

Ask Izzy — Digital Service-Finder for People Experiencing Homelessness

Digital Inclusion · Good practice · Australia

Quality score: 92/100

Evidence strength: Descriptive / self-reported

Summary

Ask Izzy is a free, anonymous mobile web app from Melbourne-based not-for-profit Infoxchange that helps people experiencing or at risk of homelessness find nearby housing, food, health and family-violence services — logging over 10 million searches since its January 2016 launch.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-03

[Infoxchange](#) — accessed 2026-07-03

[Ask Izzy](#) — accessed 2026-07-03

[Infoxchange — Six years of Ask Izzy](#) — accessed 2026-07-03

[Infoxchange — NAB Foundation grant for Ask Izzy Help at Hand](#) — accessed 2026-07-03

[EUSSET — Evaluating Ask Izzy \(Burrows et al., ECSCW 2019\)](#) — accessed 2026-07-03

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