THE CLIENT

Our client, Infoxchange, is a not-for-profit social enterprise/non-government organisation that develops and supports software for a wide range of purposes to help support people who face disadvantage and the community organisations that support them.

Infoxchange's Service Seeker database is Australia's largest up-to-date directory of health and welfare services, powering its sister directory Ask Izzy, the product we were supporting for our project brief.

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THE PROBLEM

WHAT? With over 360,000 service providers listed across Australia and close to 1,000 people a day connecting to Ask Izzy, accuracy of services available and up-to-date information is hugely important to clients using these services and vital to keeping Ask Izzy relevant.

HOW? Currently, if service details need to be updated or removed from the Ask Izzy and Infoxchange Service Seeker directly, users must click on the Feedback/Report an Error link on the individual service listing and provide all of the requested information.

THE SOLUTION

- Service providers need to be able to update their service details.

- The process needs to be simplified for service providers to update their information.

- Accuracy of services available are important to clients using these services.

- Service providers would like to login to/logout of a user dashboard and further personalise their use of the app.

DEMO: ASK IZZY & ASK IZZY PLUS
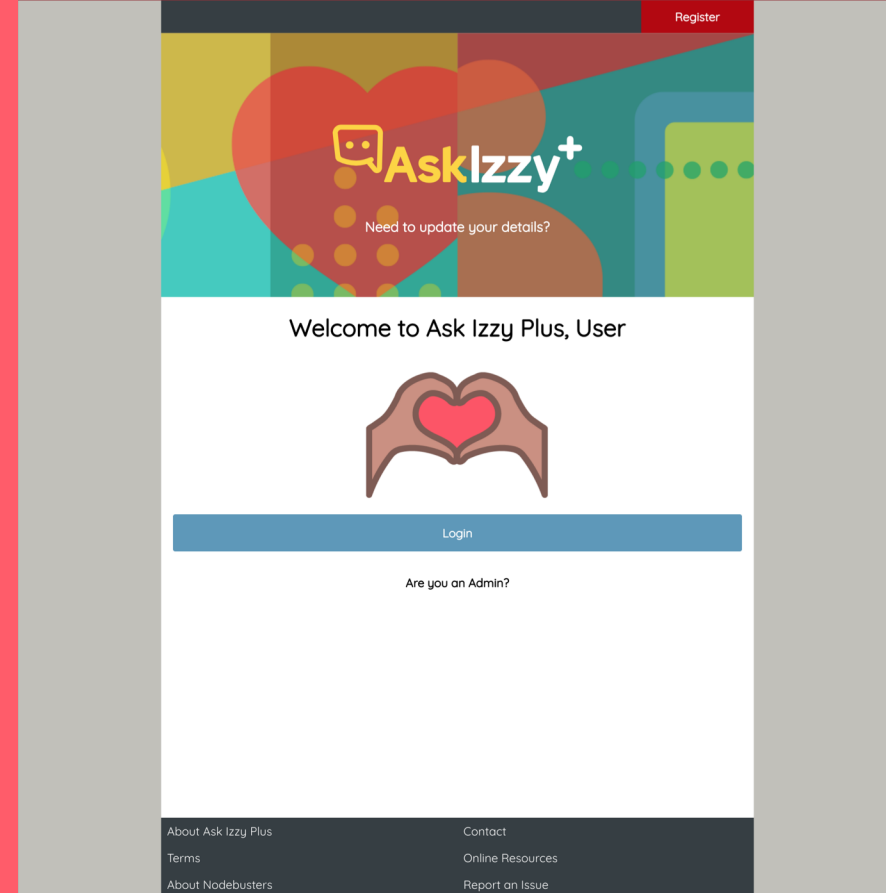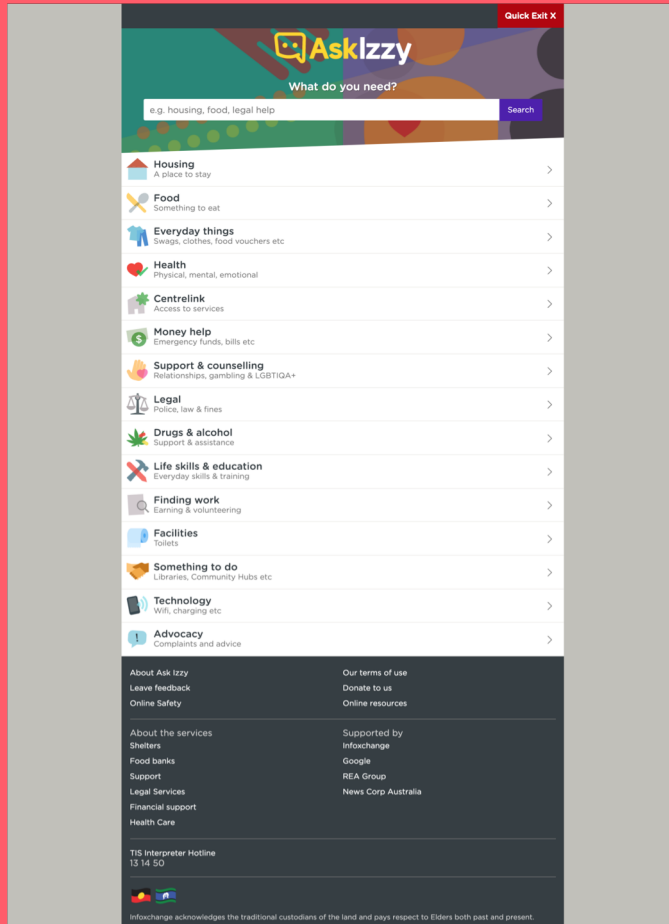
STRETCH GOALS & CHALLENGES

- Service providers can update their vacancy details if they provide crisis/short term accommodation and for the vacancy status to be updated on their service pages.

- Create lists of 'favourite' services that they could share easily with their clients by hardcopy, SMS or email.

- The ability to view feedback from clients on their services.

- The ability to get updates or notifications. For example, weather warnings that may impact their clients/rough sleepers.

- Notification centre in admin dashboard to display and approve/disapprove all requests from service providers.

- Different levels of access for organisation users, such as some users only have access to certain sites or services.

- Integration with the main Ask Izzy app.

QUESTIONS? INTO OPEN SOURCE-REY?

Ask Izzy is an open-source project so the code is publicly available on GitHub if you'd like to contribute to a great service that supports people experiencing or at risk of homelessness.

https://github.com/ask-izzy/ask-izzy