



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

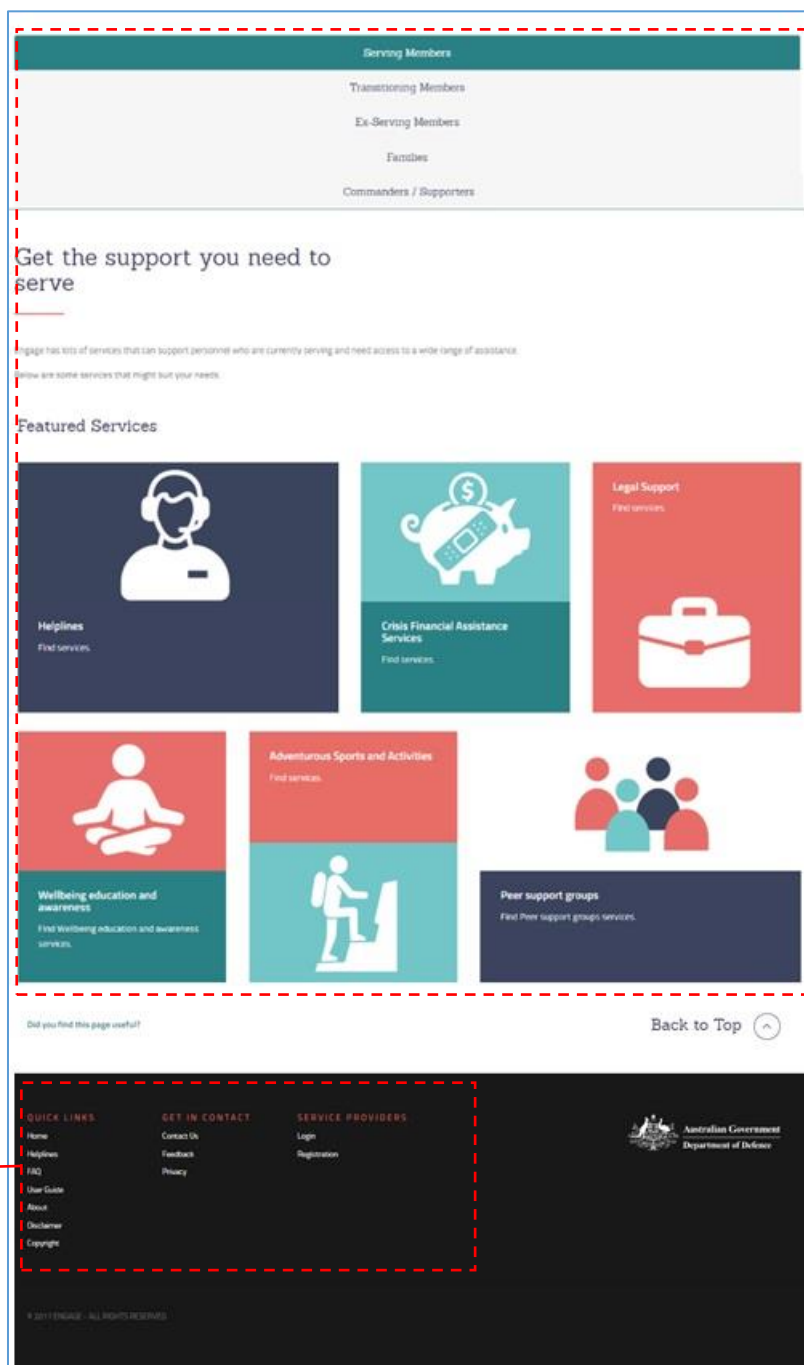
2.1 Overview

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.

The screenshot shows the Engage homepage with several key features highlighted by callouts:

- Search**: You can search for services here using *keywords* or by entering a *state, suburb, postcode* or using your *location*.
- I need help now**: Click here to find emergency contact information if you are in a **crisis**.
- About Engage**: Information about Engage.
- Services Menu**: Located in the top right corner.
- Exit Now**: This privacy option allows you immediately exit the site.
- Key Service Categories**: A row of icons representing various services: Emergency Support, Health and Wellbeing, Staying Active, Financial and Legal Support, Employment Services, Claims and Pension Assistance, and Partners, Parents and Families.
- Emergency Helplines**: A list of helpline numbers for various services, including Defence Family Helpline, All-hours Support Line, Veterans and Veterans Families Counselling Service, Lifeline, 1800 Respect, BeyondBlue, National Welfare Coordination Centre, and ADF Chaplains.

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.

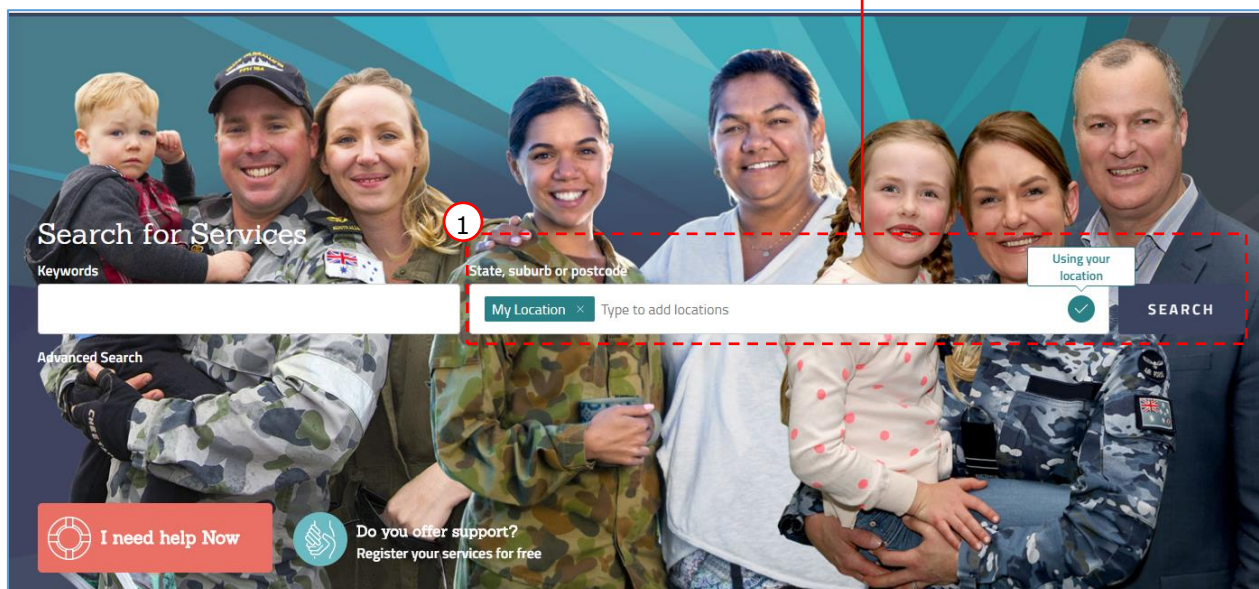
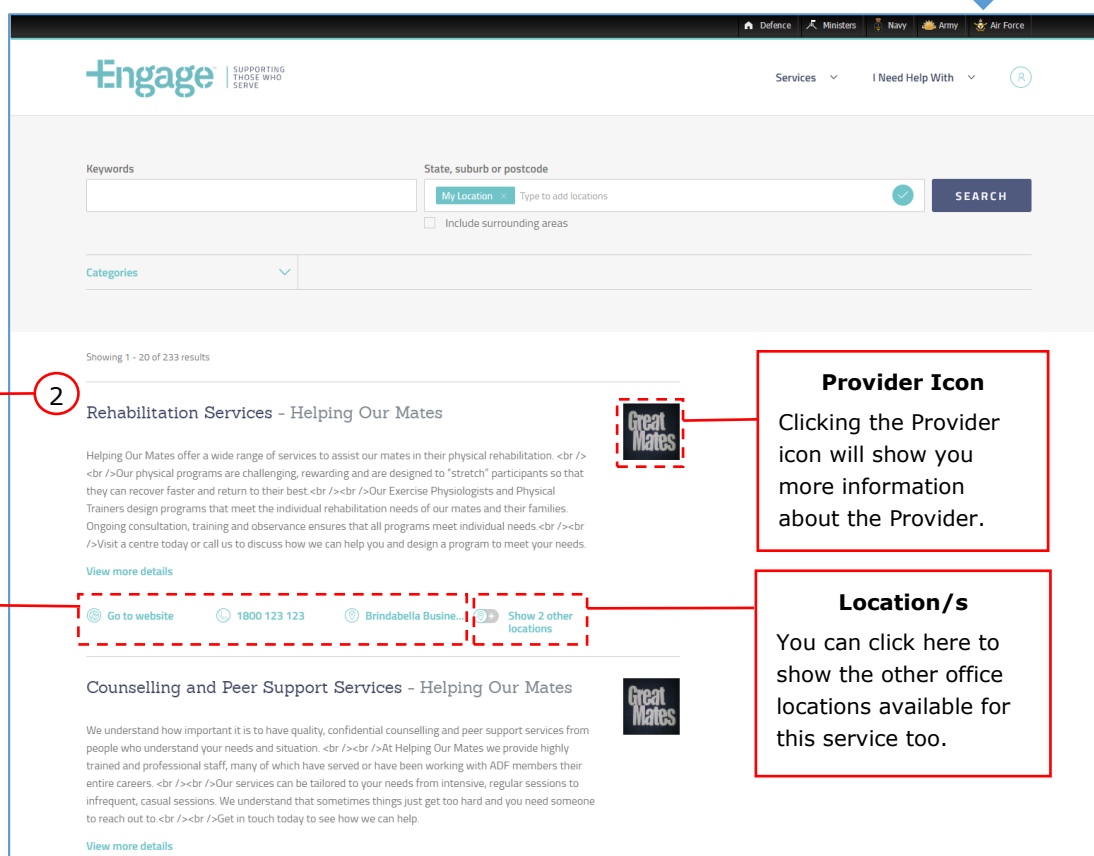


Figure 3. Search – My Location



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

The screenshot shows the Engage website's 'Rehabilitation Services' page. The header includes the Engage logo and navigation links for Defence, Ministers, Navy, Army, and Air Force. The main content area features a large group photo of staff and a 'Great Mates' logo. The page is divided into several sections, each highlighted with a red dashed box and a numbered callout:

- Callout 3:** Highlights the 'Helping Our Mates' section, which describes the range of services and the physical programs designed to help participants recover faster.
- Callout 4:** Highlights the 'Map' section, which shows the location of Brindabella Business Park and provides a link to view a larger map.
- Callout 5:** Highlights the 'Rehabilitation Services' section, which lists contact details including the phone number 1800 123 123, the email canberra@helpingourmates.org.au, and the address 9 Brindabella Circuit, Canberra International Airport, ACT, 2609.
- Callout 6:** Highlights the 'Service by Helping Our Mates' section, which describes the organization's dedication to helping those who have served and their families, and provides a link to view the service provider profile.

The page also includes an 'Additional Information' section with links to webpages and phone numbers for various states and territories.

Figure 5. Service Page

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.

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).

The screenshot shows the Engage search interface. At the top, the Engage logo is on the left, and 'Services' and 'I Need Help With' are on the right. Below the header is a search bar with a 'Keywords' label. A red dashed box labeled '1' highlights the search input field, which contains 'CANNBERRA INTERNATIONAL AIRPORT, ACT 2609'. Below the input field is a checkbox labeled 'Include surrounding areas' which is checked. A red dashed box labeled '2' highlights the search results section, which shows 'Showing 1 - 20 of 291 results'. The first result is 'Rehabilitation Services - Helping Our Mates' with a 'Great Mates' logo. Below this is a 'View more details' link and a row of links: 'Go to website', '1800 123 123', 'Brindabella Busine...', and 'Show 2 other locations'. The second result is 'Counselling and Peer Support Services - Helping Our Mates' with another 'Great Mates' logo.

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 website's search functionality. At the top, the Engage logo is accompanied by the tagline 'SUPPORTING THOSE WHO SERVE'. Navigation links for Defence, Ministers, Navy, Army, and Air Force are visible. The search bar is located in the upper right, with a 'SEARCH' button. Below the search bar, there are two main sections: 'Keywords' and 'Categories'. The 'Keywords' section is highlighted with a red dashed box and a red circle with the number '1'. It contains a text input field with 'Tailored Rehabilitation' entered, a 'State, suburb or postcode' dropdown menu, and a 'SEARCH' button. The 'Categories' section is also visible. Below the search bar, the 'Search Results' section is highlighted with a red dashed box and a red circle with the number '2'. It shows 'Showing 1 - 20 of 40 results'. The first result is 'Tailored Rehabilitation - We Will Help You', which includes a description of the service and a 'View more details' link. The second result is 'Counselling and Peer Support Services - Helping Our Mates', which includes a description of the service and a 'Great Mates' logo.

Keyword Search
Enter some keywords and click 'Search'.

Search Results
Results that match entered keywords.

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

Type to add location
☐ Include surrounding areas

☐ 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
☐ Aged care living services
☐ Advice/referrals for engaging with local community - sporting, religious, social groups

☐ Claims and Pension Assistance
☐ Assistance establishing personal DVA Mylicount
☐ 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

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

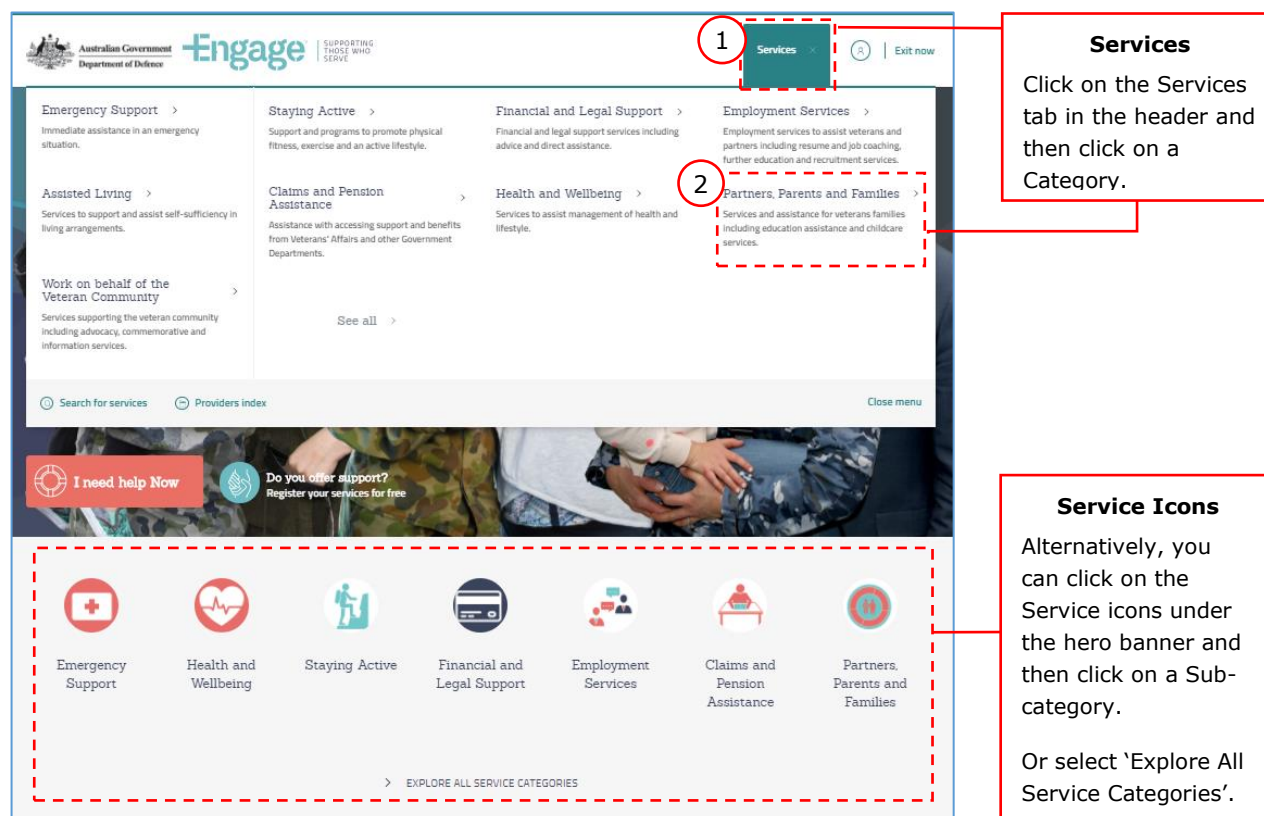


Figure 10. Services - Categories



Figure 11. Services - Sub-Categories

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

Search Results

Search results are displayed for the selected Sub-category.

The screenshot shows the Engage website interface. At the top, the Engage logo is on the left, and 'Services' and 'I Need Help With' are on the right. Below the header, there are search filters: 'Keywords', 'State, suburb or postcode' (with a dropdown menu showing 'IL AIRPORT, ACT 2609'), and a 'SEARCH' button. Below the filters, there are category selection boxes. The 'Staying Active' category is selected. Below the categories, there is an 'UPDATE SEARCH' button. The search results section, highlighted with a red dashed box and a circled '4', displays 'Rehabilitation Services - Helping Our Mates' with a description and contact information.

Engage SUPPORTING THOSE WHO SERVE

Services I Need Help With

Keywords State, suburb or postcode

Type to add locations IL AIRPORT, ACT 2609 Type to add locations

SEARCH

Include surrounding areas

Categories

Select all

Emergency Support Staying Active Financial and Legal Support Employment Services

Claims Help Partners, Parents and Families Counselling Health Care

Other

UPDATE SEARCH

Showing 1 - 13 of 13 results

Rehabilitation Services - Helping Our Mates

Great 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](#)

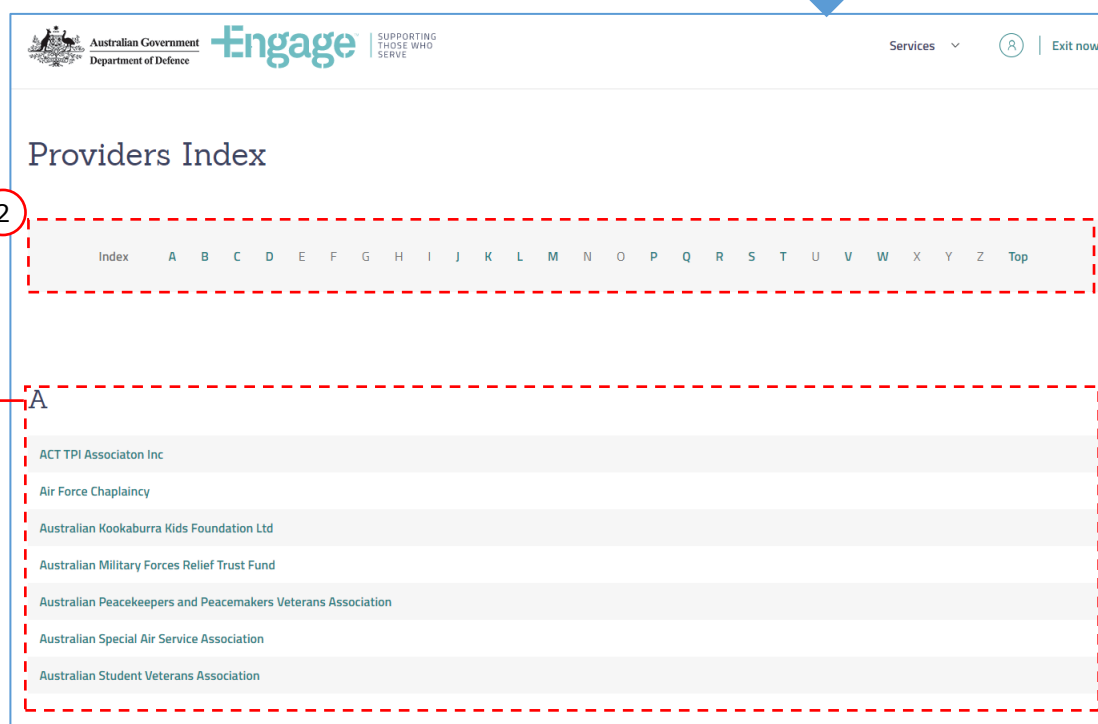
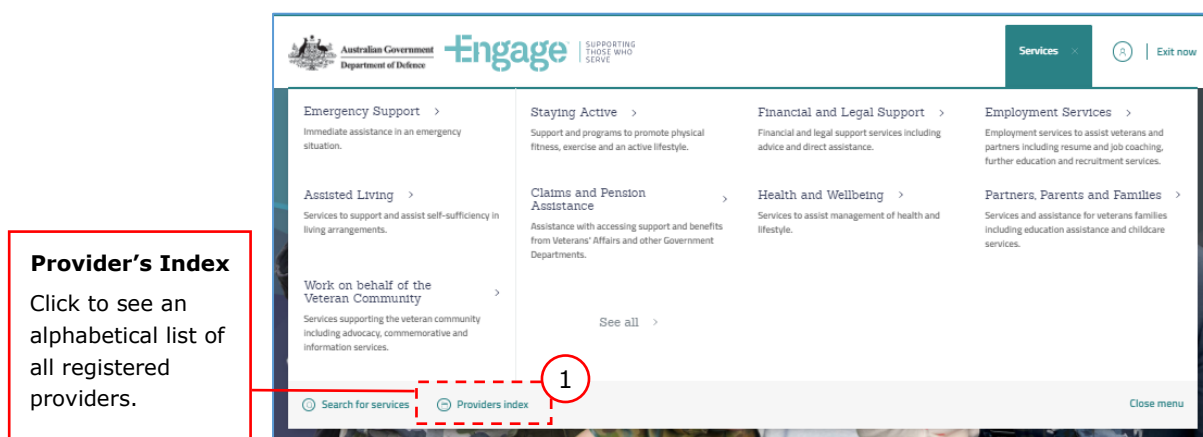
[Go to website](#) 1800 123 123 Brindabella Busine... Show 1 other location

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.



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.

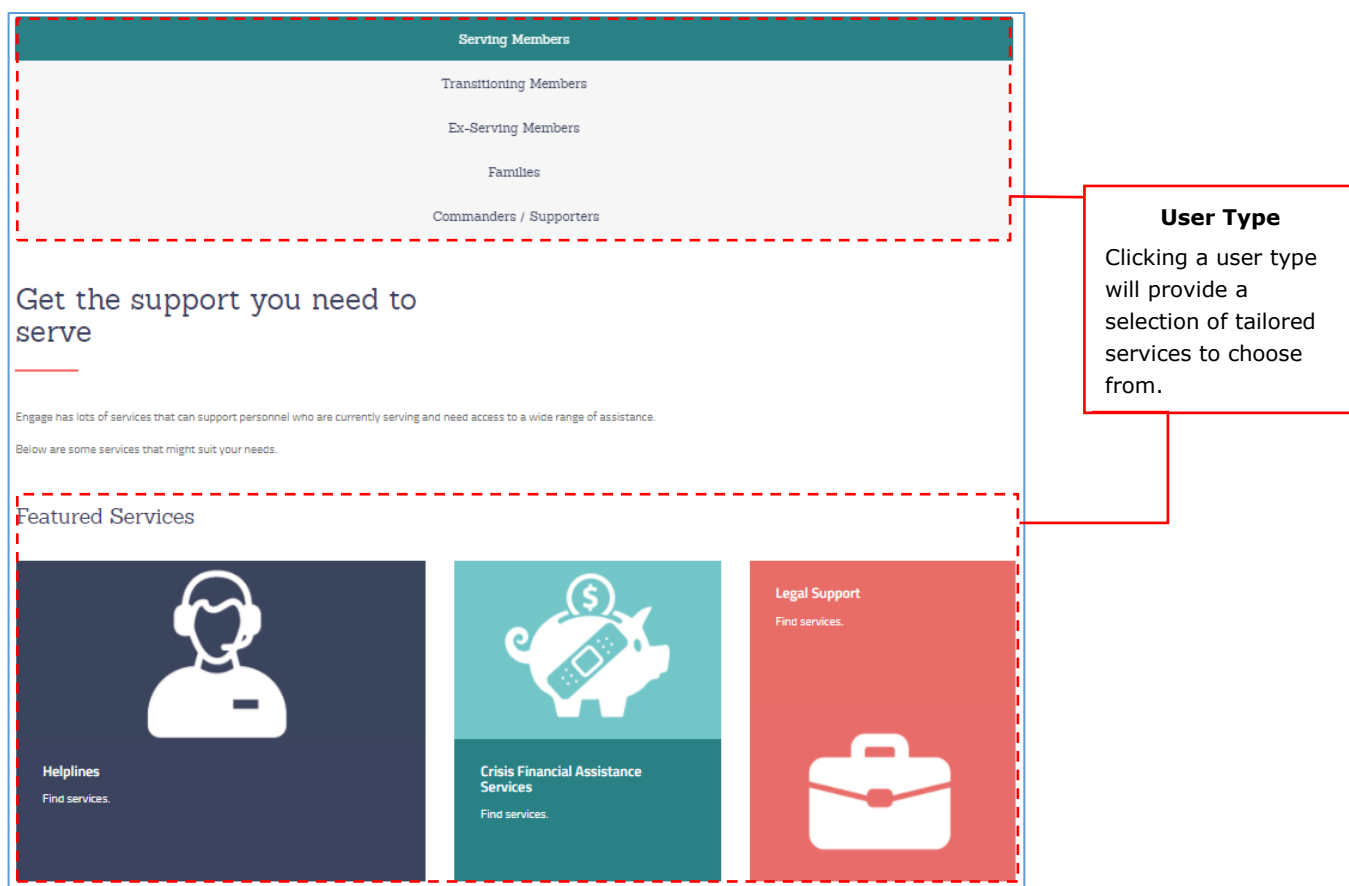


Figure 15. User Tabs

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.

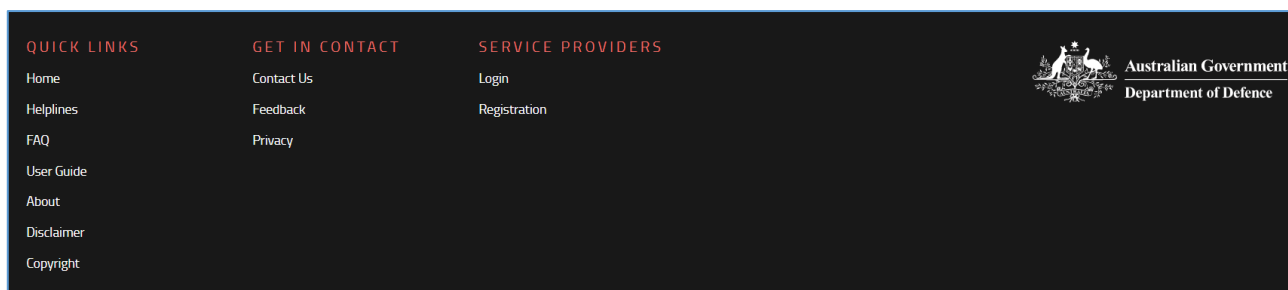


Figure 16. Footer

7.2 Frequently Asked Questions (FAQ)

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

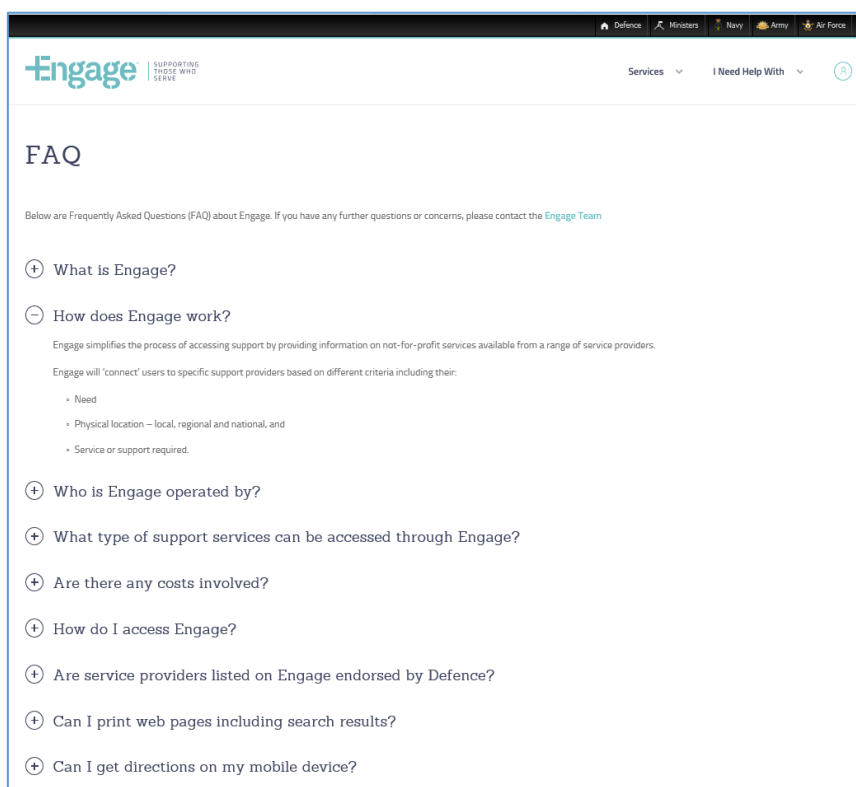
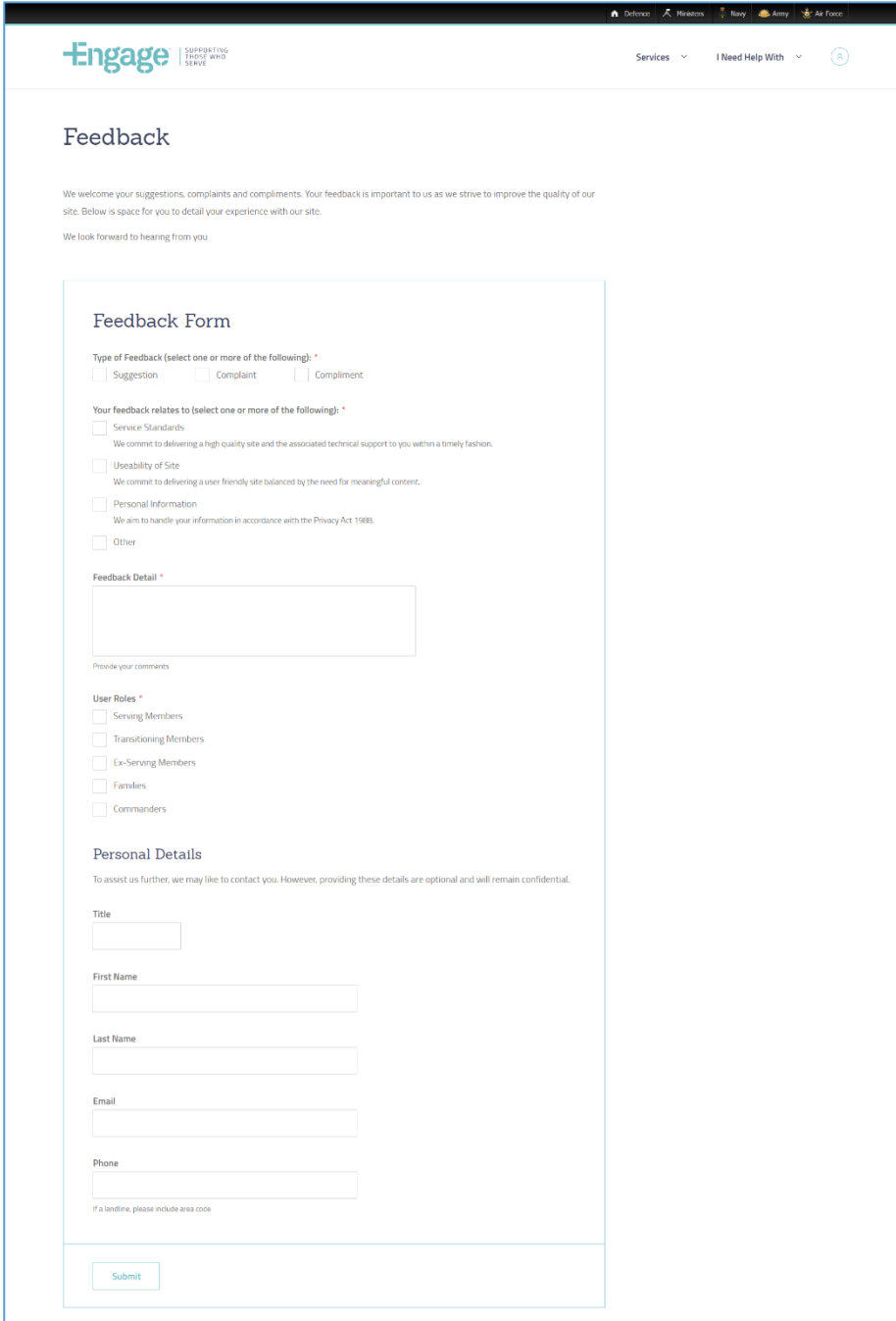


Figure 17. Frequently Asked Questions (FAQ)

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 is the Engage logo with the tagline 'SUPPORTING THOSE WHO SERVE'. Navigation links include 'Services', 'I Need Help With', and a user profile icon. The main heading is 'Feedback'. Below it, a welcome message states: 'We welcome your suggestions, complaints and compliments. Your feedback is important to us as we strive to improve the quality of our site. Below is space for you to detail your experience with our site. We look forward to hearing from you'. The 'Feedback Form' section contains several checkboxes for feedback type (Suggestion, Complaint, Compliment) and service areas (Service Standards, Usability of Site, Personal Information, Other). Each service area has a brief description of the commitment. A large text box is provided for 'Feedback Detail'. Below this is a 'User Roles' section with checkboxes for Serving Members, Transitioning Members, Ex-Serving Members, Families, and Commanders. The 'Personal Details' section includes a note that contact information is optional and confidential, followed by input fields for Title, First Name, Last Name, Email, and Phone. A small note below the phone field says 'If a landline, please include area code'. A 'Submit' button is at the bottom of the form.

Engage SUPPORTING THOSE WHO SERVE

Services I Need Help With

Feedback

We welcome your suggestions, complaints and compliments. Your feedback is important to us as we strive to improve the quality of our site. Below is space for you to detail your experience with our site.
We look forward to hearing from you

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