

App User Guide

JANUARY 2024



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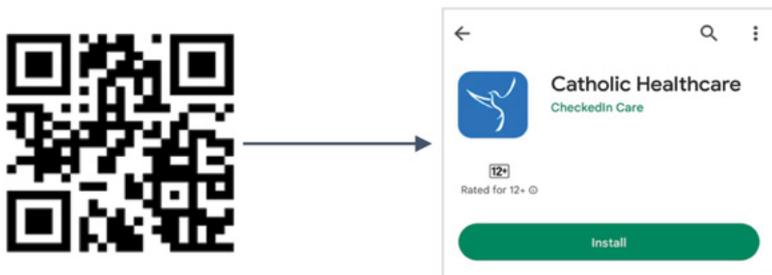
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Downloading the App

The Catholic Healthcare App ('the App') is supported by Apple iPhones versions 6s and above, iPad 2 and above and Android 7 and above. Please ensure the latest software has been installed on your device prior to downloading the App.

There are three ways you can download the App:

1. Scan the QR code



2. Search for 'Catholic Healthcare' in the Google Play Store or the Apple App Store; or



3. Link for Google Play Store: [Click here](#) for the **Catholic Healthcare App**

Link for Apple App Store: [Click here](#) for the **Catholic Healthcare App**

Logging into the App

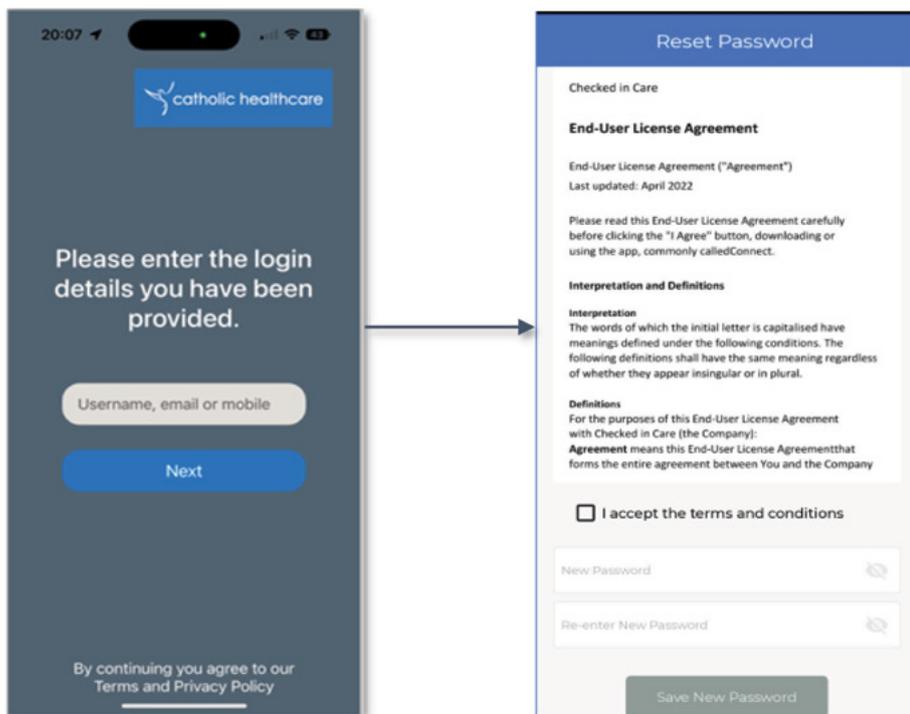
Once you have downloaded the App, enter your **Mobile Phone number** or **Email address** and press 'Next'. We recommend using your mobile phone number to login if you have one.

If logging in with an email address, you will have already received your password within the Welcome Email. Enter this password into the field.

You will see the 'End-User License Agreement' screen.

Tick the box 'I accept the Terms and Conditions'.

Enter your New Password, re-enter your New Password and then press 'Save New Password'.



Please save your password in a secure place or use a password manager to assist you with this.



Please note: You do not need to re-enter your username and password each time you use the App. Please stay logged in to receive important notifications regarding your services.

Accept the permissions request to ensure the full functionality of the App works correctly. See **Appendix 1** at the end of this guide for an explanation on why the permissions are required.

Home Screen Overview

Once you have successfully logged into the App, you will see the home screen.

Home Screen Tiles



My Schedule

Check your schedule including the date, time and worker coming to visit you. View your schedule two weeks ahead and two weeks back.



Change or Cancel Service

Send a request to the Rostering team to change or cancel your scheduled service.



Request a Service

Request a new service, one off or ongoing. You may receive a call back from our Rostering team if there are additional details required to book your service.



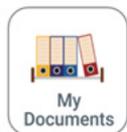
mind+move

Information about our Wellness hubs including current activities near you, how to register and pricing information.



What's Happening

Stay up to date with current news and events at Catholic Healthcare as well as share your own posts with people in your network.



My Documents

Access your Invoices and/or Statements. You will be able to view invoices and statements for the past six months. Coming soon to *My Documents* will be your *Service Agreement and Care Plan*.



My Network

Invite loved ones to view your schedule. They must be saved as a contact in your phone to invite them.



Help & Support

Access information relating to the Catholic Healthcare App on our website.

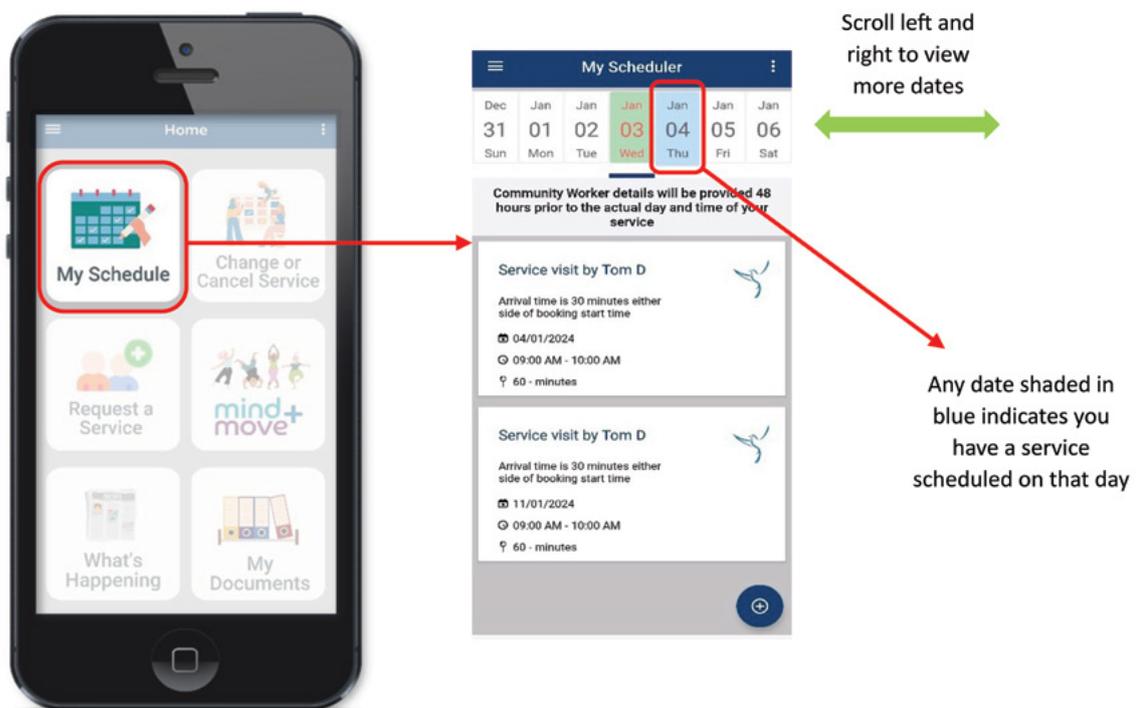


Service Feedback

Submit feedback using our feedback form easily. We value your feedback as it helps us review and improve our services.

My Schedule

Click on 'My Schedule' to view your upcoming services including the day, time and the worker coming to visit you. Scroll left and right on the dates to view more services. You can view services *two weeks ahead and two weeks back*.



Please note: The blue + button in the bottom right corner allows you to add a new personal event. The + button does not send any requests to our Rostering Team.

When a service does not show a Community Worker's name it indicates our Rostering team are working on allocating your worker. As soon as your service has been allocated and booked, the name of the worker will appear.

Confirmed service:

The screenshot shows the 'My Scheduler' app interface. At the top, there is a calendar for January 2024. The date '03' (Wednesday) is highlighted in green. Below the calendar, a message states: 'Community Worker details will be provided 48 hours prior to the actual day and time of your service'. Two service cards are displayed. The first card is titled 'Service visit by Tom D' and includes the following details: 'Arrival time is 30 minutes either side of booking start time', '04/01/2024', '09:00 AM - 10:00 AM', and '60 - minutes'. The second card is also titled 'Service visit by Tom D' and includes: 'Arrival time is 30 minutes either side of booking start time', '11/01/2024', '09:00 AM - 10:00 AM', and '60 - minutes'. A blue circular button with a plus sign is located at the bottom right of the screen.

Unconfirmed service:

The screenshot shows the 'My Scheduler' app interface. At the top, there is a calendar for January 2024. The date '08' (Monday) is highlighted in red. Below the calendar, a message states: 'Community Worker details will be provided 48 hours prior to the actual day and time of your service'. One service card is displayed, titled 'Service visit', with the following details: 'Arrival time is 30 minutes either side of booking start time', '08/01/2024', '01:30 PM - 03:30 PM', and '120 - minutes'. A blue circular button with a plus sign is located at the bottom right of the screen.

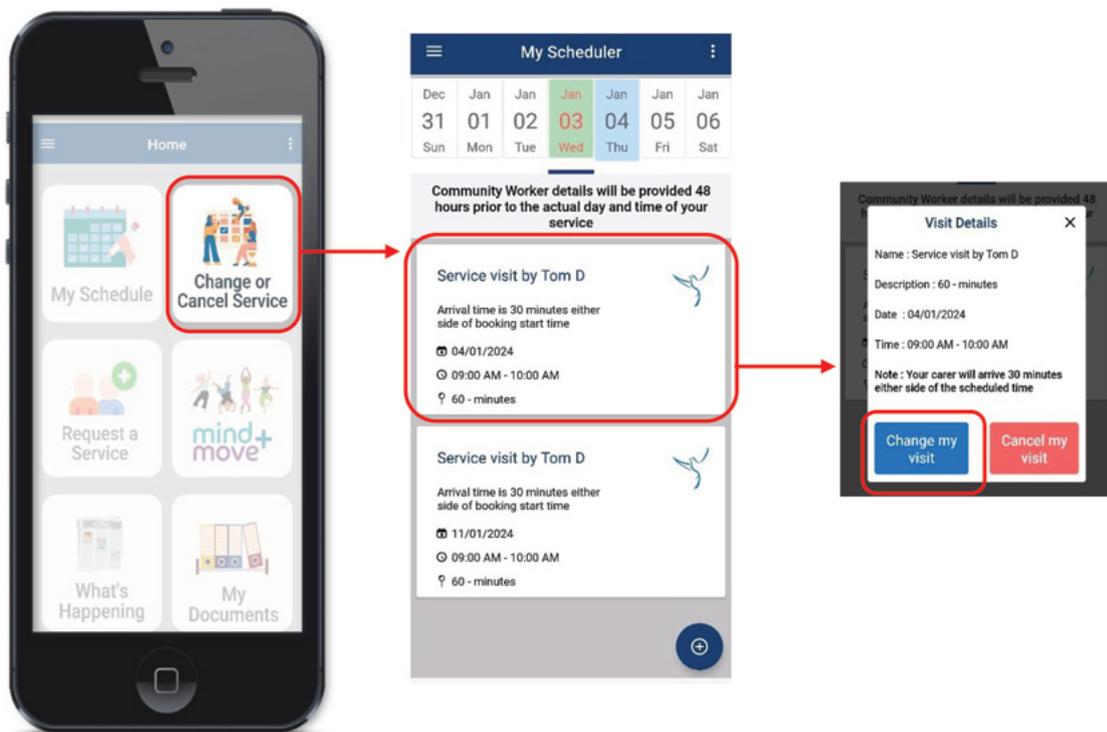
Change or Cancel a Service

Requests made through the App will be sent directly to our Rostering team. You can change or cancel a service via 'My Schedule' or by clicking directly on 'Change or Cancel Service'.

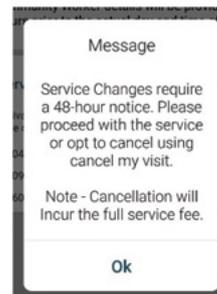
Change a Service

Use the date bar at the top of the screen to scroll forward to the date you wish to change. Click anywhere within the white visit box to bring up the 'Visit Details' form.

Click on the blue "Change my visit" button.

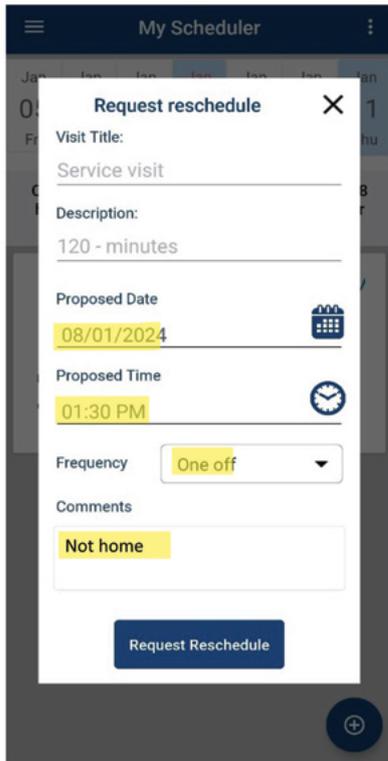


The App will not accept a change request if the service you are trying to change is within 48 hours; you will receive the following message prompt:



Click Ok to exit out of this message

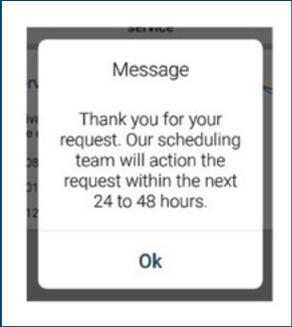
To submit a change request for a service which is scheduled more than 48 hours in the future, fill in the 'Request reschedule' form.



The screenshot shows a mobile application interface titled "My Scheduler". A "Request reschedule" dialog box is open, containing the following fields: "Visit Title" with the value "Service visit", "Description" with "120 - minutes", "Proposed Date" with "08/01/2024", "Proposed Time" with "01:30 PM", "Frequency" set to "One off", and "Comments" with "Not home". A blue "Request Reschedule" button is at the bottom of the form.

 Please note: Our Rostering team will attempt to reschedule your service as per your proposed date and time; however, this may not always be possible.

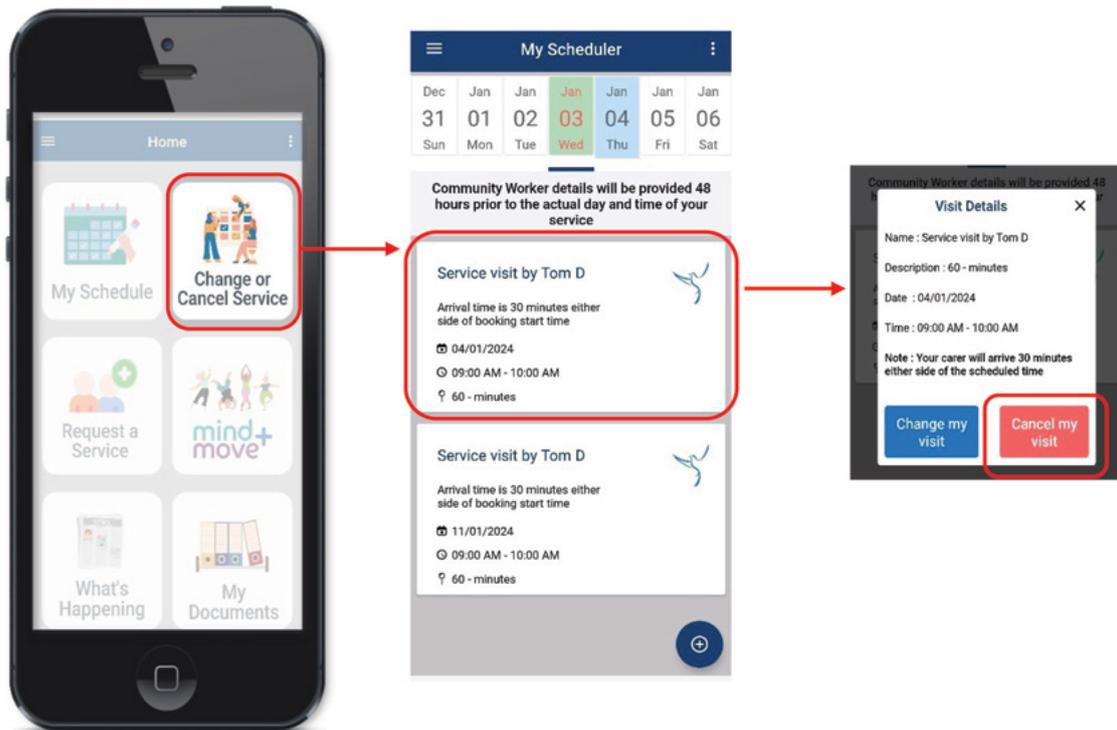
Once you have completed the required fields, click 'Request Reschedule'. You will receive a pop-up window to confirm your request has been submitted



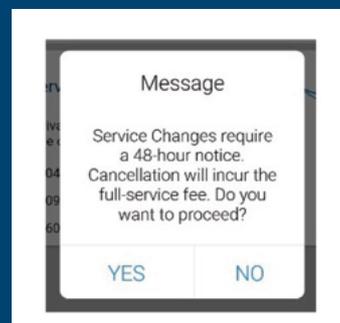
Cancel a Service

Use the date bar at the top of the screen to scroll forward to the date you wish to cancel. Click anywhere within the white visit box to bring up the 'Visit Details' form.

Click on the red "Cancel my visit" button.

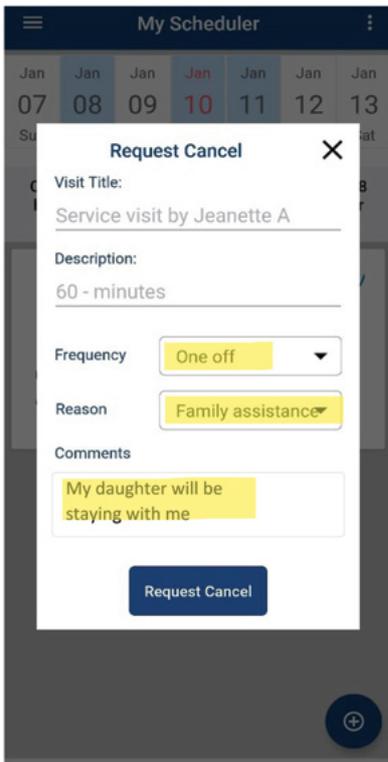


If you attempt to cancel a service which is scheduled within 48 hours, you will receive the following message:



By clicking 'Yes' you acknowledge you will be charged for the late cancelled service. Click 'Yes' to proceed with the cancellation or 'No' to continue with the service.

To cancel a service which is scheduled more than 48 hours in the future, fill in the 'Request Cancel' form. You will be required to select a reason from a drop-down menu.



The screenshot shows a mobile application interface titled "My Scheduler". A calendar at the top shows dates from Jan 07 to Jan 13, with Jan 10 highlighted. A "Request Cancel" dialog box is open, containing the following fields: "Visit Title" with the text "Service visit by Jeanette A", "Description" with "60 - minutes", "Frequency" set to "One off", and "Reason" set to "Family assistance". A "Comments" field contains the text "My daughter will be staying with me". A blue "Request Cancel" button is at the bottom of the form.

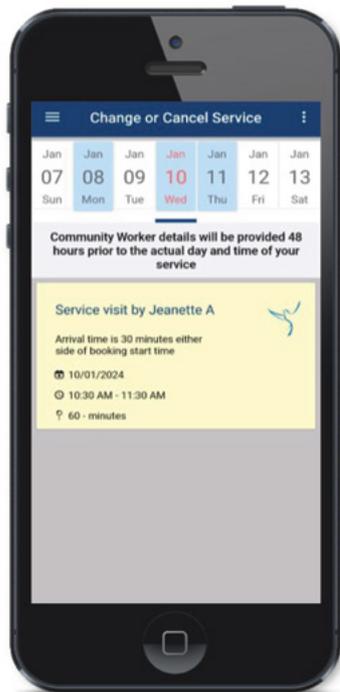


Please note: There may be other associated fees surrounding service cancellations. If unsure, please refer to your service agreement and/or fee schedule for more information.

Once you have completed the required fields, click 'Request Cancel'. You will receive a pop-up window to confirm your request has been submitted.



Once you have submitted a change or cancel service request, your service in 'My Schedule' will appear in a light yellow colour. This indicates your request is pending.



Once the Rostering team have actioned your request, the visit will return to white, indicating the service is confirmed.

Request a Service

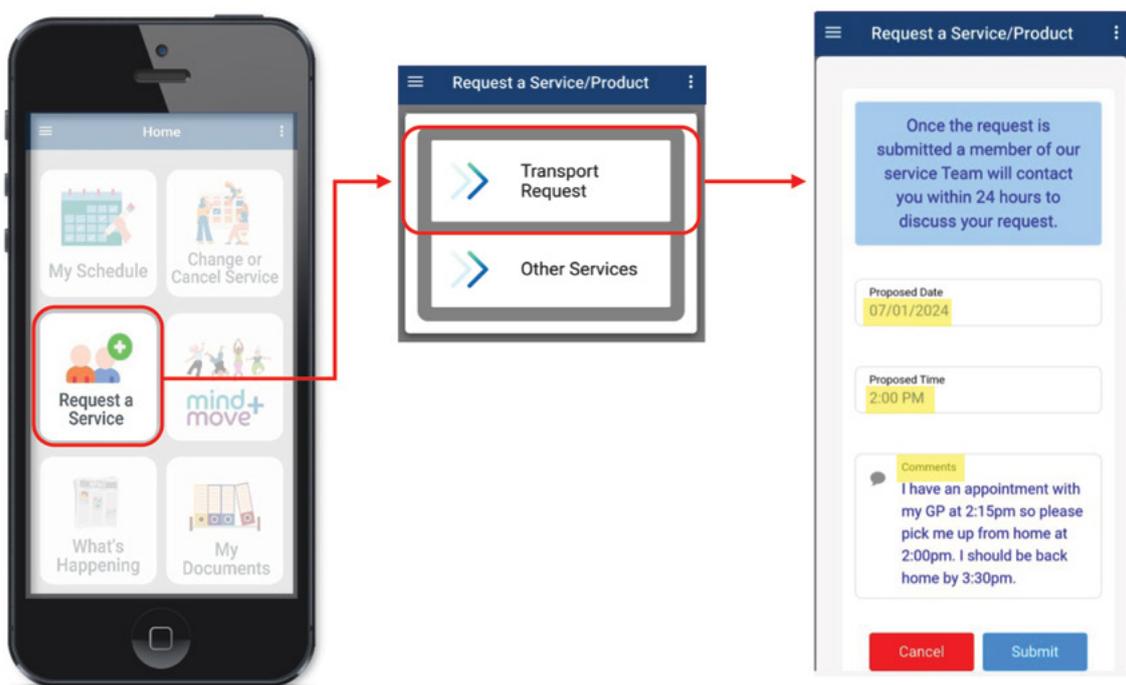
If you have a **Home Care Package (HCP)** you can request services such as accompanied transport to appointments, allied health services or additional in-home services.

If you have a **Commonwealth Home Support Program (CHSP)** you can request services such as additional in-home services for programs already in place.

Click on 'Request a Service' to submit a request to our Rostering team for a new service. You can submit a one-off service or a new regular/ongoing service.

The App will not allow you to select a date or time within 48 hours.

To submit a one-off transport request, click on 'Transport Request'.



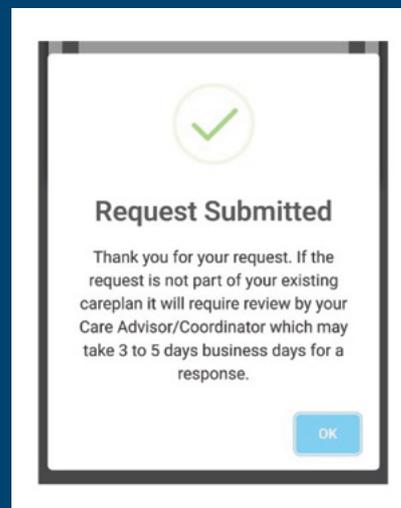


Please note: We require the following information to enable us to promptly schedule your transport service:

- Reason for appointment
- Time of appointment
- Time to be picked up from home
- Address of appointment
- Any parking instructions which may help your Community Worker and whether you have a disability parking permit
- Do you use a mobility aid, e.g. a wheelchair.

To submit a new service request which is not transport, click on 'Other Services'. Fill in the form, which is exactly the same as the transport form, and provide a frequency of 'One off' or 'Ongoing'.

Once you have submitted your transport or other new service, click 'Submit'. You will receive the following confirmation message:



Mind+Move

You can learn more about our diverse and exciting range of health and wellness activities.

Click on 'Mind+Move' to view activities in your area, check pricing, book online or face to face classes or even book in for a free trial at a location near you.



What's Happening

Click on 'What's Happening' to stay up to date with current news and events at Catholic Healthcare.

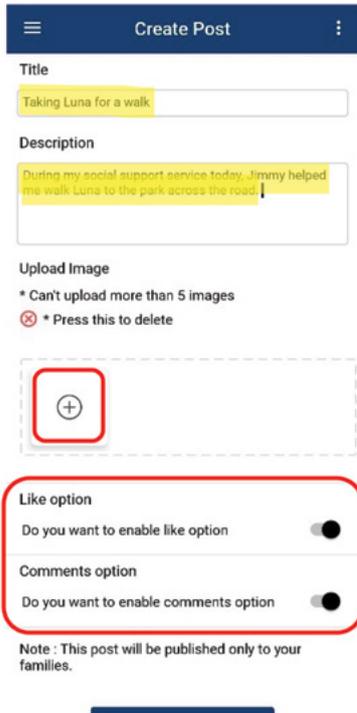
If you would like to view news and events related only to Home Care please use the drop-down menu and select 'Home Care Services'.

Also, within 'What's Happening', you are able to create posts for yourself and to share with the people in your network. We will look at the 'My Network' icon in more detail later.

To create a post, click on 'My Posts' then click on the + icon at the bottom right of your screen.



Complete the following form including the 'Title' and 'Description' and add an image if you would like to include one. If including an image, you can take one from within the App or select an image already in your gallery.



Create Post

Title
Taking Luna for a walk

Description
During my social support service today, Jimmy helped me walk Luna to the park across the road.

Upload Image
* Can't upload more than 5 images
⊗ * Press this to delete

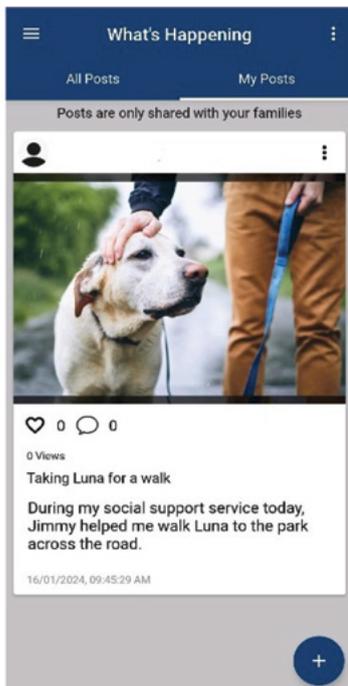
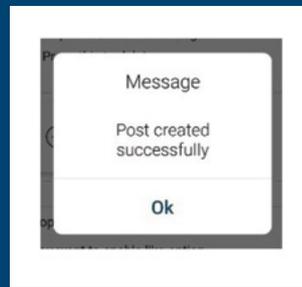
Like option
Do you want to enable like option

Comments option
Do you want to enable comments option

Note: This post will be published only to your families.

The Like and Comments option defaults to 'on' and allows people in your network to interact with your post. These settings can be turned 'off' by using the toggle button.

Click 'Save Post' and you will receive the following message:



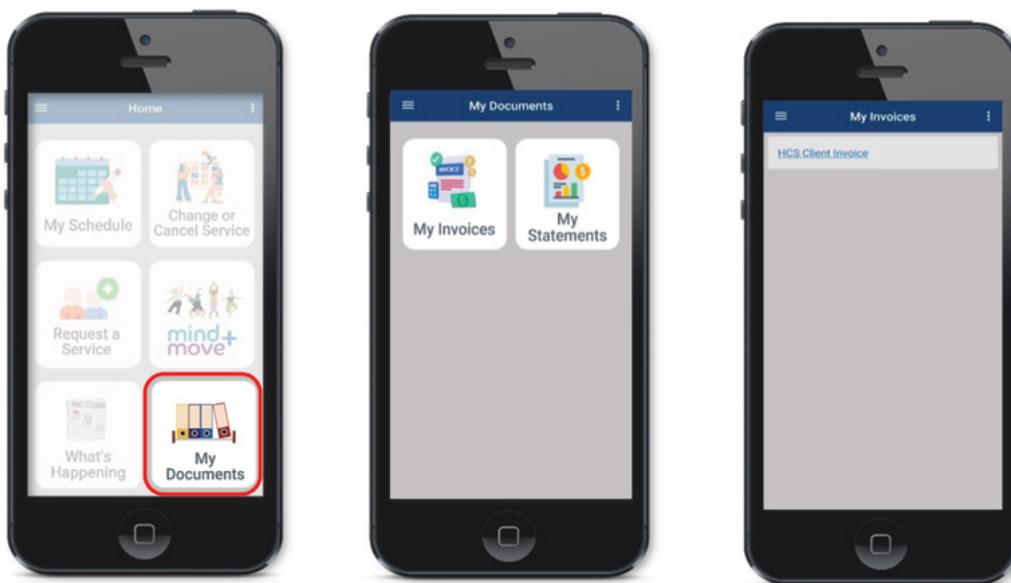
Your post is now saved. People in your network will receive a notification that you have created a post, and they will be able to go into the App to view and interact with your post.

My Documents

You can access important documents relating to your care and service.

Click on 'My Documents' to access your:

- Invoices/statements from the last six months
- Other documents may become available in future such as your Service Agreement, Care Plan and the Client Handbook



Click onto 'My Invoices' to access your invoices and click onto 'My Statements' to access your statements. The App may take up to one minute to retrieve your documents.



Please note: Invoices and statements may be program specific and not all clients will receive these documents.

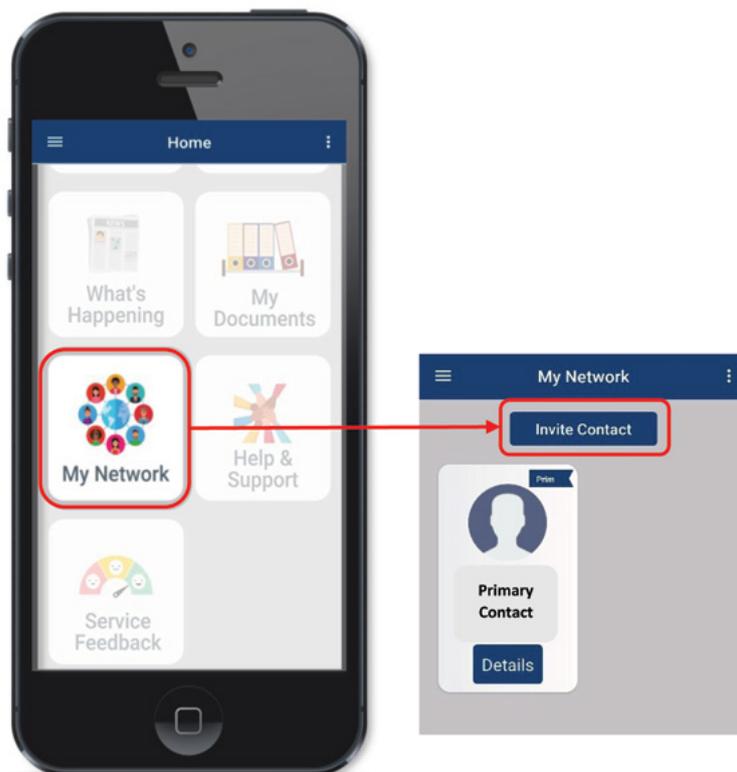
My Network

If you have a Primary Contact who helps you to manage your services, they will automatically be part of your network. As an Authorised Representative, Primary Contacts will have full access to the App.

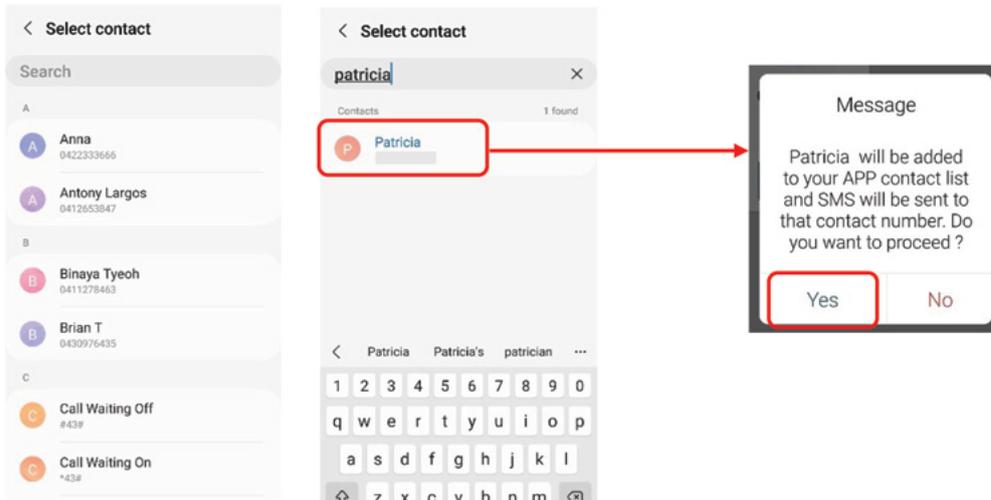
You can invite other people to the App. Anyone you invite will have restricted access as they are not an Authorised Representative. Invited contacts will not be able to cancel/change your service, request a service, access documents or view your network. Invited contacts will be able to view your schedule, see information under Mind+Move, What's Happening, Help & Support and Service Feedback.

To Add someone to your Network and to the App they must first be saved to your phone's contact list.

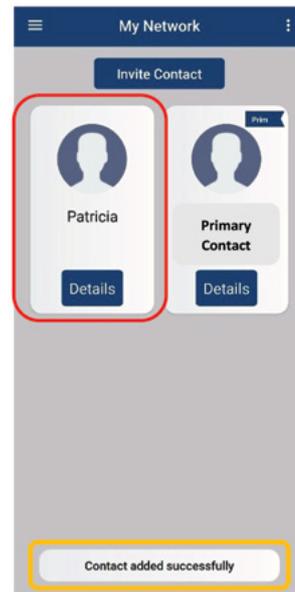
Click on 'My Network' then click on Invite Contact.



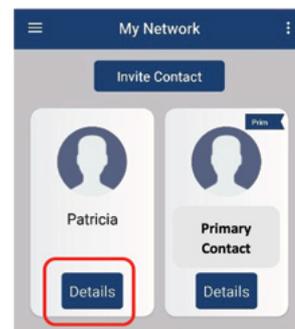
From your phone's contact list, type in the name of the person you would like to invite. You can also scroll down to find the person. Click on the contact. Click 'Yes' to proceed.



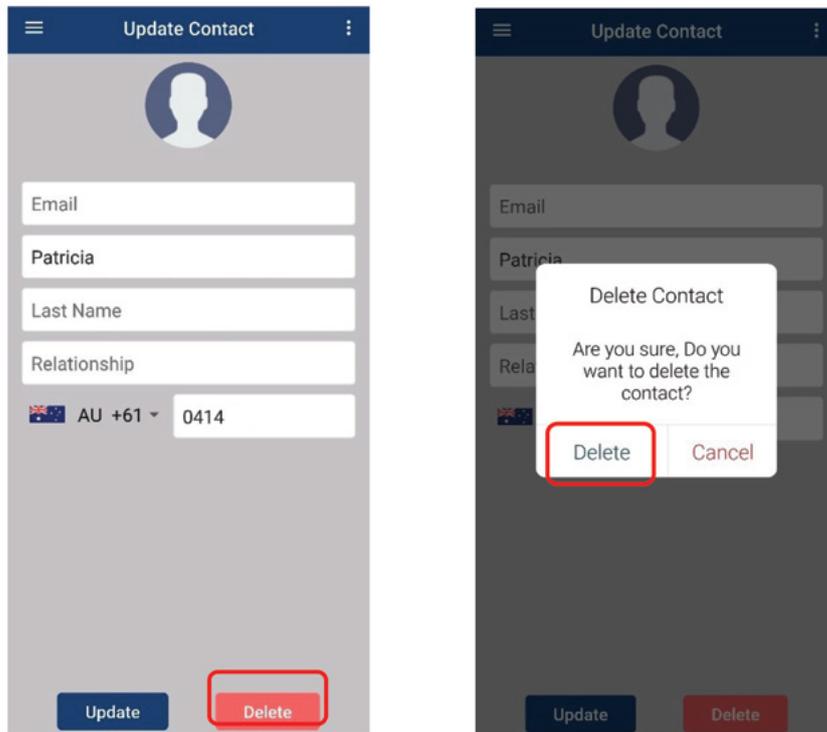
The invited contact will receive an SMS message and they will be added to your 'My Network'.



To Delete someone from your Network and from the App click on the 'Details' button.



Click 'Delete' and select 'Delete' again to proceed. This contact will now be removed from the App. They will no longer have any access in relation to your care and services.



Service Feedback

If you would like to provide feedback, click on 'Service Feedback' which will take you to a feedback form on our website.

Our team will review feedback and if required contact you to further discuss your feedback.

Help and Support

There are various ways you can gain more knowledge about the App.

1. You can access our education material on our website by going to www.catholichealthcare.com.au/campaigns/chc-app. 'Help and Support' within the App will also take you here.
2. You can call our friendly Customer Care Team on **1800 225 474**, who are available and ready to help you.
3. You can ask your Community Worker for assistance during your next scheduled service.
4. You can ask your Care Advisor or Coordinator the next time you are speaking with them.

Privacy and Security

The Catholic Healthcare App, by design, meets the Australian cyber security guidelines, particularly concerning the privacy and security of users' personal information. We do not retain personal data within the App or share users' information with any third parties without their consent.

All user data is maintained in Australia and subject to strict Tier 1 cyber protection protocols. Our software vendor exclusively partners with organisations supporting the highest security requirements to provide maximum protection for users.

In addition, all communication within the App is encrypted to ensure that users' privacy and security are safeguarded. This gives users the peace of mind that their sensitive information is well-protected while using the Catholic Healthcare App.

We hope this user guide helps you to navigate the App effectively. If you have any further questions or need assistance, feel free to reach out to our Customer Care Team on 1800 225 474. Thank you for choosing the App to enhance your experience with our service!

Appendix 1

Accepting the Permissions are important to ensure full functionality works. The table below clarifies why the App is requesting specific permissions.

Item	Why is Permission Needed?
Contacts	Required for use of 'My Network'. Will allow you to invite family and friends in your phone's contact list to view your schedule.
Camera (photos and videos)	Required for use of 'What's Happening'. This will allow you to create posts to share with your family and friends.
Storage	Required for use of 'My Documents'. Will allow you to save any documents to your device.
Internet	Required for use of 'My Schedule'. Will allow you to retrieve your schedule and to request/communicate changes to your services back to Catholic Healthcare.





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