



WORK THAT MOVES YOU FORWARD

The Complete WORK89 Platform Guide

Purpose, principles, account setup, worker and hirer journeys, organisations, matching, safety, privacy, administration and practical everyday use.

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Prepared for workers, hirers, organisations, community partners and WORK89 administrators.

WORK89 is an online local-work marketplace. It helps people who need work become findable and helps people who need someone find the right skills with less guesswork.

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What WORK89 is

WORK89 connects people who offer skills with individuals, households and organisations that need those skills. It is designed around real local work: from gardening, cleaning, painting, welding and repairs to tutoring, guiding, administration, technology and professional services.

The platform began with a simple human problem. In many communities, capable workers wait beside roads or at known pickup points holding placards such as 'Plumber', 'Painter' or 'Electrician', often with a phone number. They are visible only to whoever happens to pass at that moment.

WORK89 turns that temporary roadside visibility into a lasting digital presence.

A worker can create a profile from a smartphone, computer or internet cafe; list several skills; optionally publish a work phone number; and continue receiving calls or WORK89 opportunities. The worker may still wait at a traditional pickup point, but may also remain at home, tend a garden, support family or do other useful work while remaining discoverable.

For a hirer, WORK89 reduces the need to drive around hoping to find a suitable handyman. A person can search by skill and broad location, review a profile, see approved work examples and verified history, then call, invite or post a clear job.

That founding use case is the heart of WORK89, not its limit. The same system can serve households, small businesses, institutions, nonprofits, municipalities and highly skilled professionals.

WORK89 does not replace human judgment. It makes introductions, expectations and records clearer.

PRINCIPLES

The WORK89 promise

Dignity	A worker is presented through skills, reliability and completed work - not as a person waiting to be rescued.
Access	Smartphone users, computer users and people assisted at an internet cafe can build a durable profile. Basic-phone and assisted-access options remain part of the longer-term vision.
Choice	One account may offer work, hire people, or do both. Public phone numbers, portfolio media, verification and journey sharing remain optional.
Clarity	Jobs should explain the task, area, dates, rate, payment arrangement and required skills before a worker applies.
Trust	Verified work records, reviews, private identity checks and human moderation strengthen confidence without pretending risk disappears.
Privacy	Exact addresses, login details, private phone numbers, documents and representative information are not public.
Fairness	Matching is explainable. Declared skills, job requirements and broad area matter; gender and private data do not.
Safety	Nobody should pay merely to apply. Users can report profiles or jobs, and administrators must record reasons for serious actions.

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Account types and access

A WORK89 account is flexible. A person does not need separate logins to work and hire.

Worker	Lists skills, availability, experience, expected rate, portfolio and optional public work phone number. Can search and apply for jobs.
Individual or household hirer	Finds workers or posts jobs without pretending to be a company. Useful for gardening, cleaning, repairs, tutoring and once-off household work.
Organisation	Uses a public organisation identity while keeping the authorised representative's personal details private.
Both	A person may hire a welder and also offer coding, gardening or another skill. Worker activity and hiring activity remain clearly separated.

Registration requires an email in the current product stage. A person without a smartphone may be assisted from an internet cafe or trusted device, then receive ordinary phone calls if they choose to publish a number. Do not leave an account signed in on a shared computer.

Passwords should be unique and at least eight characters. Email confirmation and password reset links protect account access.

Getting started

- Create an account as a worker, personal hirer or organisation.
- Confirm the registration email and sign in.
- Open Getting started for a role-aware checklist based on real saved progress.
- Complete personal details: name, profile image, province and city or area.
- Choose Account options if you want to work, hire or do both.
- Workers build a work profile and select multiple skills.
- Hirers build a hiring identity and may post a job.
- Optional steps include portfolio media, match alerts and private verification.

The progress percentage is not decorative. It checks actual account information and points to the next incomplete essential step.

Navigation is available on desktop and through a mobile menu. Clicking outside a dropdown or pressing Escape closes it.

Worker functions

Personal details	Edit name, photo, broad location and private contact information.
Work profile	Add a headline, biography, years of experience, availability and expected day rate.
Multiple skills	Search and select every truthful skill. Add one custom service if the catalogue does not yet contain it.
Public phone	Optionally publish a work number so people can call. Untick the option to keep it private.
Portfolio	Upload approved photos or one short video demonstrating real work. Media stays hidden while awaiting moderation.
Find work	Search open jobs by work type, hirer or place; save, share or apply.
Matches	See explainable job suggestions based on declared skills, required job skills and broad province.
Applications	Track submitted applications and employer decisions.
Invitations	Receive an invitation tied to a real open job and remain free to accept or decline.
Work history	Completed work becomes a durable record after both sides confirm the outcome.
Reviews	Leave and receive reviews only for genuine completed WORK89 activity.

Hirer functions

Find workers first	Search the worker directory before posting. Filter by skill, area and current availability.
Review profiles	See public skills, broad location, work history, approved media, ratings and an optional public number.
Save and share	Save a promising worker or share the profile through WhatsApp, device sharing or a copied link.
Post a job	Describe the work, area, timing, pay, payment arrangement and number of workers required.
Required skills	Select structured skills for each job. This improves matching and alerts.
Optional job media	Add up to two photos or a short video of the work area or task. Media requires moderation.
Applicants	Shortlist, accept or decline each application. Acceptance creates the foundation for a work record.
Invite a worker	Invite a suitable worker to one of your open jobs. The worker decides whether to accept.
Manage jobs	Reopen, fill, complete or cancel listings. An unused duplicate may be removed safely.
Matches	Choose an open job and review workers whose skills and broad location align.

Organisations and institutions

An organisation should not be forced to expose an employee's personal identity as its public hiring identity. WORK89 separates the two.

- The organisation name, type, logo and public description may appear to workers.
- The authorised representative's name, role and private contact details are kept for accountability and recovery, not public display.
- Organisation verification uses a private document area and human review.
- An organisation can post jobs, specify requirements, review applicants, invite workers and build a verified hiring history.
- The organisation remains responsible for lawful, fair and safe work practices.

Schools, nonprofits, small businesses, farms, property managers, municipalities and larger employers can use the same hiring flow while preserving a clear institutional identity.

Search and explainable matching

WORK89 supports direct search and recommendations. Search remains available even when a user does not want automated suggestions.

Worker search	Search names, services and skills, plus city, area or province. Availability can be filtered.
Job search	Search titles, categories, hirers and locations.
Structured requirements	Hirers select the skills genuinely required by a job.
Worker suggestions	A hirer selects an open job and sees workers whose declared skills align.
Job suggestions	A worker sees open jobs aligned with their selected skills and broad province.
Explainability	The interface shows matching skills instead of presenting a mysterious score.
Limits	A match is a suggestion, not a guarantee of quality, safety, availability or acceptance.

Ratings, gender, identity documents and private contact information do not increase a match.

Applications, invitations and verified work

- A worker opens a real job, reviews the terms and submits a short application.
- The hirer may shortlist, accept or decline.
- A hirer may alternatively invite a worker to an existing open job.
- The parties use private messages to clarify practical details.
- Accepted activity forms a work record.
- After work, both sides confirm completion.
- Only genuine completed work supports a verified review and durable history.

Never move directly from a vague promise to payment or travel. Confirm the task, general place, timing, rate, payment method, tools and responsible contact first.

A decline is not a negative review. Workers remain free to choose opportunities, and hirers remain responsible for fair decisions.

Messages, notifications and alerts

Private messages	Available only to participants connected by a real work record. Do not share passwords, PINs or unnecessary identity documents.
In-app notifications	Applications, decisions, reviews and matches appear inside WORK89.
Live badge	The navigation shows the unread count and updates through Supabase Realtime.
Match alerts	Workers and hirers may opt in. Alerts are off by default and can be limited to the same province.
Browser alerts	Optional while WORK89 is open or installed and browser permission is granted.
Not full push yet	Guaranteed delivery while the app is completely closed requires later server-side web-push infrastructure.
No SMS cost	Current match and browser alerts do not use paid SMS.

Payment choices and optional journey sharing

A hirer records whether payment is expected as cash or hand payment, electronic transfer, or another method agreed before work starts. WORK89 currently records the arrangement; it does not hold or process money.

Before work begins, the worker and hirer can review the same proposed rate, pay period, payment method and written terms. The agreement becomes confirmed only after both sides accept it. If the terms change, both confirmations reset so that nobody appears to have accepted wording they did not see.

After payment outside WORK89, the hirer may record an acknowledgement. The worker confirms receipt or marks it disputed. Confirmed acknowledgements contribute to the displayed total; they are not bank receipts or proof that WORK89 processed money.

Never pay merely to apply for a job. Never share a banking PIN, one-time password or full card details.

Journey sharing is optional and intended for accepted active work. A hirer can prepare a destination; the worker chooses whether to start sharing. Sharing stops on arrival or when the worker ends it.

The current journey feature is a foreground prototype. The worker must keep the page open. It is not emergency monitoring and does not guarantee continuous tracking.

Exact meeting points should be shared only with the selected participant and only when necessary.

Photos, video and sharing

- Profile images help people recognise who they are dealing with and can be repositioned within the crop.
- Workers may add approved portfolio photos, a short demonstration video, either type, or neither.
- Hirers may add optional job photos or a short video that explains the actual work.
- Media must not expose identity documents, children, private addresses or unrelated people.
- Public worker profiles and jobs can be shared through WhatsApp, device sharing or copied links.
- A worker's phone appears only when the worker chooses to publish it.
- Unsupported formats such as HEIC should be converted to JPEG before upload in the current version.

Media is hidden until approved by an authorised WORK89 moderator.

Verification, reviews and safety

Private verification	Identity or organisation evidence is uploaded to a private storage area.
Human review	A badge appears only after an authorised administrator approves the request.
Meaning of a badge	It confirms that submitted evidence was reviewed. It does not guarantee conduct, competence or payment.
Reporting	Users can report a worker profile or job and explain the concern.
Moderation	Administrators review reports, verification and media in protected queues.
Account controls	An administrator may suspend, restore or permanently delete an account, with safeguards.
Audit trail	Serious administrator actions require a written reason and leave a read-only history.
Reviews	Ratings and comments must relate to real completed work and must not expose private information.

In immediate danger, contact local emergency services. WORK89 is not an emergency service.

Privacy, settings and deletion

- Public information may include name or organisation, photo or logo, skills, broad area, availability, approved portfolio, completed work and reviews.
- Login email, private phone, representative details, verification documents, reports and exact journey information are restricted.
- Users may edit personal details, work details, hiring identity, skills, phone visibility, media and alert preferences.
- Users may sign out manually. Visiting Home should not itself end a valid session.
- Account deletion is available from Account settings and is permanent.
- Some limited records may require retention for safety, disputes or law, subject to the final reviewed privacy policy.

The current Privacy Notice and Terms are product-stage drafts and require qualified legal review before commercial launch in each country.

Administration and moderation

Administrator options appear only for authorised administrator accounts. Ordinary clients see the standard Help menu without these controls.

Control centre	Shows queue counts for safety reports, verification, worker media and job media.
Administrator team	A current administrator may grant access to an existing WORK89 account. Each administrator signs in normally with their own password; passwords are never shared.
Account management	Searches workers, hirers and organisations by public identity and status without revealing private contact data.
Safety decisions	Reports can be reviewed, resolved or dismissed. Resolved reports remain in history for traceability, and repeated reports against the same account can be recognised.
Suspension and restoration	Blocks or restores account access. A reason is required.
Permanent deletion	Requires explicit confirmation and a recorded reason.
Verification review	Uses short-lived private document links.
Media review	Approves or rejects worker and job media.
Audit history	Records who performed serious actions, when, what changed and why.
Pilot feedback	Authenticated pilot users may submit product feedback. Administrators triage status, priority and notes without exposing the queue to ordinary users.

Administrator status is a responsibility, not a shortcut. Decisions should be proportionate, evidence-based and reviewable.

Installation, navigation and accessibility

- WORK89 is currently a responsive web application and installable Progressive Web App, not yet a native App Store or Play Store package.
- Use Install WORK89 when the browser offers installation, or add the site to the home screen.
- Desktop navigation groups Activity, Profiles and jobs, and Help.
- Mobile navigation uses a dedicated visible Menu control with the same destinations.
- Only one dropdown stays open. Clicking outside or pressing Escape closes it.
- Light and soft dark themes are available.
- Browser alerts are device-specific and require permission.
- A simple offline screen explains when the device loses connectivity and offers a retry action. Live marketplace information still requires internet access.
- On a shared computer, sign out after use and do not save the password in the browser.

Native Android and iOS submission is possible later through a dedicated mobile build and store compliance process.

Practical journeys

Worker with a placard

A welder who normally waits beside a road registers at an internet cafe, adds Welding, Gate fabrication and Repairs, chooses a broad area, uploads a photo of completed work and optionally publishes a work number. The worker may continue using the traditional pickup point, but the profile remains searchable all day. A household finds the profile, reviews the approved example, calls, and later posts a clear job so the agreement can create a record.

Household looking for help

A homeowner needs a pool-pump repair. Instead of driving around, they search WORK89, compare nearby profiles, review skills and completed work, and contact or invite a suitable worker. The household account does not need to pretend to be a business.

Organisation hiring a team

A school registers as an organisation with a private authorised representative. It posts an event-cleanup job, selects required skills, reviews applications, accepts several workers and keeps a traceable work history.

Professional offering and hiring

A software developer offers coding services but also hires a gardener. The same account enables both capabilities while keeping each activity in the correct part of the dashboard.

Support, limits and future direction

For support, email risen@risenapp.io. Begin the subject with **WORK89** - followed by a short problem heading, for example: **WORK89 - Cannot update work profile**. Do not email passwords, PINs or unnecessary identity documents.

Current product-stage limits

- No guaranteed closed-app push notifications yet.
- No paid SMS or basic-phone notification channel yet.
- WORK89 records payment arrangements but does not process or hold funds.
- Journey sharing requires the page to remain open and is not emergency tracking.
- HEIC upload support is not universal; JPEG is safer.
- Terms and privacy documents require legal review before commercial launch.
- Native store apps require a separate mobile packaging and compliance stage.

Future direction

- Assisted registration and secure recovery for workers with basic phones.
- Sustainable SMS or call alerts when funding supports them.
- True standards-based push notifications.
- Improved location-aware matching with explicit consent.
- Country-specific legal, language and accessibility support.
- Responsible payments when compliance, fraud controls and support capacity are ready.

WORK89 should grow without losing its founding purpose: make honest skills easier to find, make local hiring clearer, and help real completed work become a source of lasting trust.

QUICK REFERENCE

Where to find important functions

Getting started	Main account navigation > Getting started
Edit identity	Manage profile > Personal details
Worker skills	Profiles & jobs > Work profile and skills
Portfolio	Profiles & jobs > Work portfolio
Find jobs	Find work
Find people	Find workers
Matches	Activity > Matches
Applications	Activity > Applications
Invitations	Activity > Invitations
Messages	Activity > Messages
Journey	Activity > Journey
Notifications	Notifications
Alert choices	Notifications > Match alert settings
My jobs	Profiles & jobs > My jobs
Agreement and payments	Activity > My work > open a work record
Printable work record	Activity > My work > Digital record > Print or save PDF
Safety report	Help > Safety & reports
Verification	Manage profile > Private verification
Pilot feedback	Help > Support > Pilot feedback
Account deletion	Help > Account settings
Support	Help > Support

From the creator of RISEN: Journey | Work that moves you forward.