



askizzy.org.au



*"If only there
was a website
for all this..."*

**One website, thousands
of support services in
your back pocket**

About Ask Izzy

Ask Izzy is a website that connects people in need with crucial support services such as housing, food, everyday things and more.

It's free and easy to use, all searches are anonymous and there are more than 370,000 services listed across Australia.

If you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi.

Developed by Infoxchange in partnership with Google, realestate.com.au and News Corp

Australia, Ask Izzy was co-designed with people who have experienced homelessness and leaders in the homelessness sector.

With over 20 major and contributing partners, strong collaboration between the community, corporate, government and academic sectors has been key to its success.

Since it was launched in January 2016, there have been more than 4 million searches for help on the site.

www.askizzy.org.au

Ask Izzy is used by service providers, government agencies and corporate hardship teams across Australia to help people in need find support.

Ask Izzy takes the hard work out of finding relevant, up-to-date and local support services for your clients, so you don't get bogged down in admin or referral dead ends.

Zoe Fulcher from SecondBite in Western Australia is one of the thousands of service providers using Ask Izzy. She regularly meets people who need food assistance but don't know where else to go. Zoe says this is why Ask Izzy is an essential part of her work.

"Ask Izzy is awesome because when someone comes to the office for a food hamper, I can either show them how to use the site on their phone to help them find what services are available in their area, or quickly write the details down for them," she says.

With Ask Izzy, you can find thousands of support services right at your fingertips. It's user-friendly, has greater coverage of services around Australia than other directories and is kept up-to-date by a dedicated database team.

I recommend Ask Izzy at least once a week to people in roles similar to mine





Nothing says Monday morning like having one more shot at finding your client a culturally appropriate, catchment specific referral pathway with applicable eligibility criteria, near the number 284 bus route...

Ask Izzy stats

In the last financial year, we've seen...

- More than **1.3 million searches** for help on Ask Izzy
- Searches for help increase by 14.3% in April 2021 following the retraction of supplements like the JobKeeper scheme
- More than 25,000 searches for family violence support
- Our largest ever search volume for help with alcohol and other drugs, with searches increasing by 24% on last year

Top search categories:

- Food
- Financial assistance
- Housing
- Everyday needs (clothing etc)
- Centrelink services

Find out more at:

<https://about.askizzy.org.au/ask-izzy-data-insights/>

Get Ask Izzy promo materials and resources

To help spread the word about Ask Izzy, or provide more information to your clients, we have a range of promotional materials that you can order, or download and print.

- Wallet cards
- Posters
- Explainer videos
- Templates
- Powercards
- and more!

Visit www.about.askizzy.org.au



Ask Izzy social media

Facebook [@askizzyau](#)

Instagram [@askizzyau](#)

About Infoxchange

Ask Izzy is powered by Infoxchange.

Infoxchange is a leading social enterprise improving the lives of people in need through smart technology solutions.

We support for-purpose organisations, and create cross-sector collaborations with community organisations, government, philanthropy and corporate partners to combine resources and achieve social justice outcomes.

With the human at the heart of everything we do, we apply our sector knowledge, relationships, products and services to activate the smart use of technology and amplify positive impact at scale.

As a not-for-profit for over 30 years, we've pioneered solutions to connect more people to more services, to disrupt disadvantage and ensure those in need have increased access, inclusion, opportunity and hope.

Find out more about Infoxchange and the products and services we offer not-for-profits - from client and case management systems to IT support, training, and technology donations and discounts on our website: www.infoxchange.org.au

Ask Izzy contacts

Community engagement:

Laura Notman

askizzy@infoxchange.org

Marketing:

Amy Charleston

acharleston@infoxchange.org

Media:

Bronwyn Miller

bmiller@infoxchange.org