



SUPPORTING
THOSE WHO
SERVE

Engage User Guide

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1 Introduction

1.1 Overview

This document provides users with an overview of the Engage site, showing them the key features and how to navigate the site to find services to meet their needs.

Engage is an online portal where users can search free services and support designed to benefit current and former ADF members; their families, and/or those involved in their support. Engage simplifies the process of accessing support by providing information on not-for-profit services available from a range of service providers.

Engage 'connects' users to support services based on different criteria, including:

- Need
- Physical location – local, regional and national
- Service or support required

Engage will readily link to a range of support and services from:

- Government, including Defence and Department of Veterans Affairs.
- Not-for-profit service providers and charities.
- Other service providers who choose to participate.

Engage will be operated by the Department of Defence, with data maintained by participating service providers.

2 Homepage

2.1 Overview

The homepage of the site provides easy access to Search as well as information about Engage and links to Service Categories and Services that are most important to different users.

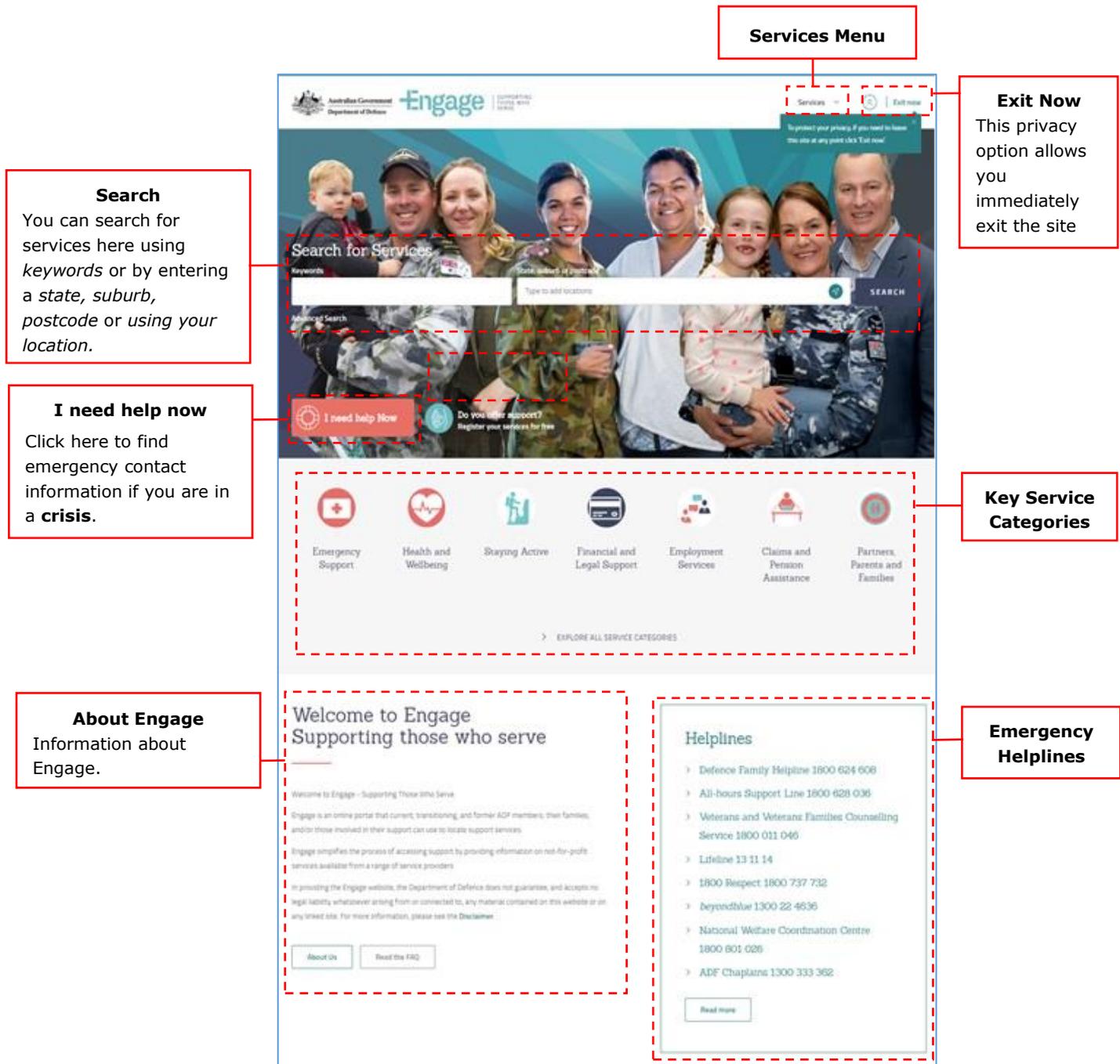
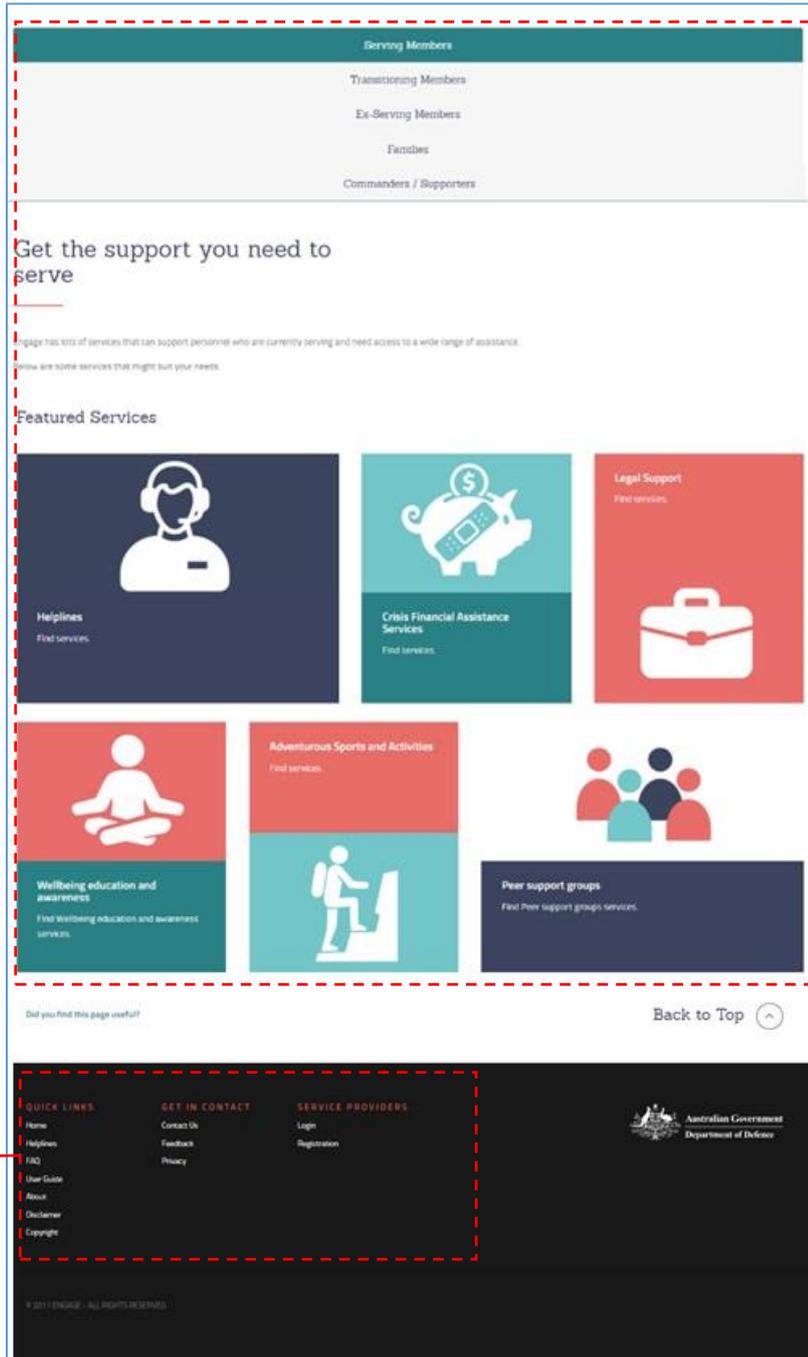


Figure 1. Engage Homepage - Top



Personalised User Tabs

This section of the homepage has tailored tabs showing relevant featured services for different user types including:

- Serving Members
- Transitioning Members
- Ex-serving members
- Families
- Commanders

Featured Services displayed will change dependant on the User Tab selected.

Footer
Links to additional site pages.

Figure 2. Engage Homepage - Bottom

3 Search

3.1 Search by Current Location

My Location
 Clicking on the green arrow in the 'state, suburb or postcode' field enables searching based on your current location. Once 'My Location' shows up then click the 'Search' button.

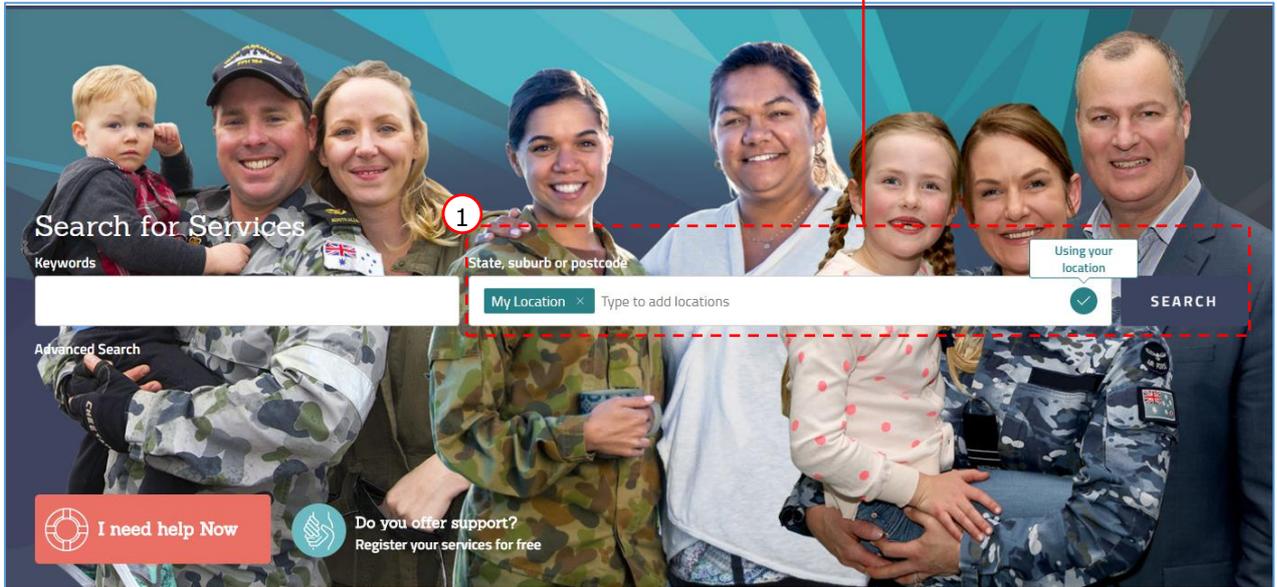


Figure 3. Search – My Location

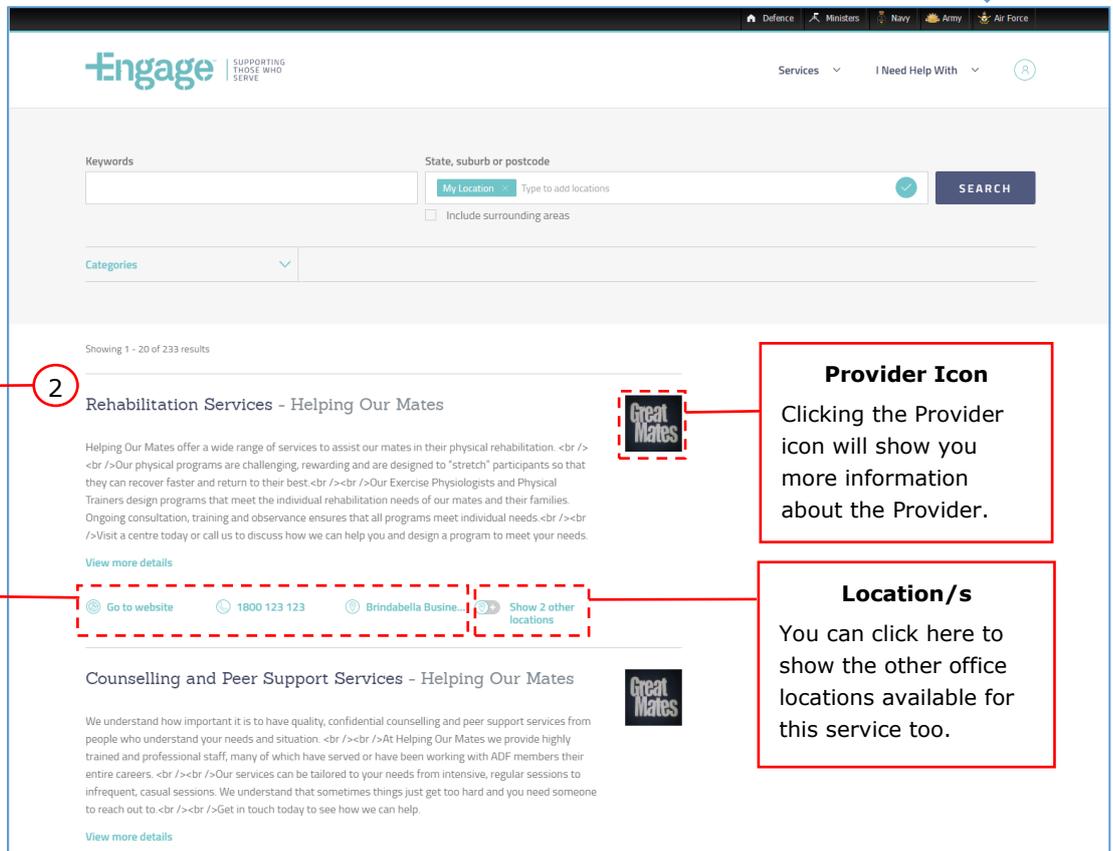


Results
 Search results are displayed based on your location.
 Click on the name of the service to find out more about it.

Service Contact Information
 Here we have the most relevant :

- Website
- Phone number
- Closest office to you

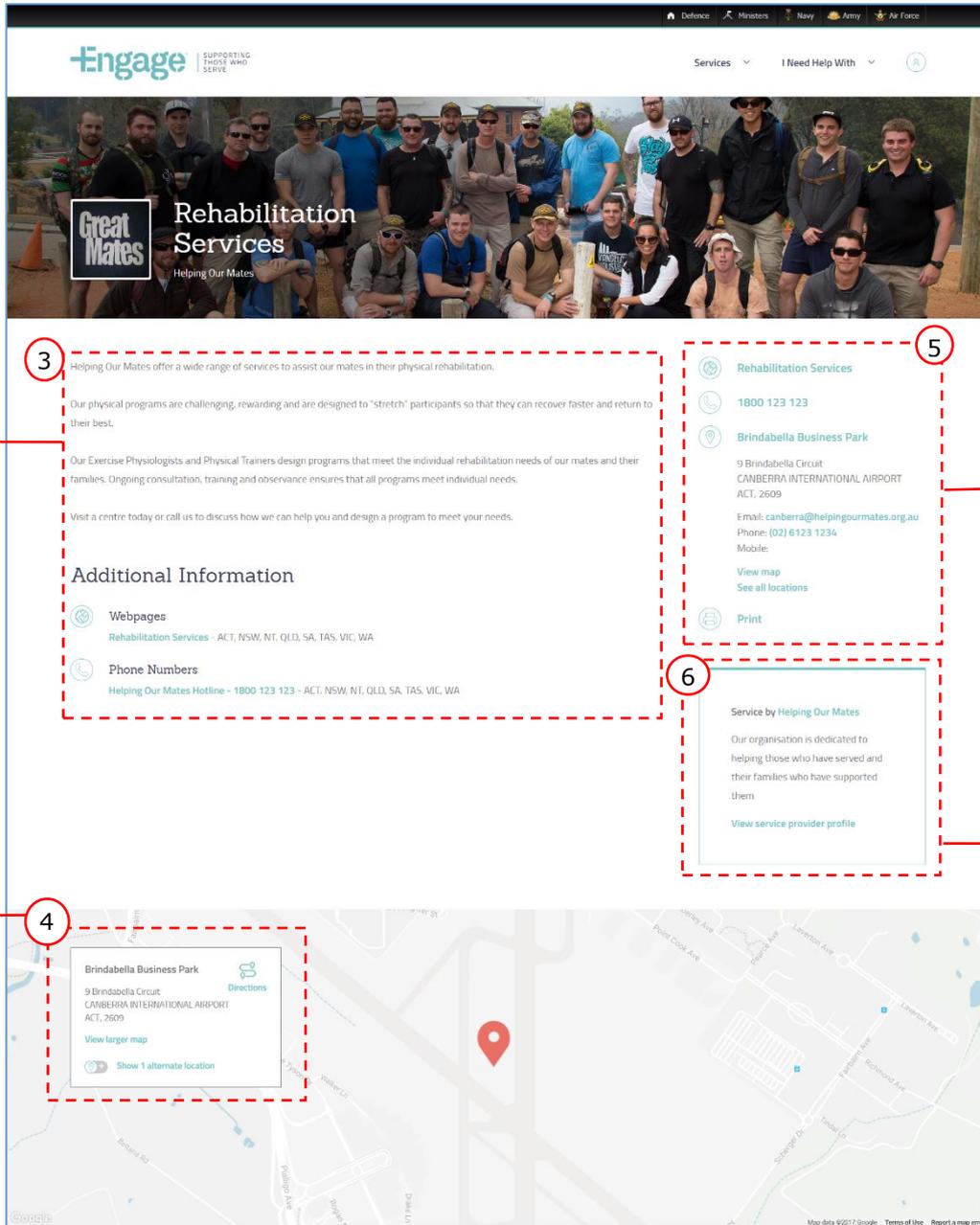
Results are based on your location.



Provider Icon
 Clicking the Provider icon will show you more information about the Provider.

Location/s
 You can click here to show the other office locations available for this service too.

Figure 4. Search Results



Overview
 Here we have details about the service including a description and any additional webpages or phone numbers.

Map
 Here we have a map showing the office location from your search before.
 This also allows you to select a different office if the service is provided in alternate locations.

Service Contact Details
 Over here we show the most relevant:

- Website
- Phone number
- Office.

If you did a location search previously, then this will be based on your location. If you have selected a different office then this is shown here instead.

Service Provider
 If you wish to learn more about the organisation providing a service you can click on the links in this module.

Figure 5. Service Page

3.2 Search by specific location

Location

Start typing a location into this field and select the matching location from the dropdown. Results will be returned within that suburb – services with offices showing first.

Select the 'include surrounding areas' option if you wish to broaden your search and return offices in surrounding suburbs.

Search Results

Search results are then displayed based on your selected location.

These are ordered by the selected suburb first and then surrounding areas (if you have selected this option).

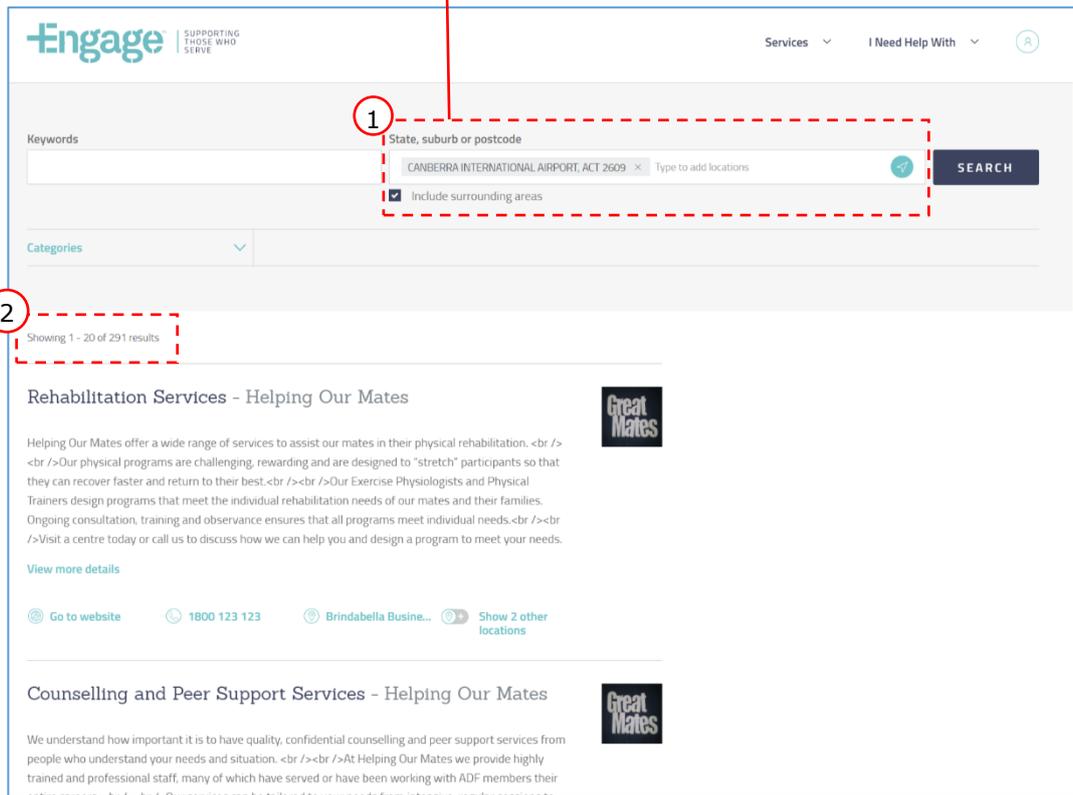


Figure 6. Search - Specified Location

3.3 Search by keywords

Users can also search by entering keywords on the Search page.

If a Service contains those words in the name of the Service, the Provider who offers that service or in the description of the Service, then it will show up in the search results.

The screenshot displays the Engage search interface. At the top, the Engage logo is visible with the tagline 'SUPPORTING THOSE WHO SERVE'. The navigation bar includes links for Defence, Ministers, Navy, Army, and Air Force, along with dropdown menus for 'Services' and 'I Need Help With'. A search bar is prominently featured, containing the text 'Tailored Rehabilitation' and a 'SEARCH' button. A red dashed box labeled '1' highlights the search input area. Below the search bar, there are filters for 'Categories' and 'Include surrounding areas'. The search results section, highlighted by a red dashed box labeled '2', shows 'Showing 1 - 20 of 40 results'. The first result is 'Tailored Rehabilitation - We Will Help You', which includes a description of services, a 'View more details' link, and contact information such as 'Go to website', '0407 384 276', and 'Pialligo Office'. The second result is 'Counselling and Peer Support Services - Helping Our Mates', featuring a 'Great Mates' logo and a description of confidential services.

Figure 7. Search - Keywords

3.4 Search by categories

Services are organised into Categories and Sub-categories.

You can search for services based on these on the Search page using the Category selection drop-down menu.

If a Service has been tagged with these Categories then it will show up in the search results.

Service Categories
Select a Category or Sub-Category and click update Search.

Keywords: _____ State, suburb or postcode: _____
[My Location] Type to add location [SEARCH]

Include surrounding areas

Categories

- Select all
- Emergency Support
 - Helplines
 - Emergency Home Repairs
 - Short-Term and Crisis Accommodation
 - Emergency Rent Payments
 - Crisis Financial Assistance Services
 - Crisis Payment of Energy Bills
 - Emergency Food
- Staying Active
 - Adventurous Sports and Activities
 - Sports Services
 - Advice/referrals for engaging with local community - sporting, religious, social groups
 - Holiday support services and facilities
 - Staying active services for injured/disabled
- Financial and Legal Support
 - Crisis Financial Assistance Services
 - Crisis Payment of Energy Bills
 - Legal Support
 - Financial Assistance/Counselling or Guidance
 - Financial Management Services
 - Loans (low interest or no interest and/or loan security)
 - Housing Loans and Rental Subsidies
- Employment Services
 - Resume services and referrals
 - Employment/work placement services for individuals
 - Assistance with recognition of prior learning and certifications
 - Mentor support for job placements
 - Partner/Carer Employment Services
 - Transition to civilian workplace planning
 - Education, training and re-skilling
 - Job placement and recruitment services
 - Support for transitioning ADF members
- Assisted Living
 - Respite services
 - House maintenance and cleaning
 - Retirement living services
 - Age care living services
 - Advice/referrals for engaging with local community - sporting, religious, social groups
- Claims and Pension Assistance
 - Assistance establishing personal DVA MyAccount
 - Provision of general claims and pension advice
 - Claim preparation assistance (compensation and invalidity)
 - Appeals assistance
 - Veterans Review: Board representation
 - Administration Appeals Tribunal application assistance
 - Funeral support and bereavement assistance
 - On Base Advisory Services (OBAS)
- Health and Wellbeing
 - Discharge advice, planning and support
 - Assistance establishing non-defence health (GP and Medicare) support
 - Wellbeing education and awareness
 - Peer support groups
 - Physical training and rehabilitation
 - Clinical medical services
 - Clinical psychological services
 - Alternate therapies
 - Health insurance advice and support
- Partners, Parents and Families
 - Family drop-in centres
 - Education support
 - School placement assistance
 - Scholarships
 - Special needs assistance
 - Relocation assistance (Moving to new home or location)
 - Partner/Carer employment services
 - Childcare services
 - War graves and commemorative Services
- Work on behalf of the Veteran Community
 - Legislative and Government policy advocacy
 - War graves and commemorative Services

[UPDATE SEARCH]

Figure 8. Search - Categories

Search Results
Results that match selected Categories are displayed.

Showing 1 - 20 of 40 results

Advocacy - Income Support - Legacy Australia

Legacy provides access to high quality advocates to assist widow(er)s making claims for benefits and to represent widow(er)s at appeals tribunals.

Legacy works to ensure the maximum level of entitlement for each of our beneficiaries, as determined by

[View more details](#)

1800 534 229 Sydney Legacy Show all 18 locations

Figure 9. Search Results

4 Service Categories and Sub-categories

4.1 Overview

Services are organised into Categories and Sub-categories.

You can find services on the site by viewing these Category and Sub-Category pages, and then selecting

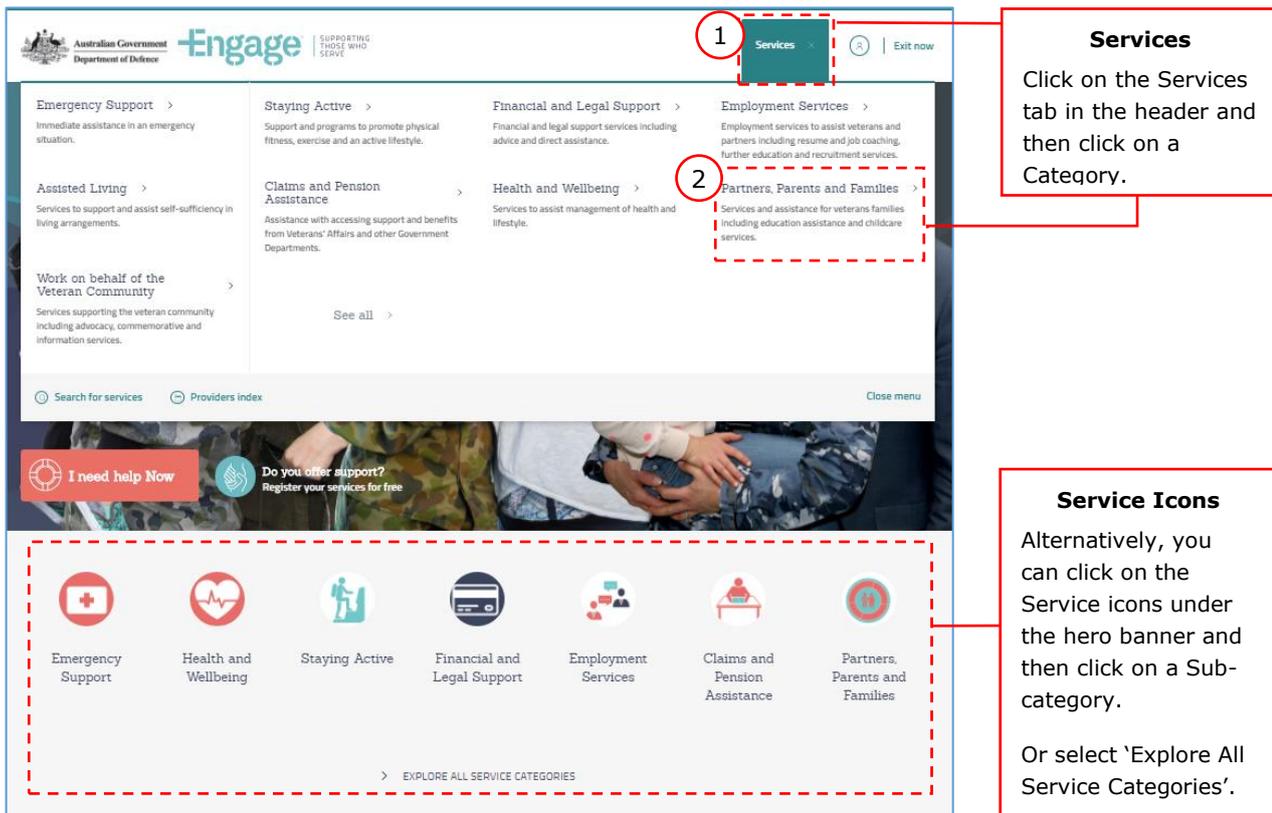


Figure 10. Services - Categories

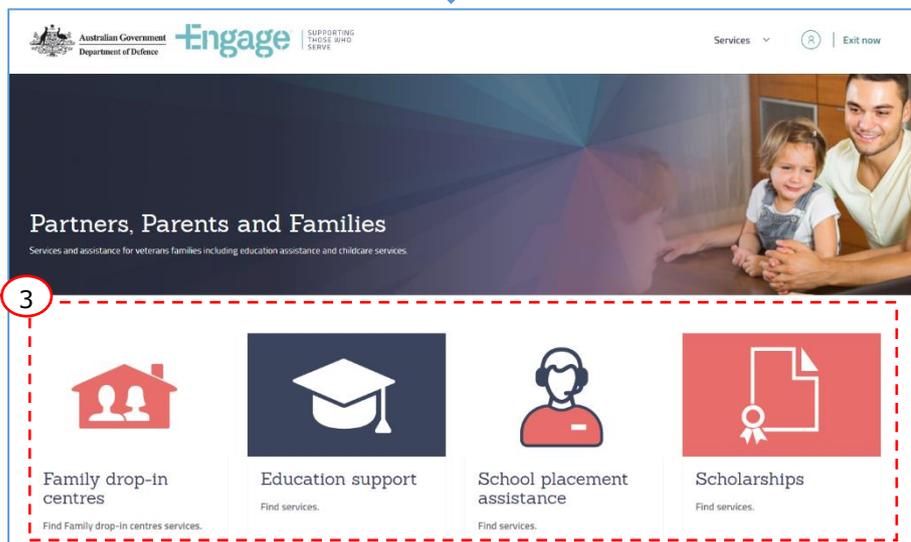


Figure 11. Services - Sub-Categories

one that meets your needs. Matching Services are then displayed based on the selected Sub-category.

The screenshot shows the Engage search interface. At the top left is the Engage logo with the tagline 'SUPPORTING THOSE WHO SERVE'. To the right are navigation links for 'Services' and 'I Need Help With', and a user profile icon. Below the logo is a search bar with 'Keywords' and 'State, suburb or postcode' fields. The 'State' field contains 'L AIRPORT, ACT 2609'. A 'SEARCH' button is to the right. Below the search bar is a 'Categories' section with a grid of dropdown menus. The 'Staying Active' category is selected. Below the categories is an 'UPDATE SEARCH' button. A red dashed box highlights the search results section, which shows 'Showing 1 - 13 of 13 results' and a result for 'Rehabilitation Services - Helping Our Mates'. A red box on the left contains the text 'Search Results' and 'Search results are displayed for the selected Sub-category.', with a red circle containing the number '4' pointing to the search results section.

Search Results
Search results are displayed for the selected Sub-category.

4

Showing 1 - 13 of 13 results

Rehabilitation Services - Helping Our Mates

Helping Our Mates offer a wide range of services to assist our mates in their physical rehabilitation. Our physical programs are challenging, rewarding and are designed to "stretch" participants so that they can recover faster and return to their best. Our Exercise Physiologists and Physical Trainers design programs that meet the individual rehabilitation needs of our mates and their families. Ongoing consultation, training and observation ensures that all programs meet individual needs. Visit a centre today or call us to discuss how we can help you and design a program to meet your needs.

[View more details](#)

[Go to website](#) [1800 123 123](#) [Brindabella Busine...](#) [Show 1 other location](#)

Figure 12. Search Results - Selected Sub-Category

5 Providers Index

5.1 Overview

The site has a Providers Index page that allows users to see a list of all the registered providers. This then allows the user to select a provider and view more information about them.

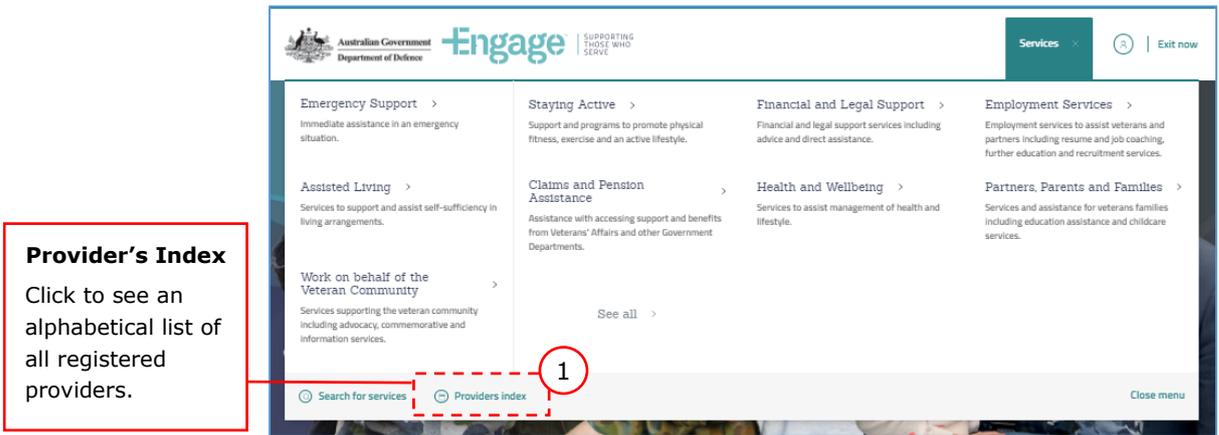


Figure 13. Services - Providers Index

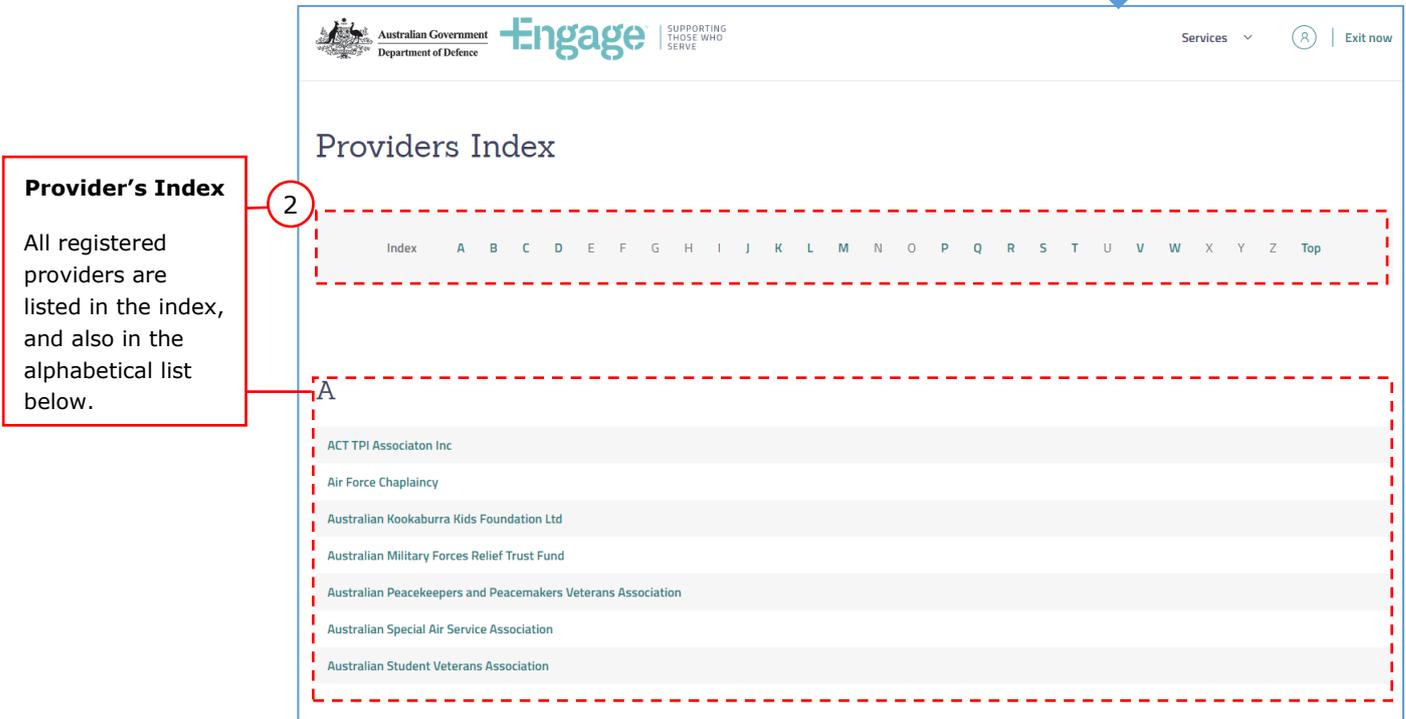


Figure 14. Providers Index

6 User Tabs

6.1 User tabs

The site also offers the option to search for featured services by selecting the type of user you are.

The types of user currently available are:

- Serving Members;
- Transitioning Members;
- Ex-Serving Members;
- Families; and
- Commanders.

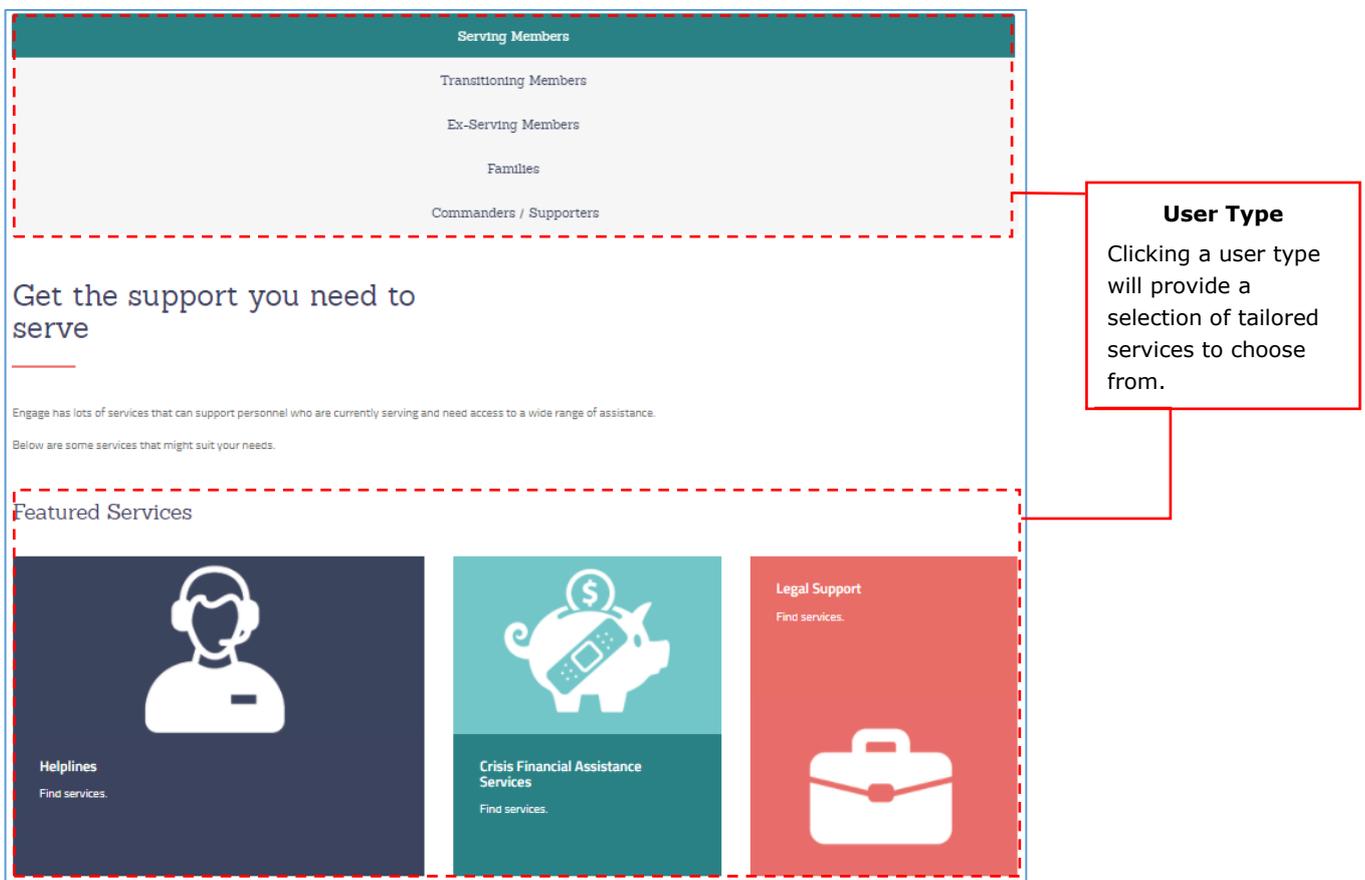


Figure 15. User Tabs

7 Footer

7.1 Overview

The footer contains a number of useful links to access other pages on the site including:

- Helplines;
- Frequently Asked Questions (FAQ) page;
- About Us page;
- Contact Us page;
- Feedback;
- Disclaimer;
- User Guide;
- Service Provider Login; and
- Service Provider Registration.

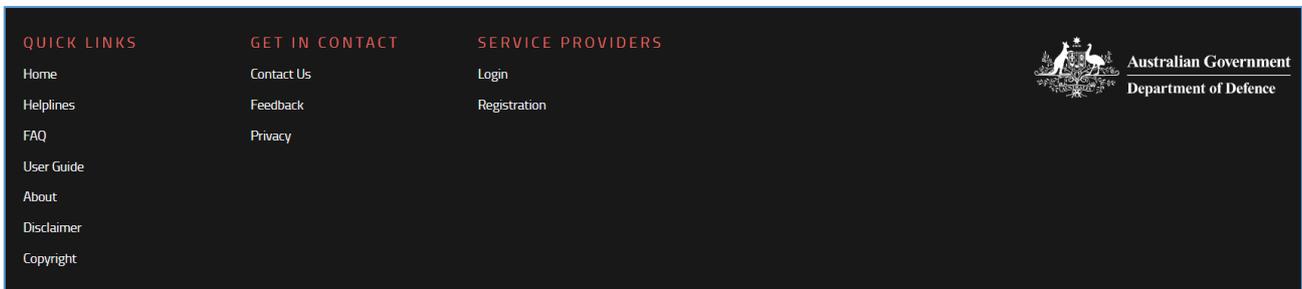


Figure 16. Footer

7.2 Frequently Asked Questions (FAQ)

The FAQ page has answers to a number of commonly asked questions.

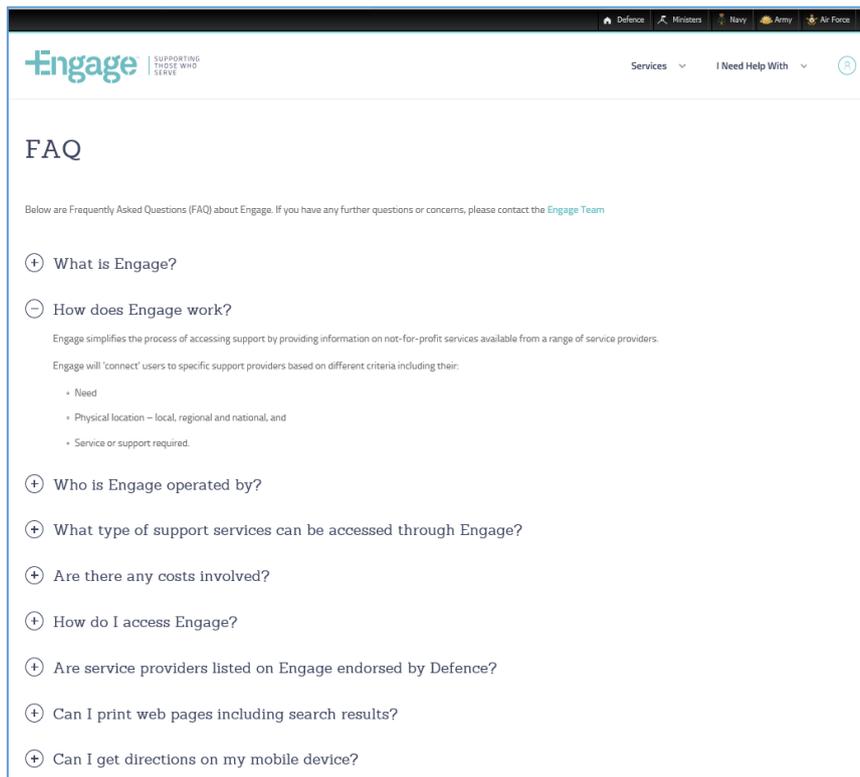


Figure 17. Frequently Asked Questions (FAQ)

7.3 Feedback

The feedback page allows you to provide feedback about the site which is then viewed by the Engage Team.

If you choose to, you can leave your contact information so a member of the Engage Team get in touch regarding your feedback. Alternatively, anonymous feedback is also welcome.

The screenshot shows the Engage website's feedback page. At the top, the Engage logo is on the left, and navigation links for 'Services' and 'I Need Help With' are on the right. The main heading is 'Feedback'. Below this, there is a welcome message and a statement: 'We look forward to hearing from you'. The central part of the page is a 'Feedback Form' with the following sections:

- Feedback Form**
 - Type of Feedback (select one or more of the following): ***
 - Suggestion
 - Complaint
 - Compliment
 - Your feedback relates to (select one or more of the following): ***
 - Service Standards
We commit to delivering a high quality site and the associated technical support to you within a timely fashion.
 - Usability of Site
We commit to delivering a user friendly site balanced by the need for meaningful content.
 - Personal Information
We aim to handle your information in accordance with the Privacy Act 1988.
 - Other
 - Feedback Detail ***
 - Provide your comments
- User Roles ***
 - Serving Members
 - Transitioning Members
 - Ex-Serving Members
 - Families
 - Commanders
- Personal Details**
To assist us further, we may like to contact you. However, providing these details are optional and will remain confidential.
 - Title**
 - First Name**
 - Last Name**
 - Email**
 - Phone**
 - If a landline, please include area code
- Submit**

Figure 18. Feedback Form