

Training to support community members find the help they need.



## About

Seeking help when you are experiencing hardship is not easy. We know there are many people looking for help, but they don't always know where to start. *Ask Izzy Connect* training develops the capability and confidence to support people experiencing hardship by connecting them with the right support services that can help them.

*Ask Izzy Connect* is a training program that teaches people working with the community and frontline staff and volunteers to better support people experiencing hardship.

The training focuses on learning how to recognise people who might need help, respond to their needs and emotions, and refer them to professional support services.

## You'll learn how to:

- **Recognise** people experiencing vulnerability and hardship
- **Respond** to someone who shares something challenging with you
- **Refer** people to appropriate support and professional help using tools such as Ask Izzy
- **Reflect** on your interactions and how to protect your own mental health and wellbeing

## Who is this training for

Anyone who works or volunteers in a frontline facing role and encounters people experiencing vulnerability and hardship who may need health and wellbeing support.

**Examples include:** community sporting volunteers, church groups, libraries, community legal centres, neighbourhood houses, civic groups and associations, multicultural community groups and volunteer/community-led organisations.

## Training Overview

### There are two parts to *Ask Izzy Connect*:

- Self-guided online module (0.5 hours)
- Online interactive workshop delivered by our expert trainers (2 hours)

## Cost



- Free - for people who work in a community or volunteer role
- We can deliver online training to other organisations for a fee - please contact us to find out more.



## Get in touch

For more information or to book, contact [askizzy@infoxchange.org](mailto:askizzy@infoxchange.org)

