



# A Guide to Listing

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## 1 What is findhelptas?

[findhelptas.com.au](http://findhelptas.com.au) aims to provide a publicly accessible, independently managed database of Tasmania's social services.

It is for the use of the general public and to assist those working in and with the sector to access an up-to-date listing of available services. It is free of charge and we currently have just over 700 programs listed.

[findhelptas.com.au](http://findhelptas.com.au) was originally developed by a collective led by Anglicare Tasmania's Communities for Children initiative, and funded by the Australian Government. Since July 2015 it has been funded through a partnership including:



[findhelptas.com.au](http://findhelptas.com.au) is managed by TasCOSS.

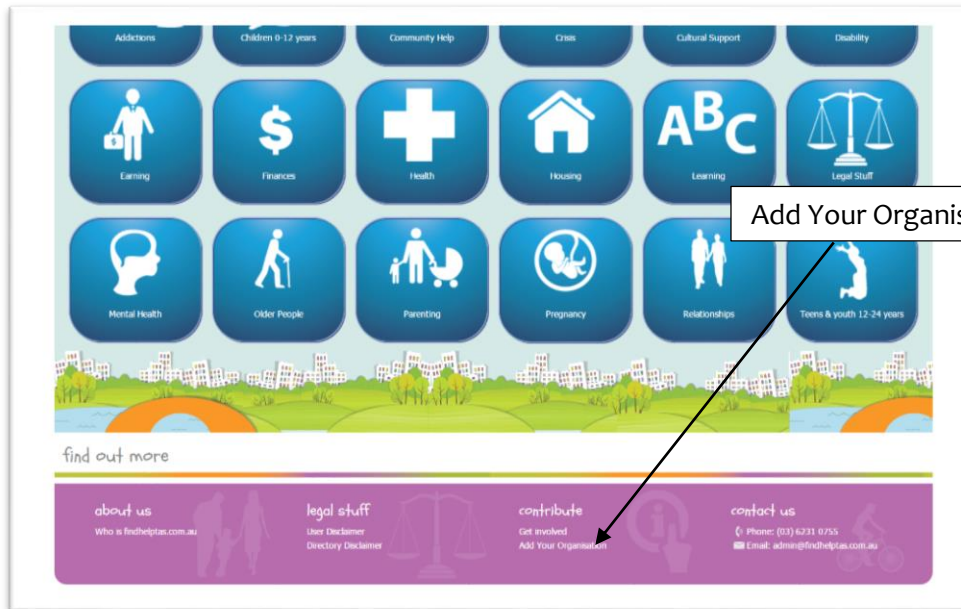
**We would love to have your organisation represented on the directory!**

See the next section on how to get listed.

## 2 How do I get my organization listed?

It's easy.

1. Go to the [findhelptas.com.au](http://findhelptas.com.au) site, and click on **“Add Your Organisation”**. This will take you to an online form where you can fill in your information. See the following sections of this guide to get information on how the database is set up and how to make the most of your listing.



## 3 Key information to include

### 3.1 Name

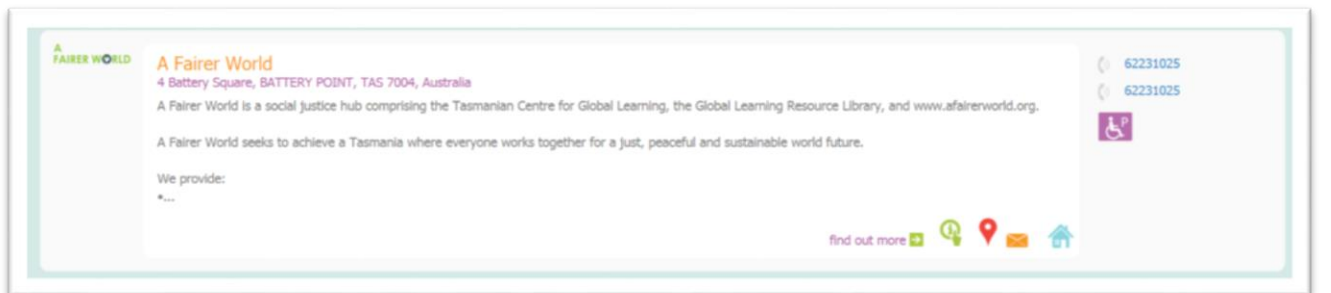
Put your organisation name, followed by any particular program. Each program will need a separate listing.

For example Mission Australia – Youth Beat.



If you provide one service, then just your organization name is fine.

For example A Fairer World



### 3.2 Description

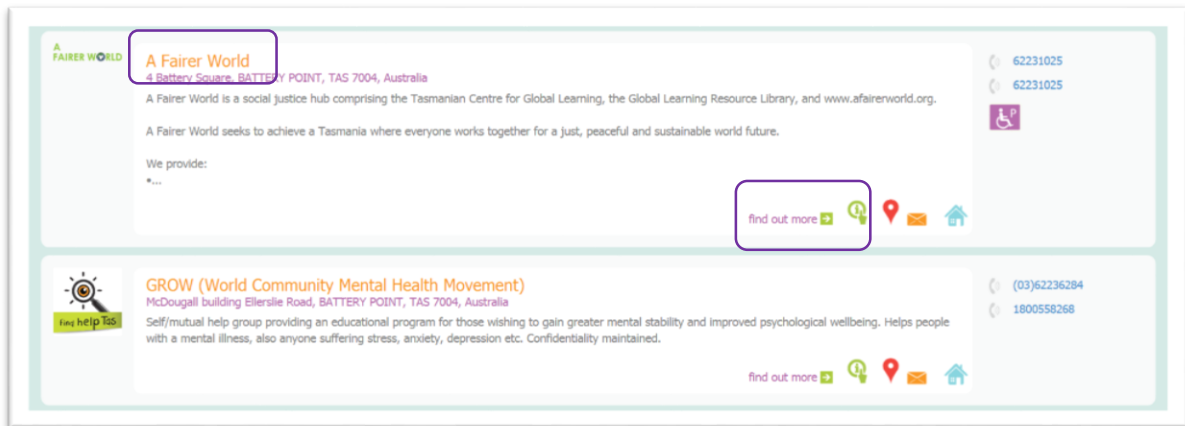
The first few lines of your description will appear on your general listing.

The second paragraph onwards will appear in full on your full page listing when someone clicks on “More information”. The site shows there is more information by commencing the next paragraph and then has 3 dots ... (see examples below)

So make the first paragraph a general summary of your services. Then follow it will further details which will be visible in full when someone clicks on your link. There is lots of room to add information, so put in as much as you need to give people all the information they need.

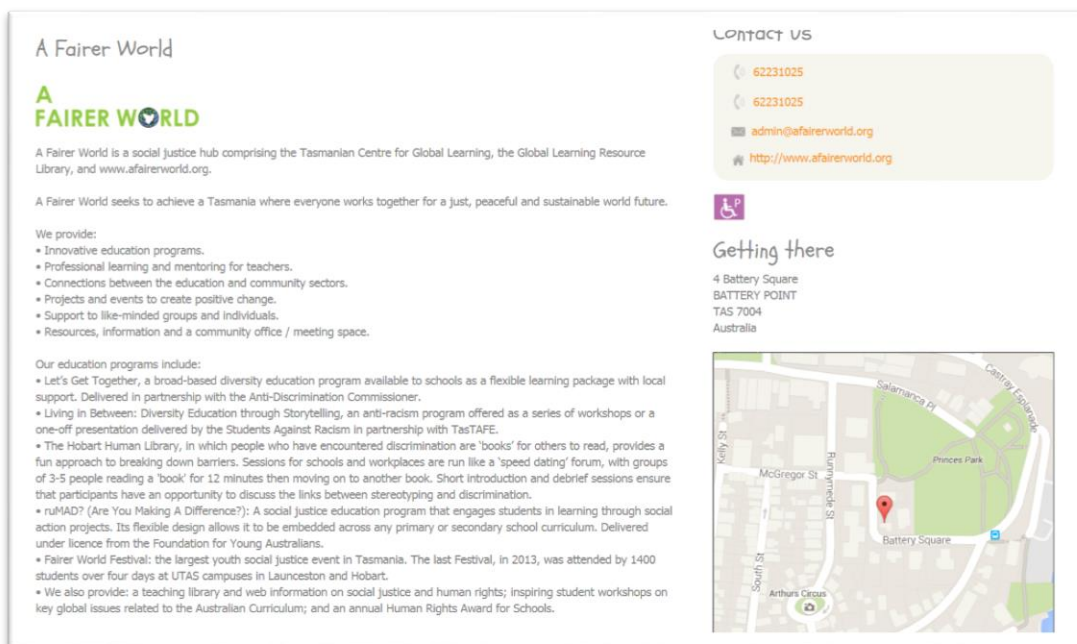
**For example:**

A Fairer World – this is the info that appears on the listing page when a search is done. If someone clicks on the name, find out more, or the green finger icon, they will go to the full page screen



**Full page listing:**

Here, the full information from the “description” field is shown.



### 3.3 Admin contact name and email

This is the person from your organization who we can contact in order to update your information, or let know about new developments or updates on findhelptas.

**This information does not appear on the website**, it is for administration of your organisation's information between you and us here at findhelptas.

### 3.4 Logo

Logo's really help people using the site to identify your organization.

If your organisation doesn't have a logo, the website will default to the findhelptas logo.

### 3.5 Services your organization provides

The site has big blue buttons with general areas of service on the home page, under each of these there is then a selection of more specific services (called Categories by the software).

**It's VITAL to check you have included all the services your organisation provides in your listing,**

This table shows you the overall structure of the areas and services underneath.

<b>Addictions</b> Addictions helplines Alcohol and Drug Services Family Violence Gambling	<b>Children 0-12</b> Child Abuse and Protection Child Health 0-5 Child Health 5-12 Child Care Centres / Outside School Hours Care Children's Services Holiday Camps / Activities Play Group School Readiness	<b>Community Help</b> Advocacy Community Information Community Support Food Assistance Library / Internet Access Opportunity Shops Practical Assistance Recreation Support Groups Transport Volunteers	<b>Crisis</b> Accommodation Child Abuse and Protection Emergency Assistance Emergency Helplines Family Violence Food Assistance Grief and Loss Mental Health Support Sexual Assault
<b>Cultural Support</b> Aboriginal Services Friendship Library / Internet Access Migrant and Refugee Services	<b>Disability</b> Carers Disability Support Home Help / Respite Special Needs Services Support Groups Transport Veterans Services	<b>Earning</b> Childcare Centres / Out of School Hours Care Employment Services Library / Internet Access Vocational Education Volunteers	<b>Finances</b> Financial Assistance and Advice Financial Counselling Financial Helplines Gambling Opportunity Shops
<b>Health</b> Bulk Billing GPs Cancer Support Services Child Health 0-5 Child Health 5-12 Health Centres and Hospitals Health Support Sexual Health Teen and Youth Health 12-24	<b>Housing</b> Accommodation Emergency Helplines Family Violence House Repairs / Maintenance Housing Assistance	<b>Learning</b> Childcare Centres / Out of School Hours Care Education Library / Internet Access School Readiness Vocational Education	<b>Legal Stuff</b> Family Law Support Legal and Advocacy Services Prison Support Separation / Divorce
<b>Mental Health</b> Counselling / Personal Growth Depression / Anxiety Friendship Grief and Loss Mental Health Helplines Mental Health Support Sexual Health Suicide Support Groups	<b>Older People</b> Carers Friendship Grief and Loss Home Help / Respite Mental Health Helplines Older Person's Services Veteran's Services Day Centres / Social Opportunities	<b>Parenting</b> Adoption Child Abuse and Protection Children's Services Family Violence Home Help / Respite Parenting Helplines Parenting Support	<b>Pregnancy</b> Childbirth Family Planning Family Violence Grief and Loss Pregnancy Helplines
<b>Relationships</b> Counselling Services / Personal Growth Couple Relationships Family Law Support Family Violence Friendship Gay, Lesbian, Transgender and Intersex Services Men's Services Separation / Divorce Women's Services	<b>Teens and Youth</b> Counselling Services / Personal Growth Gay, Lesbian, Transgender and Intersex Services Holiday Camps, Activities Sexual Health Teen and Youth Health 12-24 Teen and Youth Helplines Teen and Youth Services		



### 3.6 Main Office information

This is what will appear as contact information on your listing – address (the website will also show a map), phone, fax, email and website.

### 3.7 Servicing Region OR Servicing Suburbs

**This is key information** so when people search in their area, your services will appear in the search.

If your organization provides services for a large region of the state, select the appropriate region (North, South, North West). If you select a region it will over-ride any entries in the suburbs field.

If your organization provides services for a more refined area, select the appropriate suburbs.

If you are statewide, you can either select all the regions, or select “All suburbs”

### 3.8 Disabled Access

Tick the box for facilities at your site – disabled parking, disabled access, disabled toilet.

### 3.9 Permission

**This is the last step!**

By ticking this box, this gives us permission to post your listing. We can't post listings that don't have your permission.

### 3.10 Submit

Press the submit button and your organisation's information will come in to findhelptas and will be checked and then posted on the site.

## 4 How do I update our information?

Simply send us an email by clicking on the email link under Contact Us, and let us know you need to update your information.

We will send you what's called a **Verification Request**. This will contain all the info that we've currently got on the system for your organisation. You simply then update what you need to, and submit it back to us, and it will update your listing.

Please don't send in a new listing as then we get duplicates in the system and it can all get very confusing!



## 5 User Disclaimer

Reasonable efforts are made to ensure that information on this website is accurate. findhelptas.com.au does not accept liability for anything, including injury, loss or damage, contained on or accessed via this site.

findhelptas.com.au does not take responsibility for the consequences of viewing or using content in linked sites. Content of linked sites is not controlled by findhelptas.

findhelptas.com.au will do its best to ensure that this site is virus-free, but cannot accept any responsibility for damage suffered as a result of any virus transmitted through visiting this site or any linked site.

### 5.1 Links to External Web Sites

Although we carefully consider which external websites we link to, findhelptas.com.au does not accept any responsibility for the content on these external sites. Users should make their own decisions about the accuracy of information contained in these external websites.

If we link to an external website this should not be taken as an endorsement or recommendation of any content or third party products or services offered by or promoted on the site. This includes any commercial products advertised on the site.

### 5.2 Security

Users should be aware that the Internet is an insecure public network that gives rise to a potential risk that a user's transactions are being viewed, intercepted or modified by third parties or that files which the user downloads may contain computer viruses or other defects.

findhelptas.com.au does not accept any responsibility for any interference with or damage to a user's computer system, software or data occurring in connection with this web site. Users are encouraged to take appropriate and adequate precautions to ensure that whatever is selected from this site is free of viruses or other contamination that may interfere with or damage the user's computer system, software or data.

## 6 Directory Disclaimer

Information provided in the online directories on this website is intended to provide a guide to social services in Tasmania. The directories include Government, statutory, regional, other bodies and establishments providing services to the community.

However, the information contained is not exhaustive. No warranty, representation or undertaking is made about the content, accuracy and completeness of the information provided. For a more comprehensive listing of other local public or private bodies, check the local newspapers, telephone directories or other websites.

findhelptas.com.au accepts no responsibility or liability for any loss, damage or injury which may arise from anything contained in this publication. No person is entitled to any redress against findhelptas on any account whatsoever and however arising in relation to any information provided.

### 6.1 findhelptas.com.au Rights and Responsibilities

We reserve the right to:

- Refuse, reject and terminate any listing or website at any time for any reason and are under no obligation to provide reason
- Remove information which is political, racist, unlawful, threatening, abusive, indecent, pornographic or defamatory
- Modify or discontinue any service offered via [www.findhelptas.com.au](http://www.findhelptas.com.au) at any time for any reason
- Provide information contained in any directory in other formats, i.e. publications and online newsletters.
- Amend the Terms and Conditions at our discretion. We recommend you revise the Terms and Conditions regularly.

The listing of any group, club, organisation or establishment is not an endorsement by findhelptas of such group, club, organisation or establishment. Users of [www.findhelptas.com.au](http://www.findhelptas.com.au) should not rely on the information provided and must make their own enquiries, inspections and assessments as to suitability and quality of services.

## 7 Feedback

Findhelptas is still a very new website and we still have work so please get in touch if you have any feedback about the site.

Simply send us an email at [admin@findhelptas.com.au](mailto:admin@findhelptas.com.au) and let us know any issues, compliments or suggestions. We'd love to hear from you!