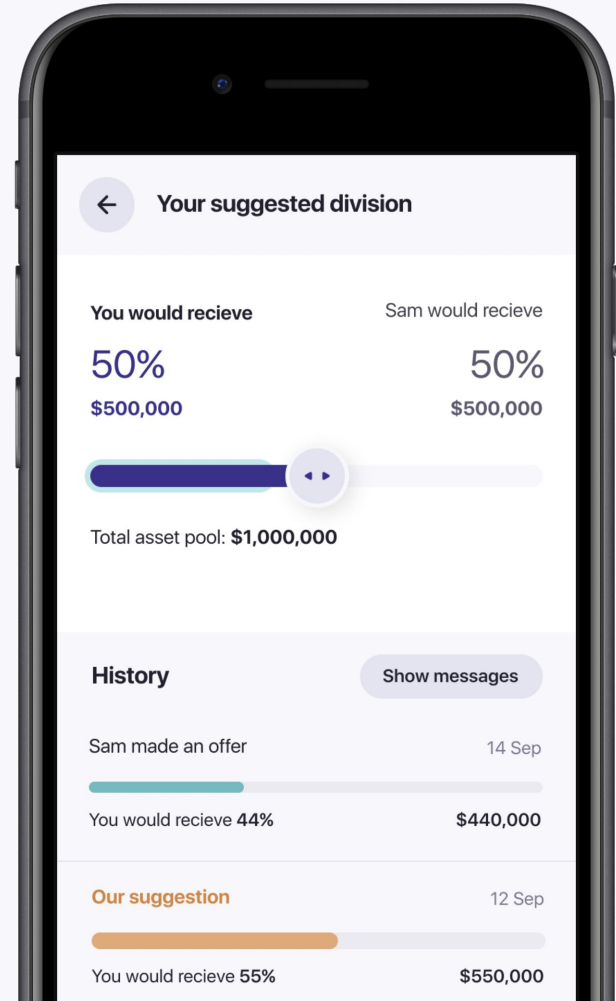
## JAMIE

Jamie is initially shown Amica's suggested division, followed by Sam's new offer. They can accept or counter.

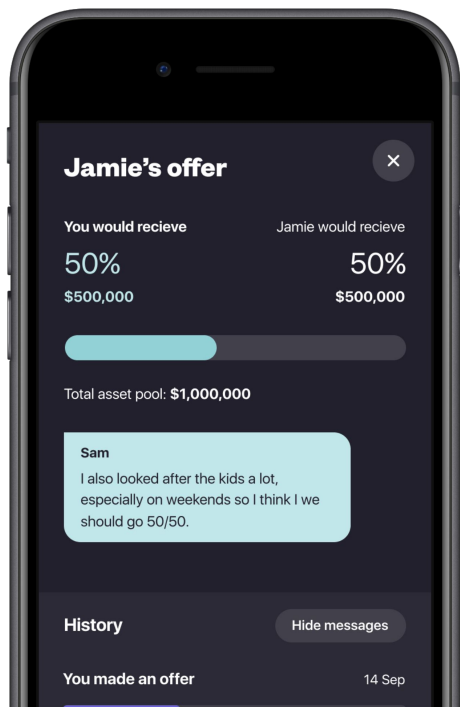


# JAMIE

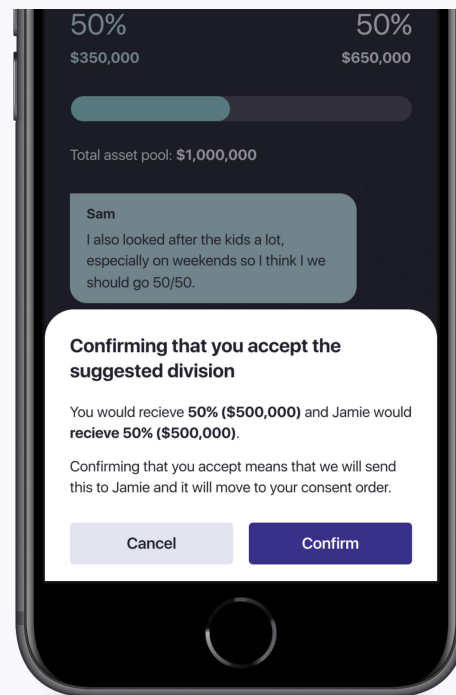
Views Sam's offer and decides to make their own counter-offer. Reasoning is always required prior to sending and a history of offers is kept.



Sends a counter-offer of 50/50, with the rationale of even childcare, to Sam for review.

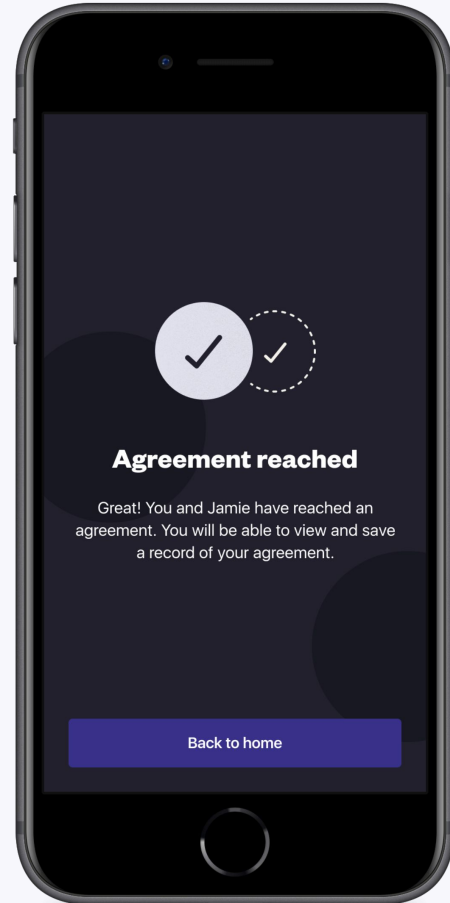


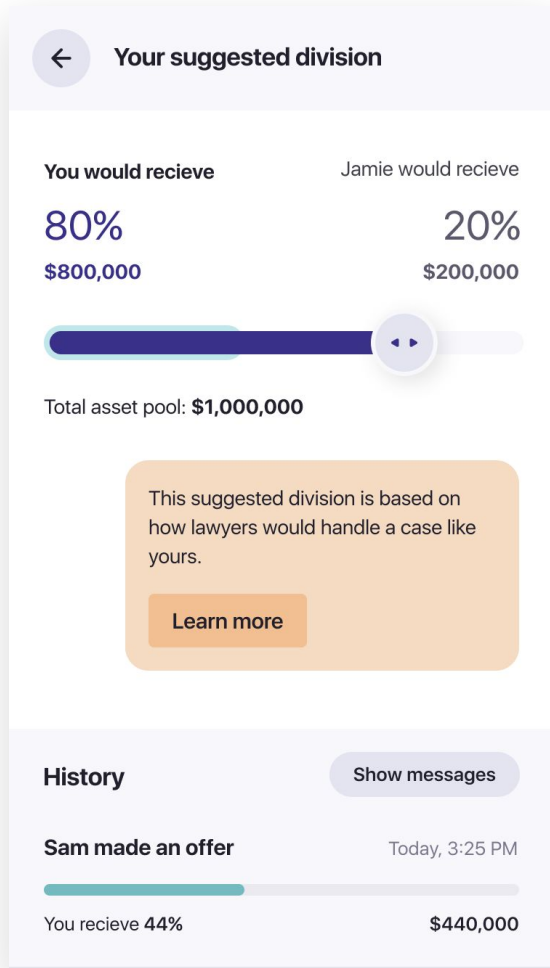
Agrees with Jamie and decided to agree to the offer. This will be drafted into the Consent Order.



## BOTH SAM & JAMIE

Reach agreement on a division of their assets. This agreement is drafted into a Consent Order.



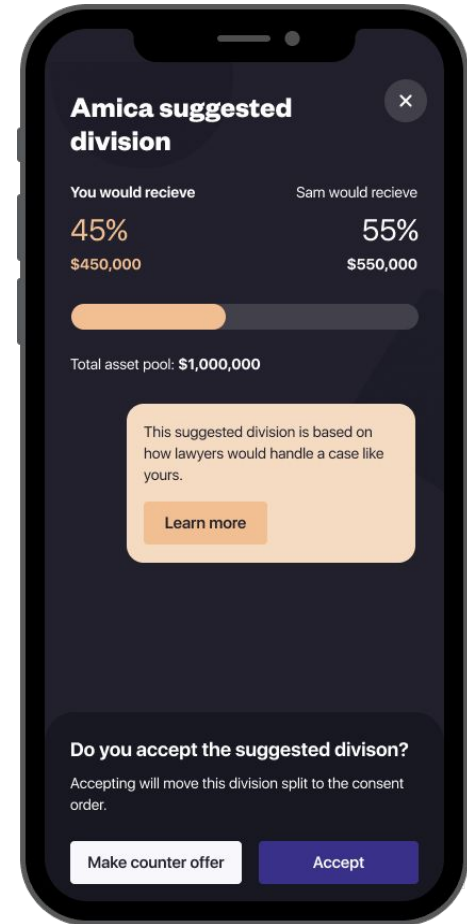


# Synthetic data and machine learning

- We initially built a website that generated randomised, relevant scenarios and asked Family lawyers at each Legal Aid jurisdiction around the country to select a fair division of assets based on the data presented.
- The data set includes over 1,300 completed scenarios
- Since launch, over 1,500 couples have been guided by our AI model when dividing their assets.
- On average, the suggested division presented by the model and the final result that the parties agree on are only %1 different.

# Artificial intelligence process

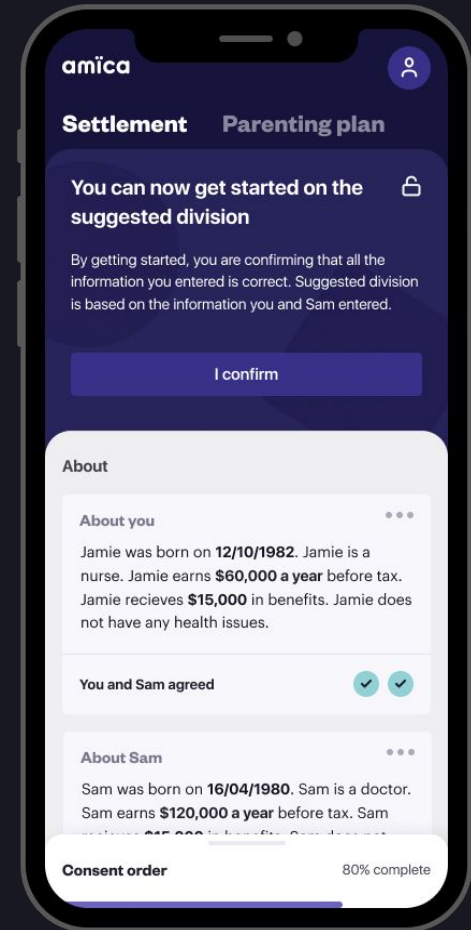
- Up to 95% accuracy (when measured against our training data)
- Refined input data to match real scenarios
- Improved sentiment analysis model to allow for critical statements
- Developed triage pathways for low-confidence predictions





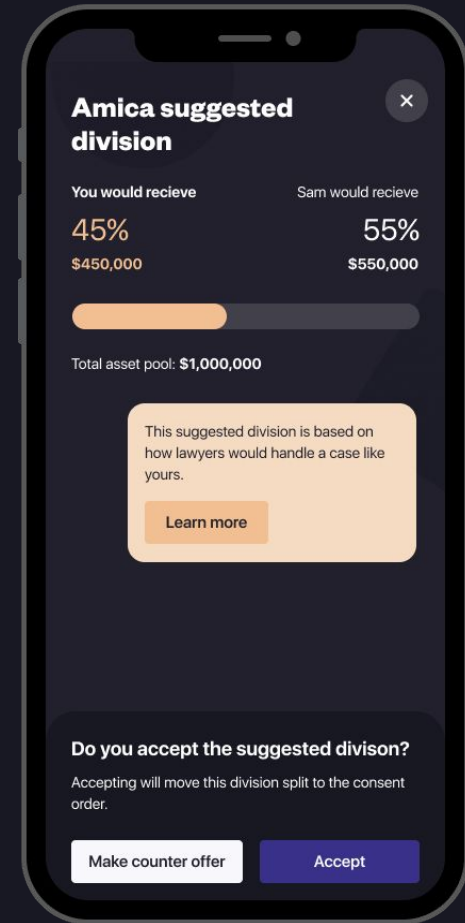
“I'd expect the 60% to be higher as the primary carer.”

Female, Separated  
Early 30's



“I would feel comfortable asking for more using the messaging in the app”

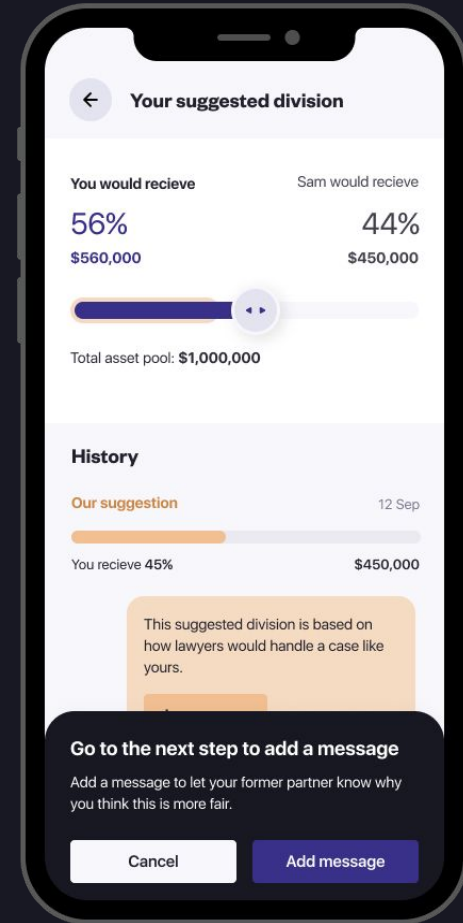
Female, Separated  
Early 30's



## Artificial intelligence user testing

“I think it seems reasonable I suppose. The one who takes care of the kids is going to need to have more.”

Male, Separated  
Early 30's

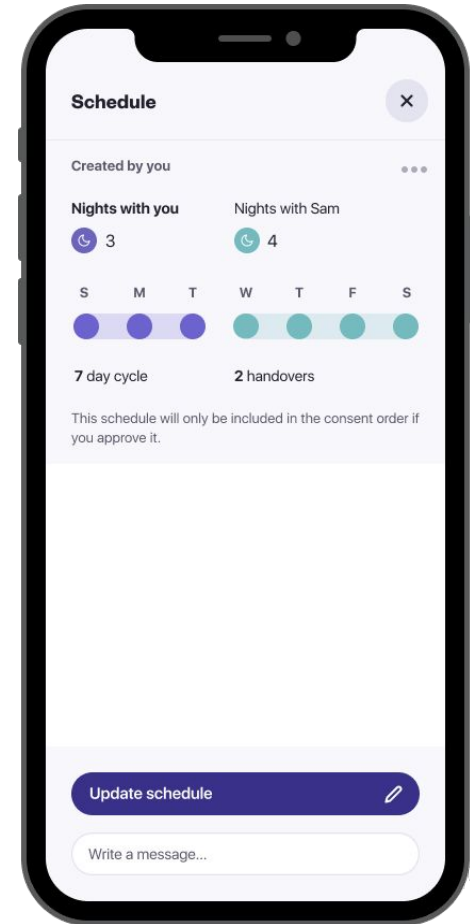


**amica**

Parenting Plans

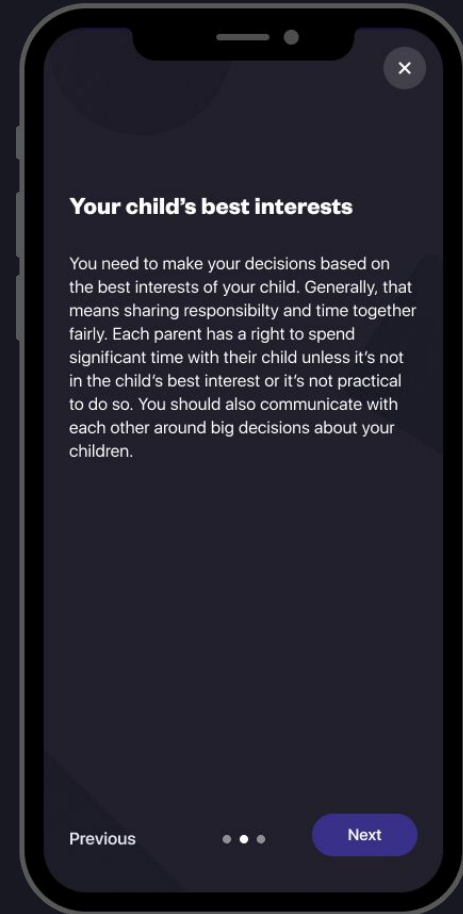
# Parenting Plans

- Analysed common consent order clauses in de-identified children's orders
- Translated the clauses into plain English and grouped them into categories
- Reused components from the 'settlement' tab so users can reach agreement through the same patterns
- Developed a cyclical calendar so users can give their intended child care schedule



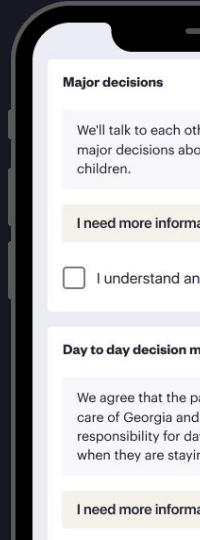
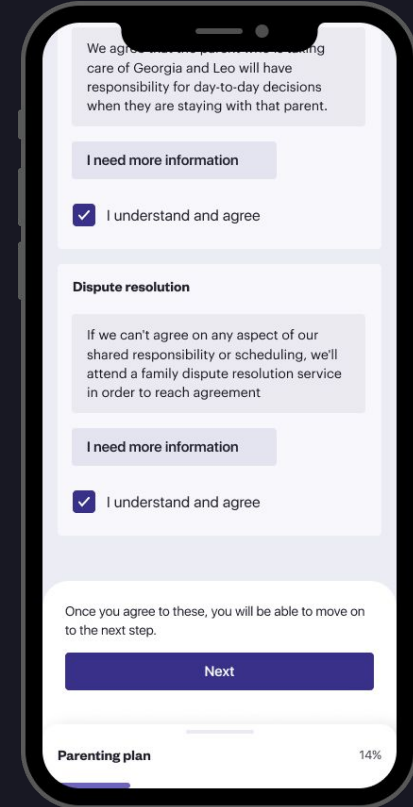
**“I like you talk about  
'what's best for the child' -  
people have a tendency to  
get caught up in what's  
best for them”**

Female, Seperated  
Early 40's



**“It's useful to keep track of how many times things have been asked, for example: if the other partner wants too many favours you can go back and track”**

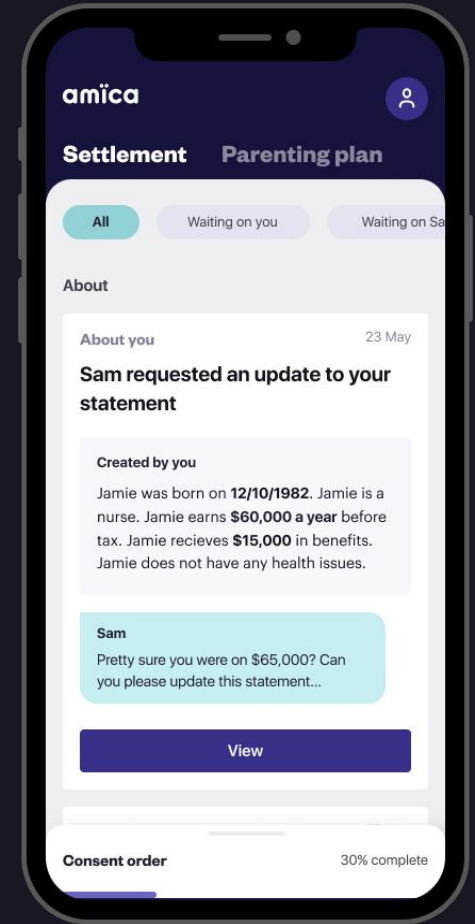
Female, Separated  
Late 30s



## Tailored content

“The more likely I can personalise an app and have it match my situation, the more likely I am to engage with it and keep using”

Female, Separated  
Early 40s



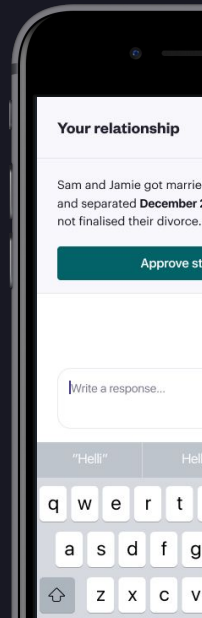
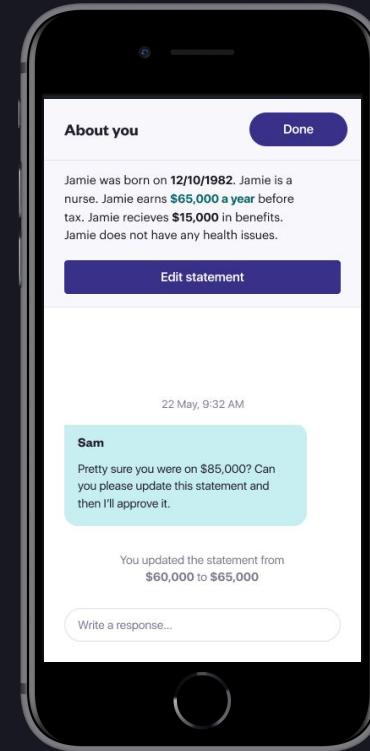




## Customised Orders

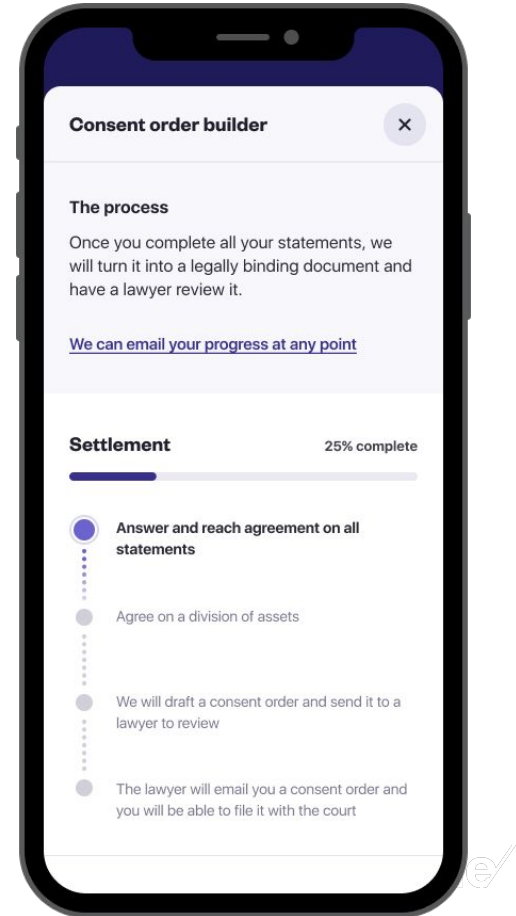
“It would be things like what would happen on a kid's birthday, or if he's going overseas or things like that”

Female, Separated  
Early 40s



# Consent order builder

- Designed a tracker to show progress through the questions
- Users can download their progress as they go
- Once a section (settlement or parenting plans) is complete, both parties have to agree to send to a lawyer
- For the pilot, a family lawyer will review the agreement and format the consent order



**Amica one**



# Key Insights

Summary of key insights on the amica one platform.

1. Set a date range

2. View data



Users between

16 Jan 2023 - 6 Nov 2023

## Engagement Insights

Avg. Session Duration  
00:08:19  
↑ N/A

Avg. Sessions Per User  
1.43  
No data

Avg. Pageviews Per Session  
19.51  
No data

## User Insights

Total Users  
8,620  
↑ N/A

New Users  
1,853  
No data

Returning Users  
6,767  
↑ N/A

Users Signed In  
151  
↑ N/A

Users Not Signed In  
8,467  
↑ N/A

Users 7 Day Retention  
100%  
No data

Date ▾	Total users	New users	Returning Users
6 Nov 2023	85	13	72
5 Nov 2023	69	7	62
4 Nov 2023	59	7	52
3 Nov 2023	52	11	41
2 Nov 2023	73	17	56
1 Nov 2023	73	12	61
31 Oct 2023	74	10	64
<b>Grand total</b>	<b>8,620</b>	<b>1,853</b>	<b>6,767</b>

1 - 10 / 155 < >

## Journey Insights

Launched amica one  
8,407  
↑ N/A

Relationship Dashboard  
5,412  
↑ N/A

Finances Dashboard  
4,243  
↑ N/A

Property Dashboard  
3,678  
↑ N/A

Suggested Division  
3,466

Session source	Total users	Sessions ▾	Views
(direct)	3,069	4,287	63,387
google	2,178	3,284	69,400
familyrelationships.gov.au	1,846	2,419	56,196
legalaid.qld.gov.au	418	565	12,947
legalaid.wa.gov.au	279	377	9,049
legalaid.vic.gov.au	134	173	3,556
legalaid.nsw.gov.au	124	161	2,745
<b>Grand total</b>	<b>8,620</b>	<b>12,329</b>	<b>240,544</b>

1 - 10 / 67 < >

# Splitting superannuation with amica



# Splitting superannuation with amica

- Designed for those cases where users agree to paying/receiving superannuation in lieu of a cash payment. Users now have the option to pay a portion of the cash settlement component to the other party as superannuation.
- It provides easier access to superannuation assets with a clear process to follow. It's for simple cases where superannuation is the only asset to be divided, and Consent Orders can be short and concise.
- We have worked with Australian Institute of Superannuation Trustees (AIST) who have already simplified splitting order templates approved and endorsed by many major superannuation funds and FCFCOA. This will make the superannuation splitting process simpler and quicker for users.



# Superannuation splitting process

1

Entering Superannuation

2

Dividing assets

3

Confirming amount  
(Superannuation Information Kit)

4

Finalising Application for  
Consent Orders



# Entering superannuation

← amica Menu

## Dividing your money and property

1. Money and property 2. Contributions

### 1. Money and property

You will need to create and agree on statements about the different types of money and property you and your former partner owned or shared.

#### Superannuation

+ Add

We are going to ask you a few questions to help you value your superannuation. Before you get started, make sure you have the amount of your superannuation balance as at separation.

**Do you have any superannuation?**

You will need to add any superannuation that you own.

Yes, I do No, I don't have any superannuation

Next up: Contributions →

Money and property agreement View

## Superannuation

2. What type of superannuation fund do you have?

Accumulation interest

Partially invested accumulation interest

Defined benefit interest

Other

What does this mean?

Back Next

Superannuation 30% complete

## Superannuation

4. Would you like to upload supporting documents?

Yes No

What kind of documents should I upload?

Back Next

Superannuation 90% complete

# Superannuation splitting

# Dividing assets

### Dividing assets

Overview 2. Your assets 3. Sam's assets

#### 2. Your assets Optional

You can select to transfer or sell some of your assets to help reach your agreed percentages. You don't have to select anything, and you will keep anything you don't select.

#### Superannuation Optional

You can only select one of your superannuation accounts to split. You cannot split funds that are not [type] funds that have less than \$5000.

**Hostplus superannuation** \$100,000

**We'll transfer \$20,000 of your super to Sam.**

Select highlighted number to edit

If you choose this option, you agree to transfer a chosen amount of your super to the other party. Please note that transferring superannuation to the other party is not the same as a cash equivalent.

**Deselect**

**Ethical superannuation** \$20,000

**Do you want to transfer some of your Hostplus super to Sam?**

If you choose this option, you agree to transfer a chosen amount of your super to the other party. Transferring superannuation to the other party is not the same as transferring a cash equivalent.

**Select**

**Transfer amount: \$100,000**  
To be transferred to Sam **Next**

### Superannuation

**Cancel**

**⚠ It's not a good idea to transfer all of your super. Consider an appropriate amount for your age, situation and income. Contact your super fund directly if you have any questions about your super.**

Your superannuation \$100,000

How much of your superannuation would you like to transfer to Sam?

**I understand**

### Dividing assets

Shared assets 4. Shared property 5. Submit

#### Submit

You have chosen to divide your assets by doing the following:

You will transfer your **Honda civic NFS 121** to Sam.

You will **transfer the title for the property; 5 Easey street, Collingwood** to your name.

You will **keep the Toyota Yarris HFD 132**.

You will **transfer \$50,000 of your Hostplus superannuation** to Sam.

It looks like you have to transfer cash to Sam. You can add a percentage of your super as a transferable asset to reduce the amount of cash you owe Sam.

**Add superannuation**

**Add message**

## Superannuation splitting

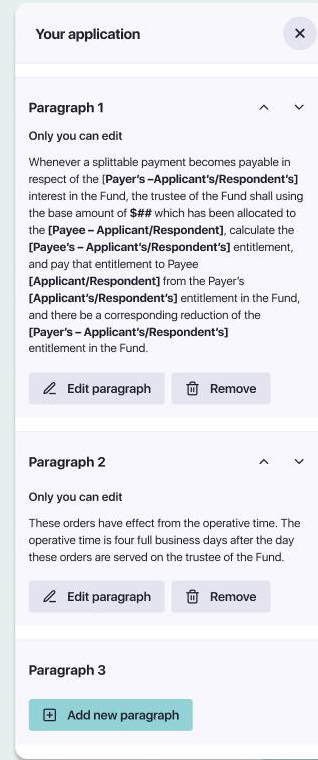
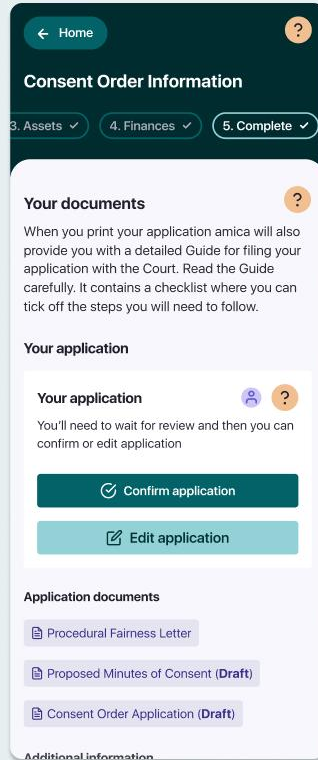
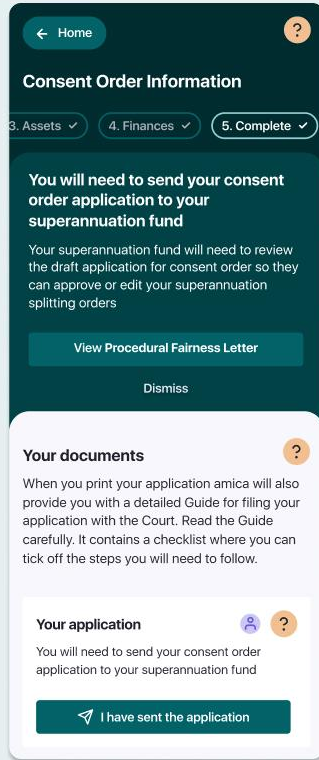
# Confirming amount (Superannuation Information Kit)

The screenshot shows the 'amica' mobile app interface. At the top, there's a navigation bar with a back arrow, the 'amica' logo, and a 'Menu' button. Below this is a progress indicator with three steps: '2. Contributions', '3. Asset division' (which is selected and highlighted), and '4. Co...'. The main content area has a dark blue header with the text 'Please submit your Form 6 Superannuation Information Kit'. Below this, it says 'Let us know when you've submitted your Form 6 Superannuation Information Kit by confirming below.' and there is a blue button that says 'Yes, I have submitted Form 6'. A light grey card titled 'Asset division' with a question mark icon contains the text: 'As you've selected that you'd like to split your super, you will need to complete the required questions below.' Below this card is a white card with the title 'Asset division' and a right-pointing arrow. The text inside says 'You have both reached an agreement on what you plan to do with you assets.' and there is a grey 'View' button. At the bottom, another white card is partially visible with the title 'Your agreed division' and a right-pointing arrow.

The screenshot shows an informational card with a light purple background. At the top, there are two document icons with blue bars representing text, each with a small green checkmark. A close button (an 'x' in a circle) is in the top right corner. The main text reads: 'Using your superannuation as a splittable asset as a part of your asset division is a bit different to other assets.' Below this, it says: 'If you've chosen to include your superannuation in the split of your assets, you'll need to complete some extra paperwork. It may also take a bit more time. It can take up to 2 months to complete.' At the bottom, there are navigation controls: 'Previous' on the left, a set of three dots with the second dot highlighted in blue in the center, and a blue 'Next' button on the right.

## Superannuation splitting

# Finalising orders



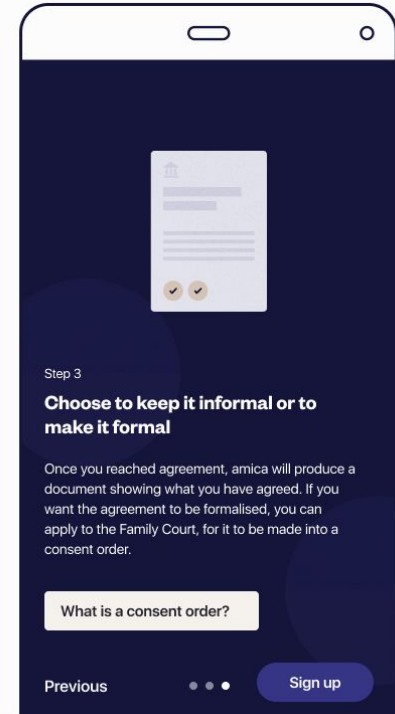
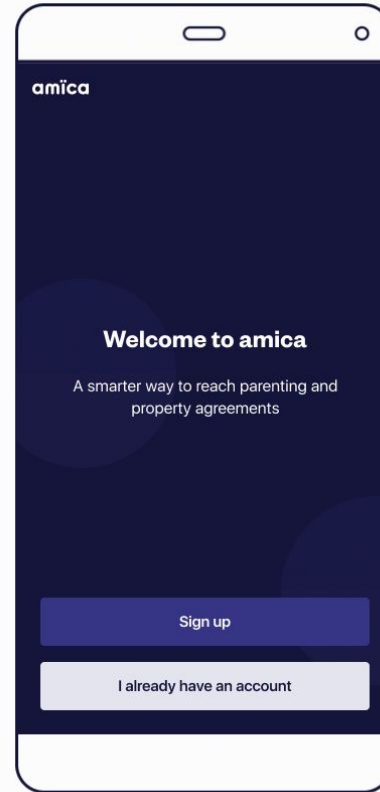
# Superannuation splitting



# Process and features

# Introductory screens

→ amica provides contextual information during the sign-up process so that the user can determine if the service is right for them



# Creating statements

- Users answer collections of questions in order to create statements, that then need to be agreed upon to create their document
- Each question feels conversational and is accompanied by contextual information and explanation throughout.

were you and Sam married?

Yes No

**When did you and Sam separate?**

Date separated

Enter date

Next

What counts as a date of separation?

Relationship

were you married?

**What counts as a date of separation?**

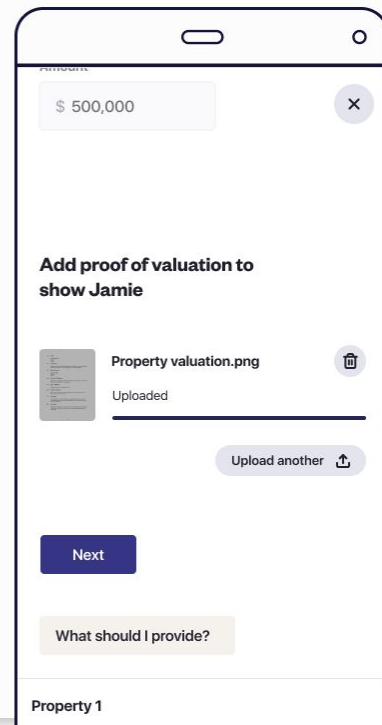
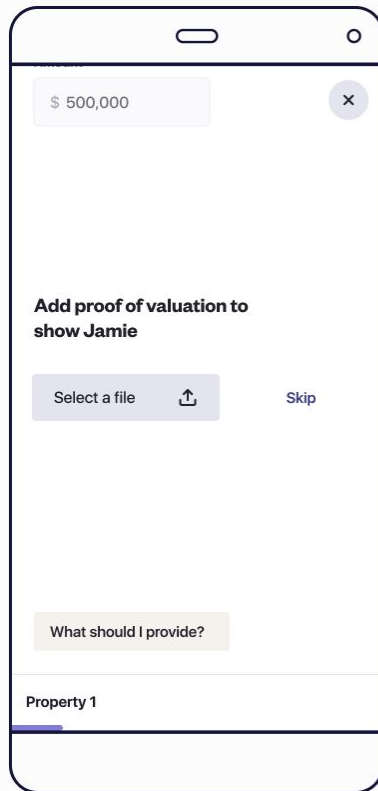
This might be the date you or your former partner moved out, the date you told your friends and family you had broken up or any other date you and your former partner agree on.

If you receive Centrelink, the date you gave Centrelink is your official separation date. Remember, you can be separated and still living under the same roof.

Got it

# Adding supporting documents

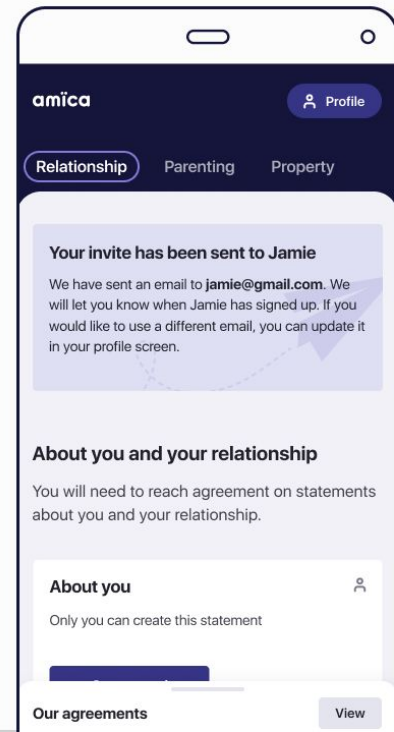
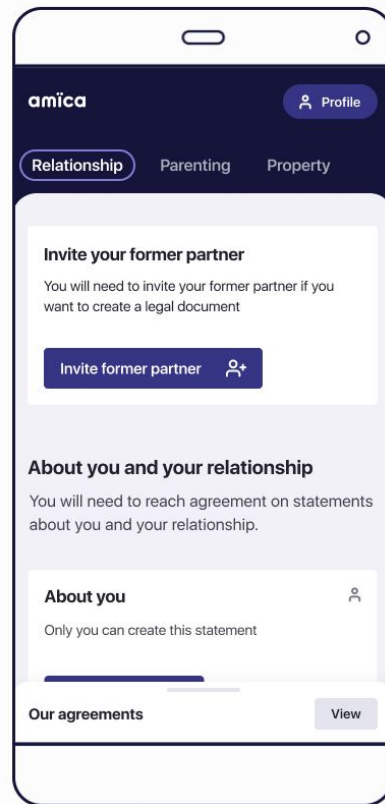
- Users can upload proof to support their claims or provide evidence of value for their property
- This provides a factual base and helps prevent disputes around value





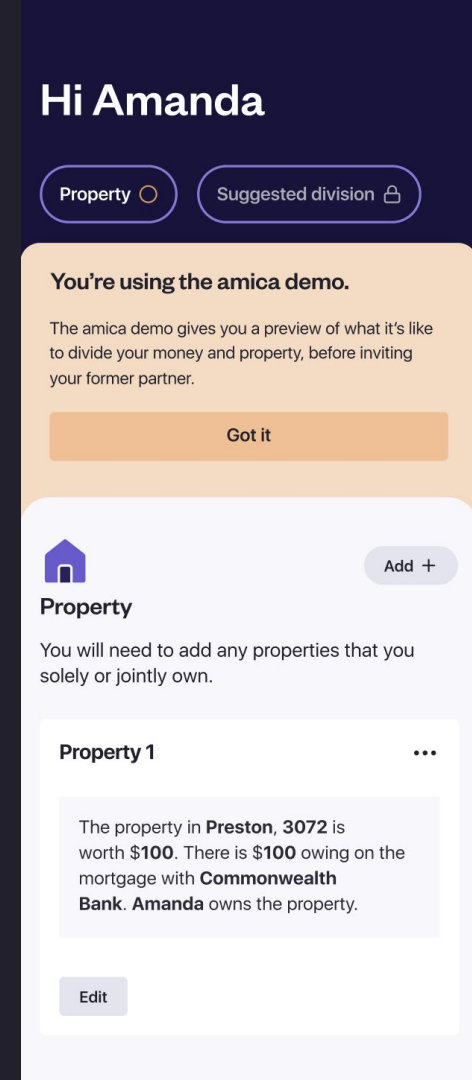
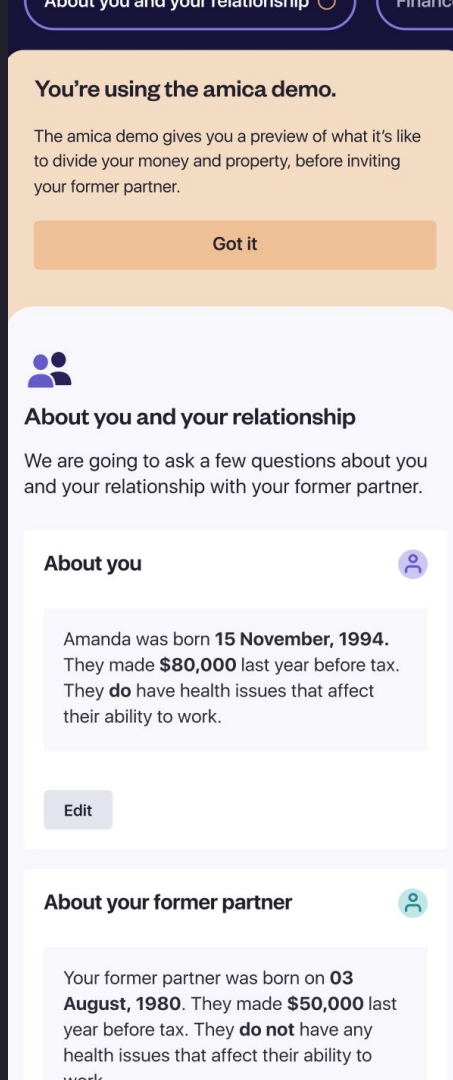
# Inviting your former partner

- Collaboration is the foundation to reaching agreement in [amica](#)
- The process of inviting your former partner to the tool begins with an introductory email explaining the tool and the process
- Invited users can decide whether [amica](#) is right for them via the landing page, before signing up.

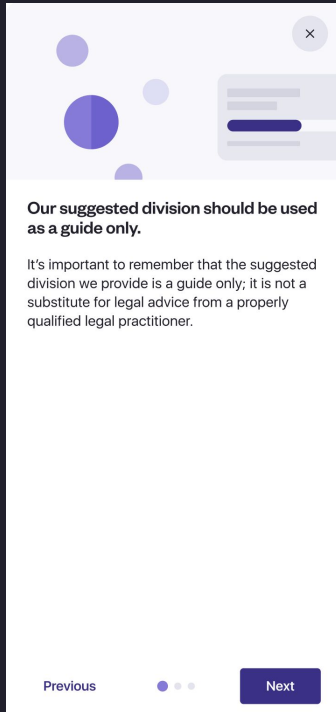


# Single-user amica

- Users can answer questions relating to their **property**, **finances** and **contributions**.
- Users can answer the same questions on behalf of their **former partner**, giving amica the information required to suggest a 'suggested division' range for the user.



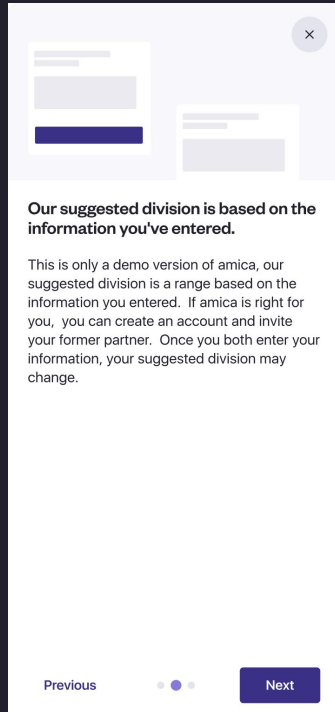
# Suggested division



Our suggested division should be used as a guide only.

It's important to remember that the suggested division we provide is a guide only; it is not a substitute for legal advice from a properly qualified legal practitioner.

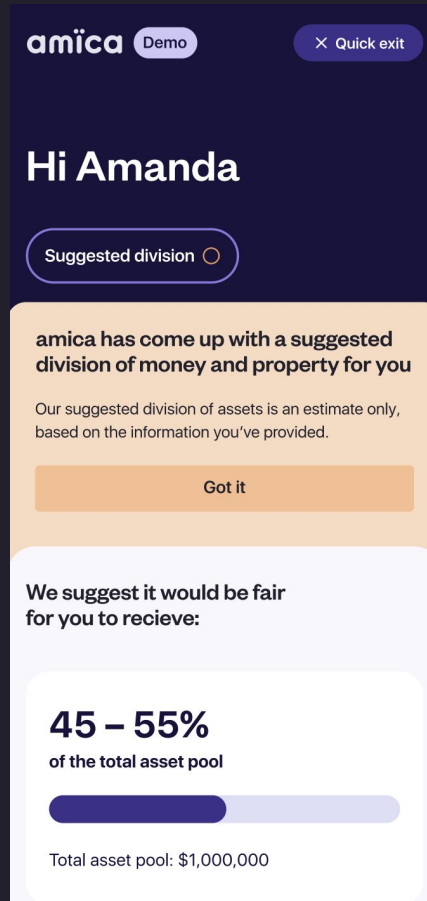
Previous ● ● ● Next



Our suggested division is based on the information you've entered.

This is only a demo version of amica, our suggested division is a range based on the information you entered. If amica is right for you, you can create an account and invite your former partner. Once you both enter your information, your suggested division may change.

Previous ● ● ● Next



amica Demo Quick exit

## Hi Amanda

Suggested division ○

amica has come up with a suggested division of money and property for you

Our suggested division of assets is an estimate only, based on the information you've provided.

Got it

We suggest it would be fair for you to receive:

**45 – 55%**  
of the total asset pool

Total asset pool: \$1,000,000

This suggestion takes into account the length of the relationship, both parties' age and health, how much you both earn, future needs, and how much you each contributed to the relationship, and child care responsibilities.

## What's next?

### Sign up to amica with your former partner

When you sign up to amica, you'll be able to invite your former partner and work through similar questions together. This means you and your partner can collaborate and agree on division of assets that you're both happy with.

[Go to amica](#)

### Get help or support

Do you want support or have questions? We're here to help.

[Get support](#)

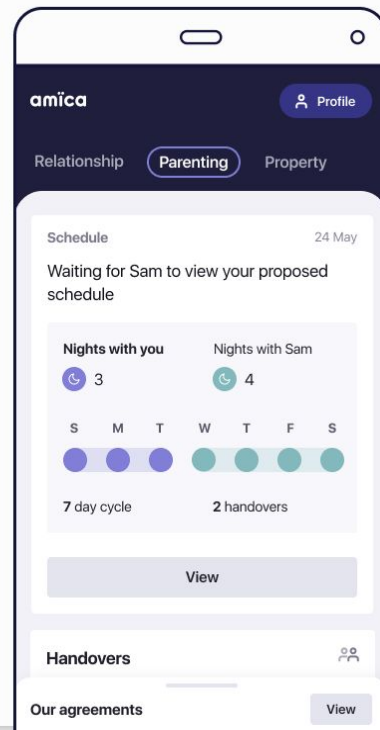
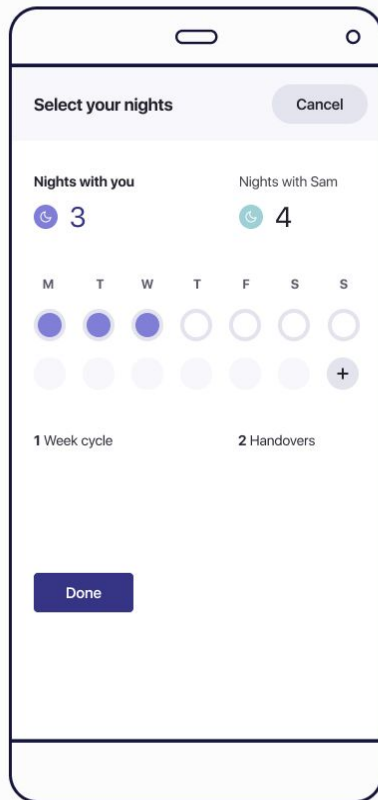
amica

[www.amica.gov.au](http://www.amica.gov.au)

National Legal Aid acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

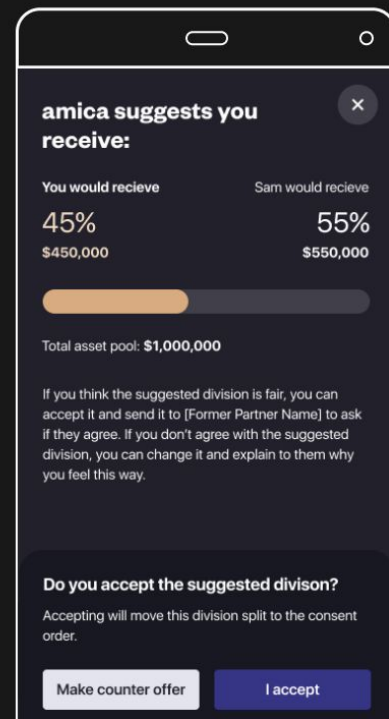
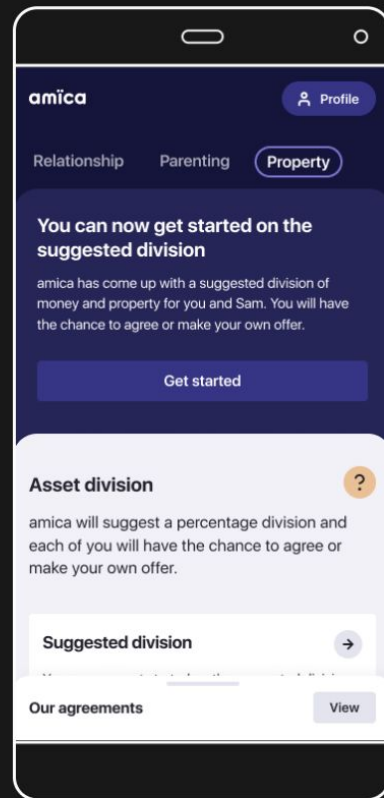
# Creating a schedule

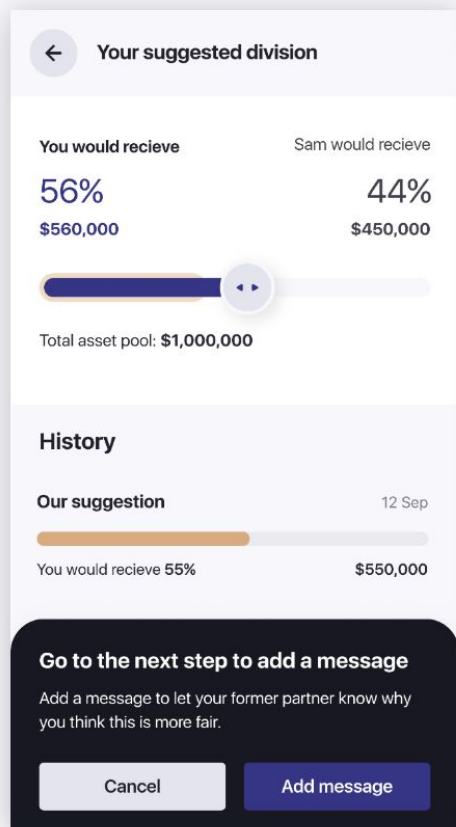
- User-testing showed us that the majority of users conceptualise a parenting plan in a traditional 'calendar format'
- To replicate this, yet modernise it for the application, we developed an interactive three week timeline that users could easily select their preferred days with the children
- The feature retains the visualisation throughout the statement and agreement phases; as well as updating each user's number of nights with the children in real time.



# Suggested division

- Once users have completed all the necessary statements, they will be able to start the suggested division process
- They can elect to either agree to the suggested division or use it as a guide to formulate their own agreed percentage split
- Fairness was the foundational concept during the design of this feature.





01

02

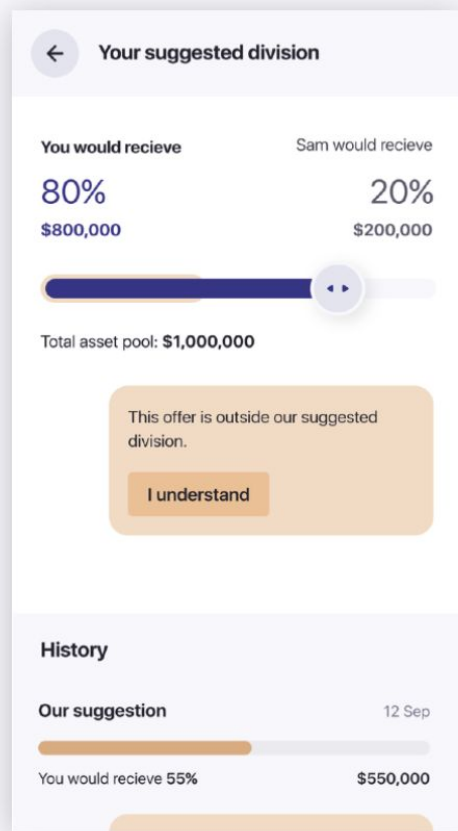
03

04



## Make your own offer

If a user decides to create their own offer, they will move through to an interface with the ability to interact with the initial percentage split



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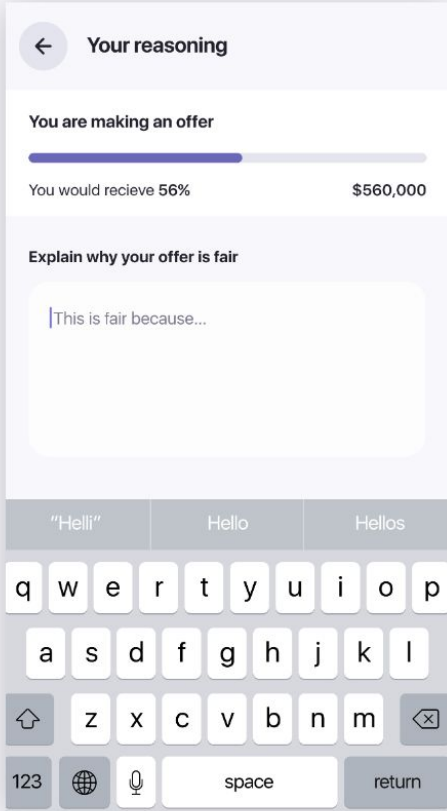
03

04



## Make your own offer

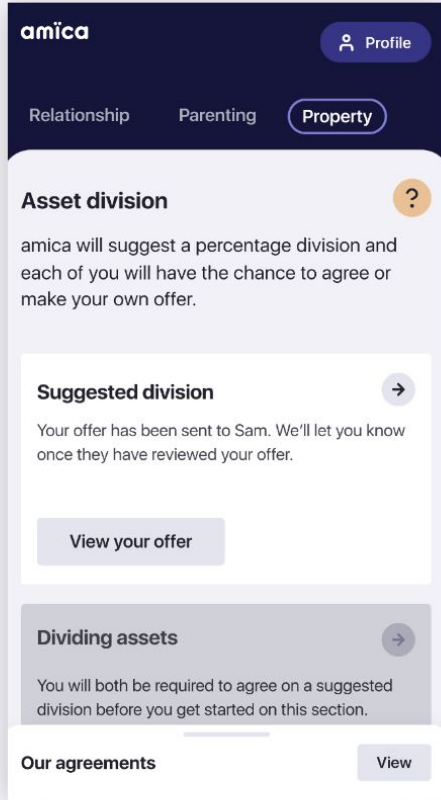
amica will provide guidance if you attempt to make an unfair offer (outside the bounds of the prediction).



## Add your reasoning

With the intention of ensuring there is fair rational behind each suggestion made, you will be prompted and required to include reasoning.





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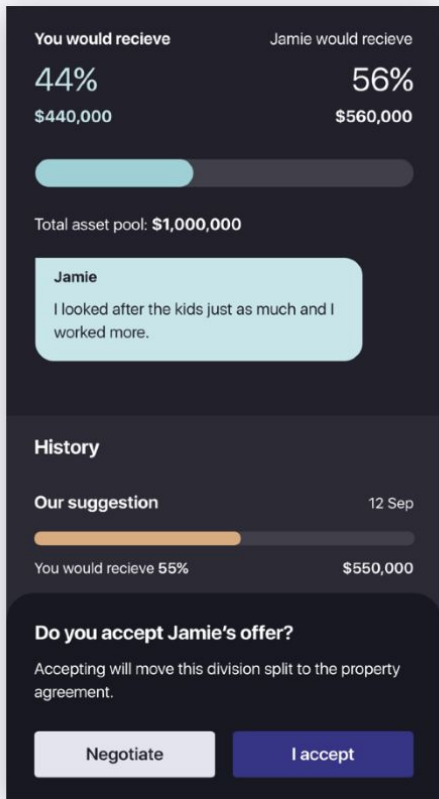
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## Offer is sent to the other party to review

The party that initiated the process must now wait for their former partner to view the suggestion and the subsequent offer before progressing to the next step.



01

02

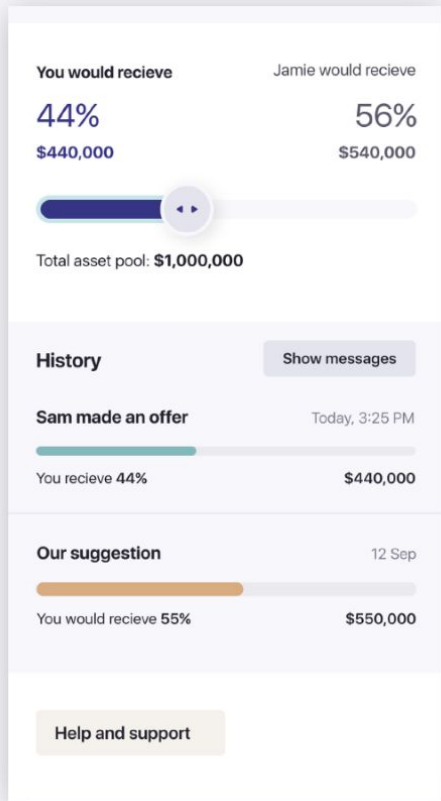
03

04



Party B receives Party A's offer and can now make their own

Party B is given the opportunity to see both the initial suggested offer, the updated offer from Party A and their reasoning.



01

02

03

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Party B receives Party A's offer and can now make their own

Past offers form a history that builds with each suggested division to act as a reference point to reaching agreement.

# Application for Consent Orders

- In the consent order section, users can collaborate to fill out additional information needed to populate a consent order application form and create a custom minutes of consent document that reflects their agreement.

