



AskIzzy

TRAINING GUIDE



INTRODUCTION TO ASK IZZY	3
THE ASK IZZY PROJECT	3
BACKGROUND	3
USING ASK IZZY	5
GENERAL WORKFLOW	6
CATEGORIES	6
BROWSING FOR HOMELESSNESS RELATED SERVICES	7
SEARCHING FOR HOMELESSNESS RELATED SERVICES	10
RESULTS	12
SUMMARY RESULTS	12
MAP	13
DETAILED RESULT	14
CHANGING YOUR ANSWERS	15
ASK IZZY SERVICE PROVIDER INFORMATION	16
INFORMATION	16
ADDING YOUR SITE OR SERVICE	16
EDITING OR REMOVING YOUR SITE OR SERVICE	16
EXAMPLES FOR YOU TO TRY	16
HELP A YOUNG WOMAN WITH FINDING SOMEWHERE TO LIVE	16
THE CLOSEST CENTRELINK TO MY LOCATION	17
CONTACT NUMBER FOR A COUNSELLOR NEARBY	17
INFORMATION ON WHERE I CAN COMPLETE MY YEAR 11 AND 12 STUDIES	17
TECHNICAL SUPPORT INFORMATION	19
TROUBLESHOOTING	19
ASK IZZY HOME	19
RESULTS	19
PREFERENCES	20
APPLICATION	20



ABOUT ASKIZZY

Ask Izzy is a centralised directory that provides relevant, up to date information about services available to people who are experiencing or are at risk of homelessness and the people who support them.

Ask Izzy is a comprehensive and easy to use resource for mobile, tablet and desktop. It's a place for you and the people you support to find out about location based housing options, where to access meals, material aid and health services. There are also links to local services including: legal, financial, alcohol and other drugs, family violence and mental health.

Help us keep Ask Izzy relevant. Up-to-date service information is vital. Organisations across the sector can contribute to this community led initiative to help us make it better. Your organisation can even add information about your temporary services to the program and events section.

THE ASKIZZY PROJECT

Background

Infoxchange is an organisation that develops and supports innovative software for a wide range of purposes to help people who face disadvantage and the organisations that support them.

Ask Izzy was developed in collaboration with founding partners Google, REA Group and News Corp Australia, major partners RAMS Financial Group, Swinburne University of Technology and The University of Melbourne, and over 15 contributing partners from the government and community sectors.

Infoxchange has developed a mobile website to help people who are experiencing homelessness or at risk of homelessness, making it easier to access information about organisations and services that can help with a broad range of needs.

Since January 2015, Infoxchange and its partners have undertaken user research to learn what people really wanted if they could have it. We talked with over 60 people – both consumers who have the lived experience of homelessness or are at risk and service providers.



Informed by User Research

Research participants

- » 40+ case workers
- » 30+ people who are homeless or with lived experience
- » A mix of group sessions and one-on-one interviews

Followed up by design research

Building on research already undertaken by REA & Homeless Connect (Sydney), Hutt Street (Adelaide), LINK, Anchor & Swinburne (Yarra Valley) & On the outside: pathways in and out of homelessness (Johnson, Gronda, Coultis, Johnson)



A key aspect was to identify the emotional needs of people. We have found that if a website does not emotionally engage people, it will not be used. People told us that they want to feel empowered, hopeful (but realistic), informed and self-motivated.

Service providers told us that it is important that:

- consumers and clients maintained strong relationships with them
- consumers and clients find the most appropriate service.

From there we spent some time designing what we thought would work, coming up with a name and other branding elements before checking out what a small group of people thought of the design.

Although we talk about homelessness, the audience is much broader as it can really assist in prevention by helping people realise that there are many services covering all aspects of things that are needed for daily living. These are the things that people told us they wanted to know about.



VINCENTCARE VICTORIA GETS INVOLVED

In 2015 VincentCare Victoria, a leading provider of homelessness services in Victoria, assisted Infoxchange and the Ask Izzy project by successfully conducting user testing with case managers and clients. The feedback was unanimously positive. As service providers, case managers at VincentCare will use Ask Izzy as a central source for all the referral options available. With Ask Izzy, staff will be able to check what's on offer and then give clients a list of numbers. Staff can also show clients how to use the site putting clients in charge of finding the linkages they need, allowing for self-referral which can be an empowering process.

“Importantly, Ask Izzy de-stigmatises seeking support. When someone finds themselves in crisis, they may have an aversion to walk into an office and ask for help. Ask Izzy allows them to link to our services and get the support via a non-judgemental platform,” says John Blewonski, VincentCare Victoria CEO. “This is the first time the complexity of services and programs within our sector have been brought together in a user friendly format. The general public can now access information and can find services that they might otherwise not know about it.”

User testing and Training Guide

Research participants

- » Joint team from VincentCare and Infoxchange developed the Ask Izzy Training Guide
- » Trained 5+ Case Managers
- » Undertook user research with 10+ clients
- » Provided invaluable feedback
 - » User experience
 - » Training for Service Providers



USING ASKIZZY

There are a few main tasks you can accomplish with Ask Izzy, namely:

1. Search for homelessness related services.
2. Browse homelessness related services.
3. Service providers can add their site, service or program.
4. Provide feedback on Ask Izzy.

Searching or browsing for services **requires** you to provide a location. This location can be your own (with the convenient option of auto-locating), or a different one that is entered manually, e.g. searching on behalf of someone located elsewhere.

All other questions are optional.

General workflow

Browse/search → Location, other prompts → Results list (+ map) → Detailed record

At any time, you may alter responses to the location and personalisation prompts; or remove all responses, including location by clicking the *Change your answers* link at the top of the results listing.

Categories

Category	Description	Examples
Housing	A place to stay	Refuges, Crisis accommodation
Food	Something to eat	Meals, Community lunches
Everyday things	Swags, clothes, food vouchers etc.	Material aid, vouchers, showers, laundries, lockers
Health	Physical, mental, emotional	Doctors, dentists, hospitals, family planning
Centrelink	Access to services	Customer service centres, access points
Money help	Emergency funds, bills etc.	Financial counselling, loans
Support & counselling	Someone to help	All counselling
Legal	Police, law & fines	Legal aid, courts
Drugs & alcohol	Support & assistance	Rehab, detox, needle exchanges
Life skills & education	Everyday skills & training	Schools, adult education
Finding work	Earning & volunteering	Employment placement, volunteering
Facilities	Toilets, libraries etc.	Council facilities & services
Something to do	Near you	Activity & play groups, youth services
Technology	Wifi, charging etc.	Wifi access points (free), charging stations, computer access & training
Have your say	Complaints & advocacy	Ombudsman, advocacy, tenancy advice

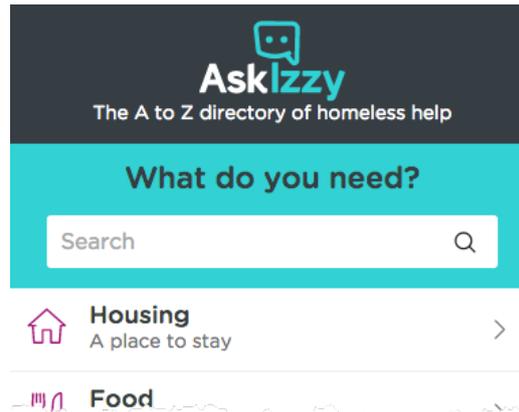


Browsing for homelessness related services

Predefined searches have been made available as categories. These are presented on the home page are the preferred and most convenient way of finding relevant services.

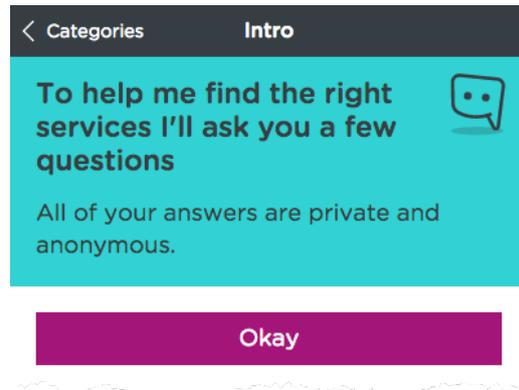
Each category may be further refined by selecting relevant answers to category appropriate questions as indicated in the workflow above.

1. Go to the Ask Izzy home page
2. A list of categories will be presented (refer to above table). *Everyday things* will be used for this example.



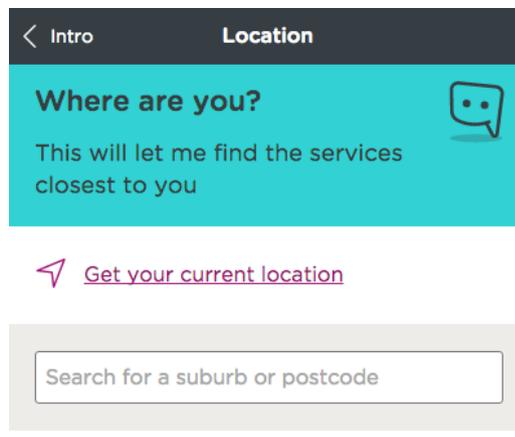
3. If you have not already provided information relevant to this category—including location—you will now be informed that some additional information may be requested (Intro).

This notice also confirms that all answers are anonymous.

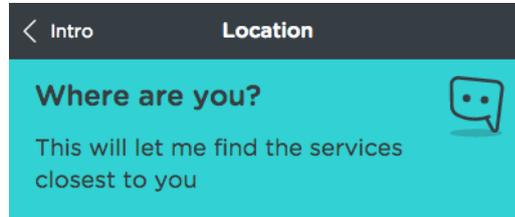


4. *Where are you?*(Location) is the first, and only **required** question.

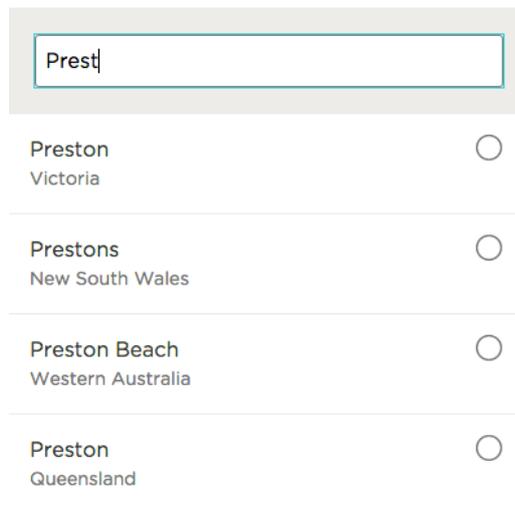
You may select auto-locate, or enter an address manually.



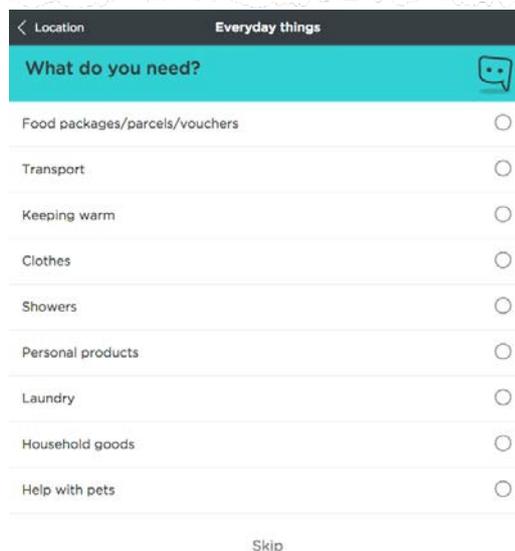
When entering a location manually, a suggestions list will be shown. It is encouraged that a selection be made from the list as this will improve accuracy.



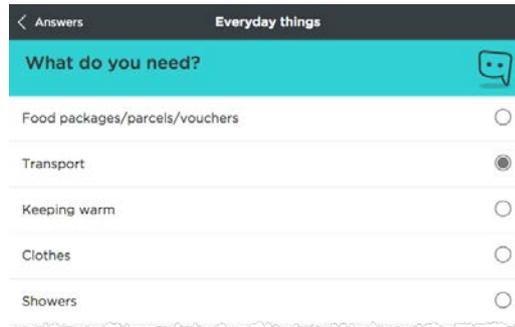
 [Get your current location](#)



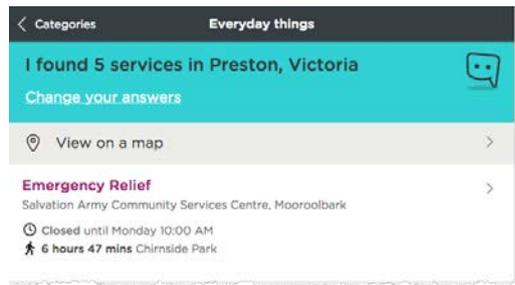
5. A list of further category refinements may be presented (depending on category selected). Check any that apply.
6. If no options apply, you may select the *Skip* link at the end of the list.



7. *Transport* will be selected for this example. Note that you will be directed to the next screen as soon as a selection is made.



8. A list of relevant results should be presented, ordered by relevancy (crisis, distance).

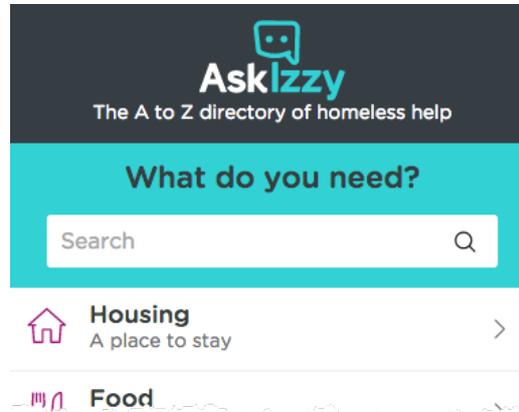


Refer to the Results section for more information on results.



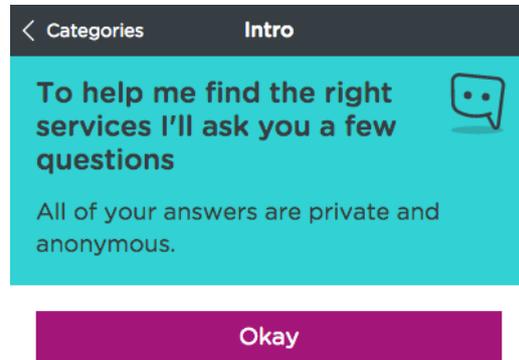
Searching for homelessness related services

1. Go to the home page
2. Enter a search term in the *What do you need?* Search textbox provided and submit the form.



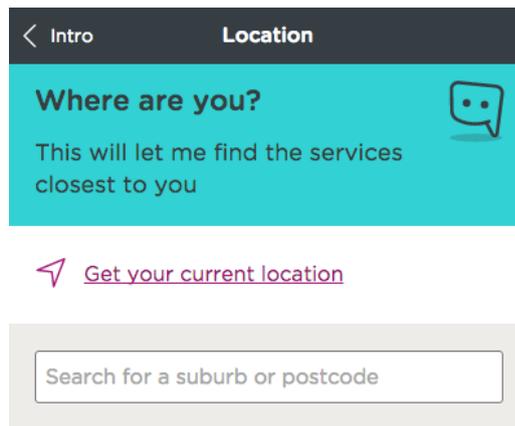
3. If you have not already provided a location, you will now be informed that some additional information may be requested (Intro).

This notice also confirms that all answers are anonymous.

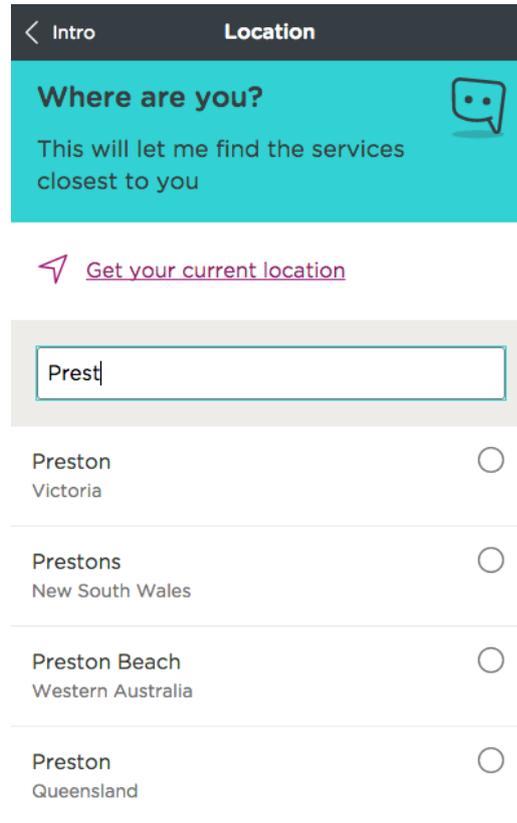


4. *Where are you?*(Location) is the first, and only **required** answer.

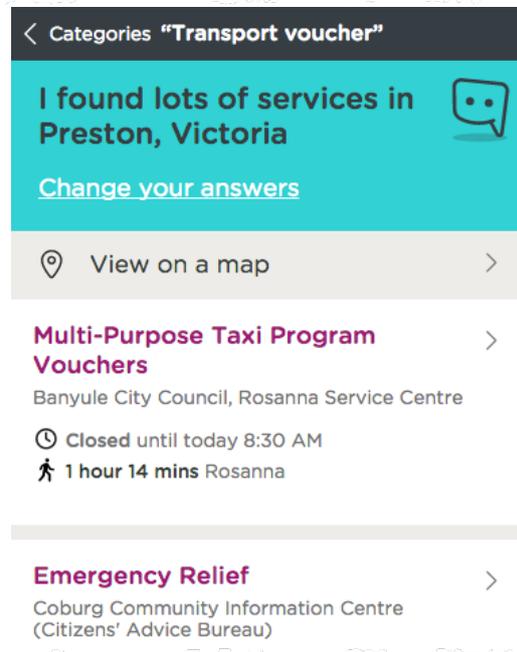
The user may select auto-locate, or enter an address manually.



When entering a location manually, a suggestions list will be shown. It is required that a selection be made from the list.



5. A list of relevant results should be presented, ordered by relevancy (crisis, distance). You may choose to view the list of results as a map, by selecting the *View on a map* option at the top of the results.



Refer to the Results section for more information on results.



Results



What you need to know

Addresses for confidential, national and state wide service records will not be shown (including maps).

Results are sorted in order by hotline & crisis service, proximity to user location, keyword terms.

Summary results

Hotlines, crisis and emergency services will be presented first and distinct from remaining results. An example is shown for *domestic violence*—note the *If you need urgent help call one of these numbers*.

Summary results should contain the following information where available:

- Service name (Heading)
- Organisation
- Opening hours for today
- Transport (walking) time
- Examples of what is available from the service, e.g. “Clothing”.

Public transport information and distances are provided by Google which rely on the relevant transport authority for accuracy.

Detailed information may be accessed by clicking on a summary result.



Map

Click *View on a map* on the summary results list to display *all* the listed services on a map.

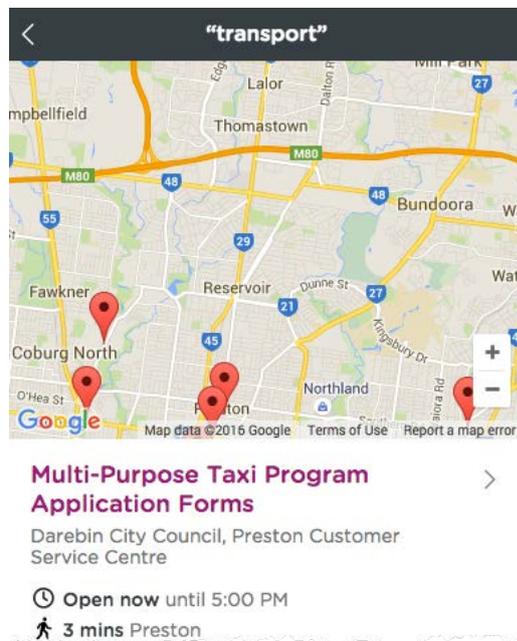
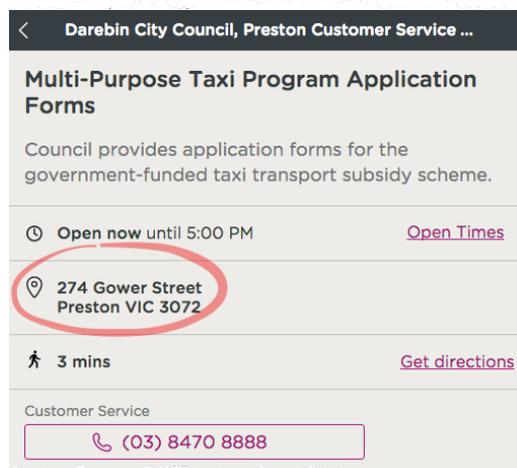
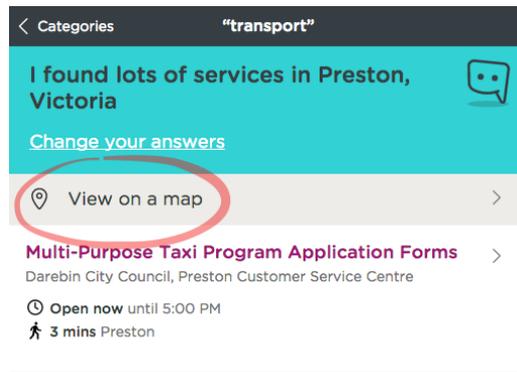
When viewing a result in detail, you can click the map pin if the location has been provided.

Walking time and a link to directions when provided, will be available immediately below the address details.

The map functions like any other google map, and you may zoom in and out by pinch gestures on the screen or using the zoom controls provided.

You may access individual results by clicking on the red pins. The relevant (summary) result listing will be shown below the map.

Detailed record information may be accessed by clicking on the summary.



Detailed result

Detailed record information may be accessed by clicking on summary listings.

Results should contain the following information where available:

- Service name (Heading)
- Organisation
- Opening hours for today
- Contact details
 - Phone numbers
 - Addresses (not confidential)
 - Email
 - Website
- Transport (walking) time
- Examples of what is available from the particular service, e.g. "Clothing".
- A list of other services provided at the same location
- Eligibility for service

Darebin City Council, Preston Custo...

Multi-Purpose Taxi Program Application Forms

Council provides application forms for the government-funded taxi transport subsidy scheme.

Open now until 5:00 PM [Open Times](#)

274 Gower Street
Preston VIC 3072

3 mins [Get directions](#)

Customer Service

[\(03\) 8470 8888](tel:(03)84708888)

mailbox@darebin.vic.gov.au

www.darebin.vic.gov.au

[Other contact options](#)

To use this service you should be

- Located in City of Darebin.
- Medical evidence of disability.
- Referred by self.

Also at this location

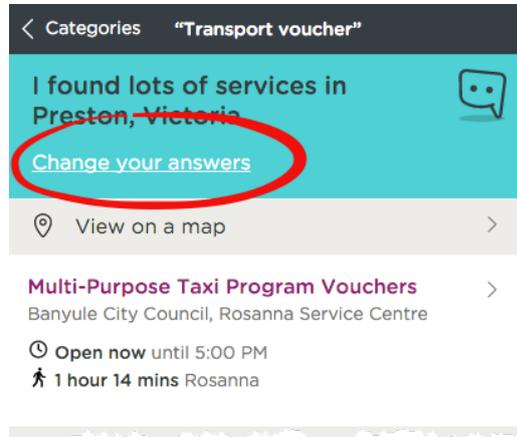
Aged & Disability Services: Home Care Packages, Levels 1 & 2 >

A home care support service for frail aged people who require a range of care services in their own housing.



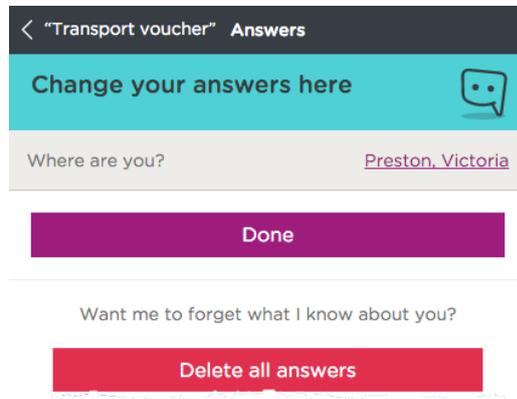
Changing your answers

1. Navigate your way to a summary results list, normally by going < *Back* and then click on the *Change your answers* link at the top of the results.



2. Here you can see previous questions that you have been asked. Click any to change the response. You will be shown the same choices you were originally shown.

Once your changes are complete, click done to apply them to the most recent results list.



3. Alternatively, you may remove *all* previous responses by clicking *Delete all answers*.



Ask Izzy Service provider information

Information

Service information is constantly changing. If you notice information that is not up to date you can let us know directly.

Adding your site or service

You are able to add your service details to Ask Izzy by clicking the button below and providing the requested information. Information provided will be published on the Ask Izzy homelessness website and Infoxchange Service Seeker national directory. Please only provide information that you wish to be published. Please also note, correspondence for data maintenance purposes and updates regarding your listed service/s will be sent to your nominated contact email address.

If you provide a community support service and would like to list your service in Ask Izzy, take action now. It's easy and there is no cost involved.

[Add a new site / service.](#)

Editing or removing your site or service

If you need to make changes to your service details, or remove your service from the Ask Izzy homelessness website and Infoxchange Service Seeker national directory, please click 'Update/remove service' on the individual service listing and provide all of the requested information. The changes you request will be actioned within seven (7) calendar days from submission.

EXAMPLES FOR YOU TO TRY

Use Ask Izzy to find the appropriate services for the following variety of needs.

Help a young woman with finding somewhere to live

1. Go to the Ask Izzy home page.
2. Click on the Housing button. If you have not used the application before, the "Intro" prompt will be displayed.
3. The "Where are you" page will be displayed. Type in "Glenroy". Then click "Done".
4. The "Do you have somewhere safe to sleep tonight" (Sleeping) page will be displayed. Click on "No".



5. The “*Do you identify as...*” (Gender) page will be displayed. Click on “*Female*”
6. The “*How old are you?*” (Age) page will be displayed. Click on “*25 or younger*”.
7. The “*Do any of these apply to you?*” (Personal) page will be displayed. Click on “*Family with children*”, then click “Done”.
8. The “*I found ...*” page should be displayed with relevant search results.

The closest Centrelink to my location

1. Go to the Ask Izzy home page.
2. Click on the Centrelink button. A list of services for your location should be displayed.
3. Click on the relevant Centrelink service, the details should be displayed.

Contact number for a counsellor nearby

1. Go to the Ask Izzy home page.
2. Click on the “*Support & counselling*” button. The “*Intro*” page will be displayed. Click “Okay”.
3. The “*What issues are you dealing with*” (Counselling) page will be displayed. Click on “*Family violence*” and “*Family or relationships*”. Click “Done”.
4. The “*I found ...*” page will be displayed.

Information on where I can complete my year 11 & 12 studies

1. Go to the Ask Izzy Home page. Click on “*Life skills & education*”.
2. The “*Want to develop skills*” (Life Skills) page will be displayed. Click on “*School*”, then click on “Done”.
3. The “*I found ...*” page will be displayed.



Ask Izzy feedback

Number	Comment	Strongly agree	Agree	Neither	Disagree	Strongly disagree
1	I can get to information quickly.	<input type="checkbox"/>				
2	The information is relevant to my needs.	<input type="checkbox"/>				
3	The site is designed with me in mind.	<input type="checkbox"/>				
4	The site's content would keep me coming back.	<input type="checkbox"/>				
5	The site has characteristics that make it especially appealing.	<input type="checkbox"/>				
6	The site is well-suited to first-time visitors.	<input type="checkbox"/>				
7	It is clear how screen elements (e.g., scrolling lists, menu options, buttons, etc.) work.	<input type="checkbox"/>				
8	The site's Search functionality was intuitive.	<input type="checkbox"/>				



TECHNICAL SUPPORT INFORMATION



What you need to know

The Ask Izzy website only provides a specialised interface to a homelessness related services subset of Infoxchange's Service Seeker database. As a consequence, the product is continuously being refined and therefore search results may not be entirely reproducible over time.

Troubleshooting

Ask Izzy home

Site will not load

- Check connection to internet (out of cell/wifi range)
- Check download speed (wait for results, esp. if user is on 3G mobile)
- Error user is observing? Website may not (temporarily) function if there are the following issues (may be caused by Infoxchange or the user's internet provider)
 - DNS—cannot resolve askizzy.org or serviceseeker.com.au. Check on *your* device if both sites can be accessed. If not, raise an urgent systems support issue.
 - New deployment—Unlikely cause but user may retry their search in a few minutes.
 - If new site displays but incorrectly, you will need to instruct user to refresh the site or clear their browser's cache on their device.

Results

No results

- Old versions of the Internet Explorer browser (< 11) are not supported.
- Elastic search time out—Retry search after a few seconds.
- Query not understood—Check spelling of search term
- Http 502 Payment required—May be caused if there has been heavy use of the Service Seeker database by the user. Retry search after a few minutes.
- Timeout/spinner keeps spinning—check Service Seeker independently.

Results not accurate

Does not pickup user's location—Check location services allowed for browser on user's device. This may be a preference in the user's device settings, not browser per se.



Results displayed not geographically relevant—Are they searching in a valid location (eg user entered “financial counselling in balaarat”, noting that Ballarat is spelled incorrectly).

Results displayed are not geographically relevant—if a valid location, but results are for a different state, then it is an issue with Service Seeker and an issue will need to be raised with the development team. As a workaround, the postcode may be used instead of place name.

Confidential information is shown—this should not occur, so it may have been an oversight in recording the details in the service seeker database. Follow SOP/The user should be referred to the Service seeker database support team where details can be verified and updated if required.

Service is not listed in results—is the search relevant for the service (location, service type, caters for homeless)? Attempt to search for service in serviceseeker.com.au to confirm service is listed. User will need to be referred to the database team as per SOP after completing the “Add your service” form.

Location on map is incorrect

- Could be a national or state wide provider and does not have an address
- Could be a confidential address (not shown on map, or if shown, only the suburb)
- The record could have incorrect details for the address—refer to database team
- A geo-coding error may have occurred when the record was processed—refer to database team.

Preferences

Cannot clear data—should not occur, but clearing the browser cache will clear local storage.

Application

User does not know how to add to their home screen—Follow browser vendor’s instructions to add to home screen.

