



ASK US
Advice toolkit

Template: Notes and action plan for using online information and resources

“I struggle with writing so it was great the Ask Us worker could help me write my benefits form. I couldn’t have done it on my own.” (Young person - evaluation report)

This template can help you and your client to keep notes and details on information you find online

Template 1- Identifying Key Issues

Benefits	
Employment/Work	
Debt and Money	
Consumer (Shopping including Utility Bills)	
Housing	
Family	
Law and Courts	
Immigration	
Health	



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Template 2- finding information

This first template can help you to break down the issue and identify sources of information

What is the issue you'd like help with?	Name of website/resource	What does this website say about the issue?	How does this apply to me?

