

Catholic Healthcare App User Guide for Home Care Clients



MARCH 2026

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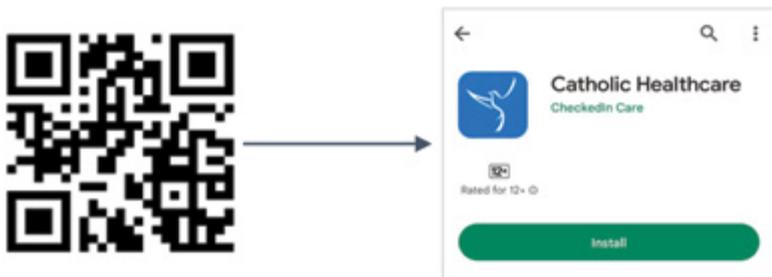
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Downloading the App

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 two 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



Logging into the App

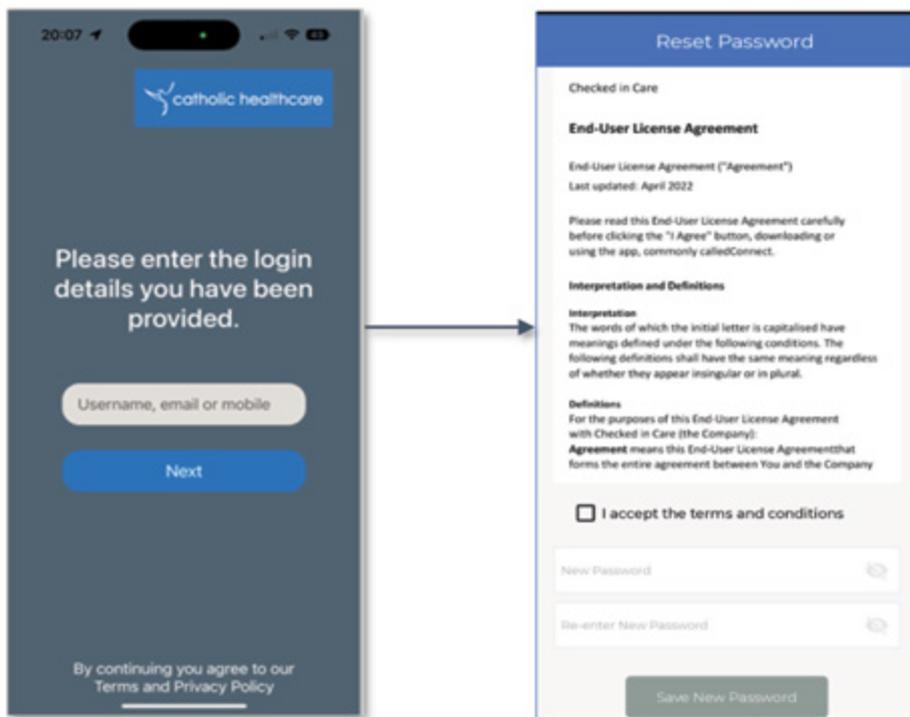
Once you have downloaded the App, enter your **mobile phone number** or **email address** and press 'Next'. We recommend using your mobile phone number to login if you have one.

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. See **Appendix 1** at the end of this guide for an explanation on why these permissions are required.

Home Screen Overview

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

Home Screen Tiles



Quick access to view your recent visit reminders.



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 your service, request a service and view our popular services.



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



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



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.*



Access information about the Catholic Healthcare App on our website.



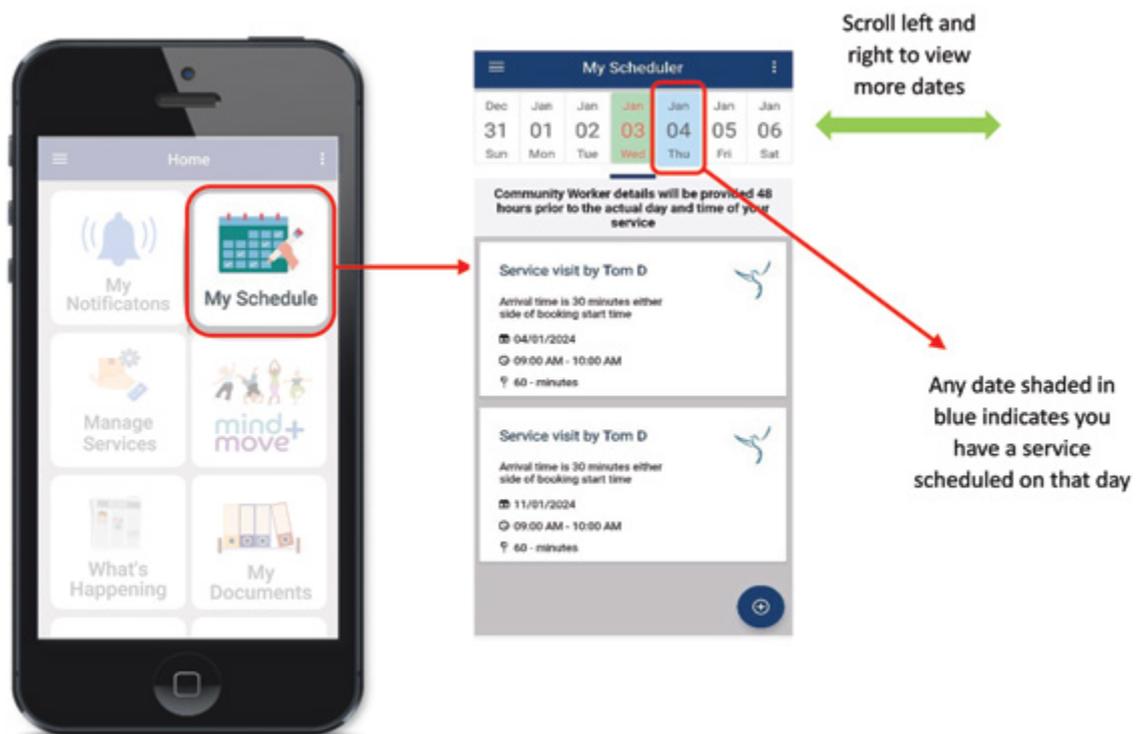
An easy way to submit feedback using our feedback form. We value your feedback as it helps us review and improve our services.



Invite loved ones to view your schedule. They must be saved as a contact in your phone and invited to the App.

My Schedule

Click on 'My Schedule' to view your upcoming services including the day, time and 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 means 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' interface with a calendar for January. The date 03 (Wednesday) is highlighted in green. Below the calendar, a notification states: 'Community Worker details will be provided 48 hours prior to the actual day and time of your service'. Two service cards are visible, both titled 'Service visit by Tom D'. Each card includes the text 'Arrival time is 30 minutes either side of booking start time', the date '04/01/2024' and '11/01/2024', the time '09:00 AM - 10:00 AM', and the duration '60 - minutes'. A blue circular button with a plus sign is at the bottom right.

Unconfirmed service:

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

Manage Services

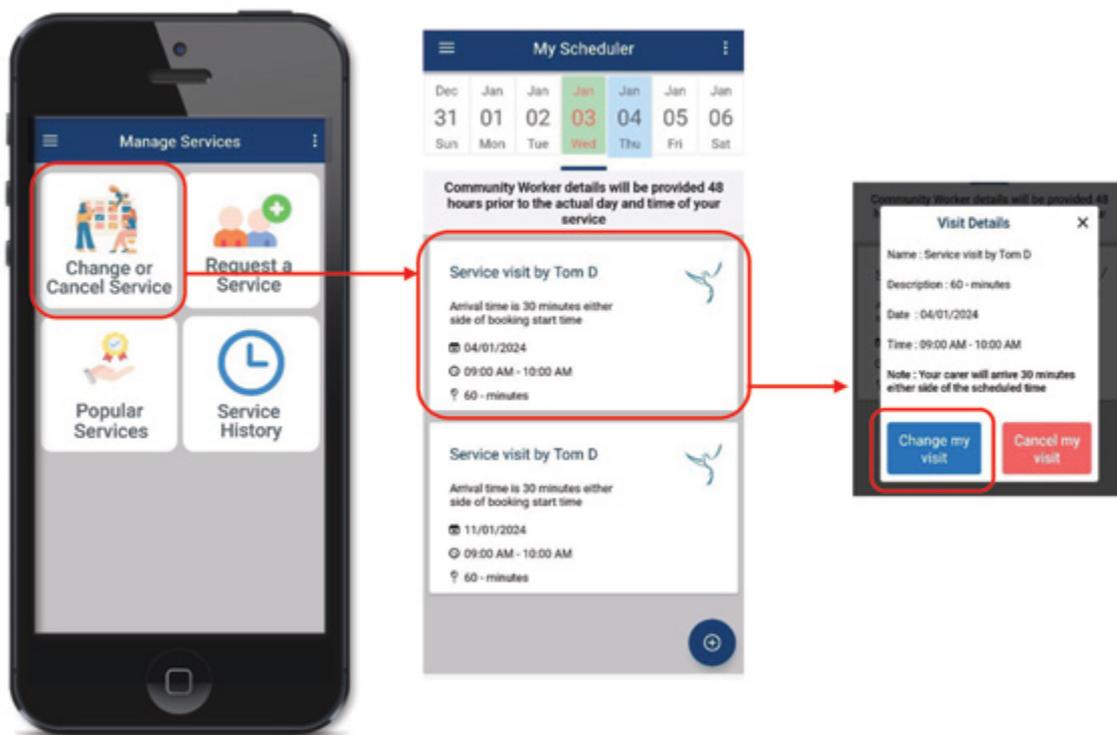
Within Manage Services, you can change or cancel your service, request a service, view our popular services and view your service request history.

Requests made through the App will be sent directly to our Rostering team.

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.

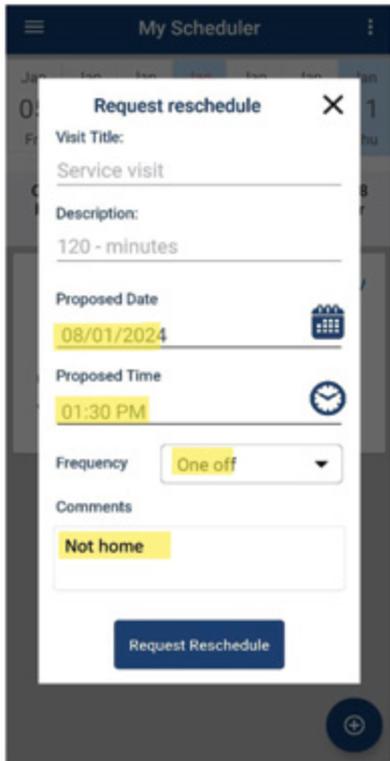


The App will not accept a change request if the service you are trying to change is within 48 hours; you will receive the following message prompt:



Click Ok to exit out of this message

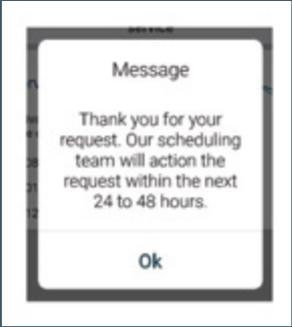
To submit a change request for a service which is scheduled more than 48 hours in the future, fill in the 'Request reschedule' form.



The screenshot shows a mobile app interface titled "My Scheduler" with a "Request reschedule" dialog box. The form fields are: "Visit Title" (Service visit), "Description" (120 - minutes), "Proposed Date" (08/01/2024), "Proposed Time" (01:30 PM), "Frequency" (One off), and "Comments" (Not home). A "Request Reschedule" button is at the bottom.

 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.

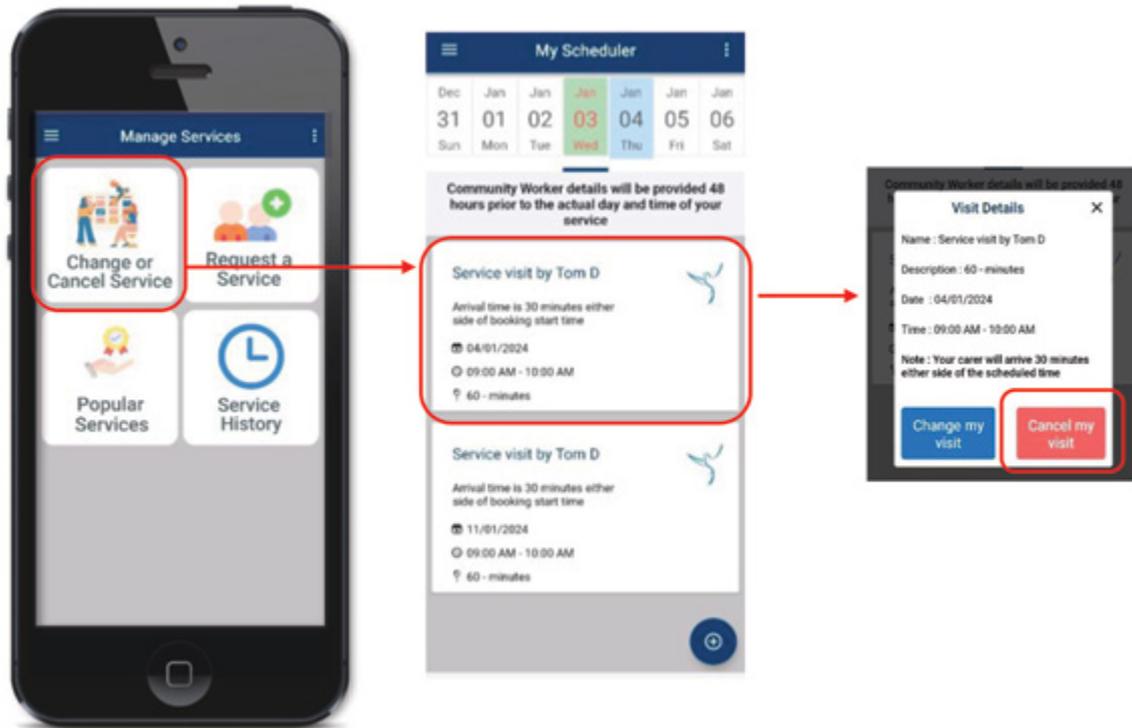
Once you have completed the required fields, click 'Request Reschedule'. You will receive a pop-up window to confirm your request has been submitted.



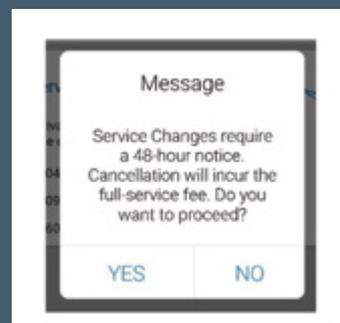
Cancel a Service

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.

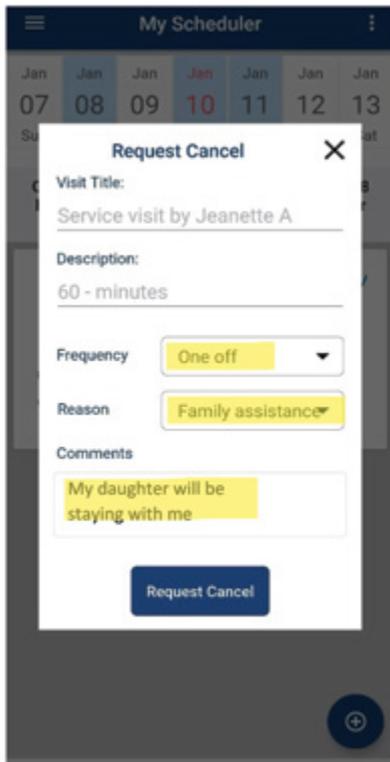


If you attempt to cancel a service which is scheduled within 48 hours, you will receive the following message:



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.

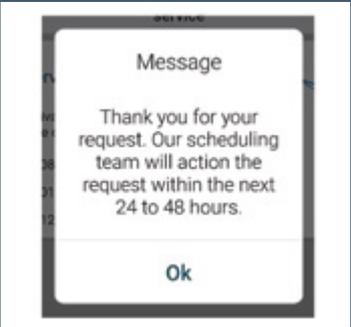
To cancel a service which is scheduled more than 48 hours in the future, fill in the 'Request Cancel' form. You will be required to select a reason from a drop-down menu.



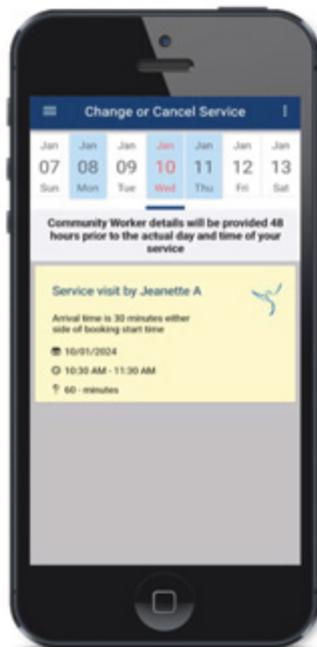
The screenshot shows a mobile application interface titled "My Scheduler". A "Request Cancel" dialog box is open, featuring a close button (X) in the top right corner. The form contains the following fields: "Visit Title" with the text "Service visit by Jeanette A"; "Description" with "60 - minutes"; "Frequency" set to "One off" with a dropdown arrow; "Reason" set to "Family assistance" with a dropdown arrow; and "Comments" with the text "My daughter will be staying with me". A blue "Request Cancel" button is located 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.

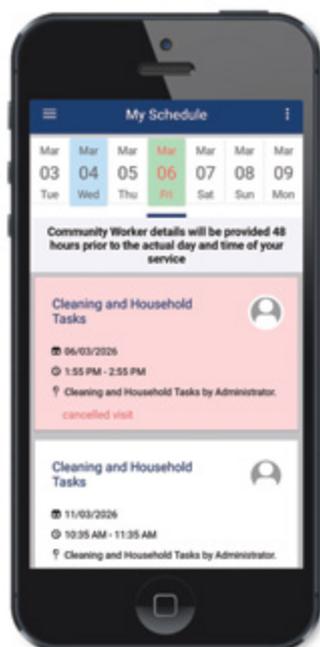
Once you have completed the required fields, click 'Request Cancel'. You will receive a pop-up window to confirm your request has been submitted.



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.

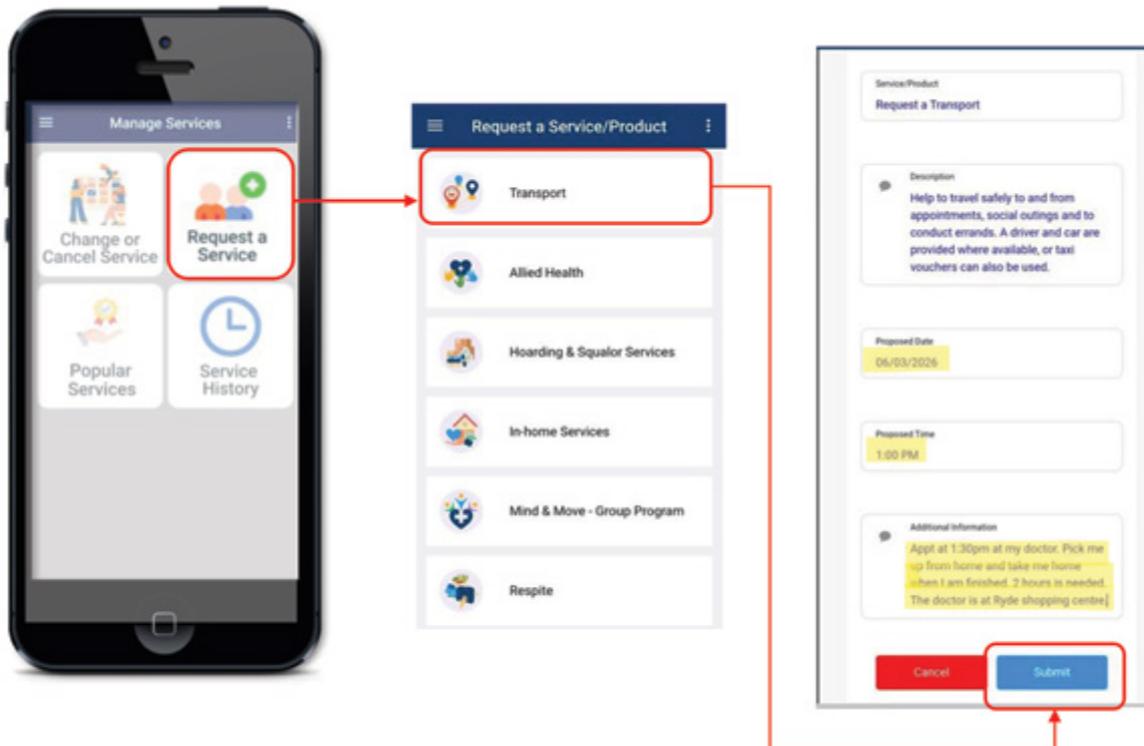


Once the Rostering team have actioned your request, the visit will return to white, indicating the service is confirmed, or it will turn red when the cancellation is confirmed.



Request a Service

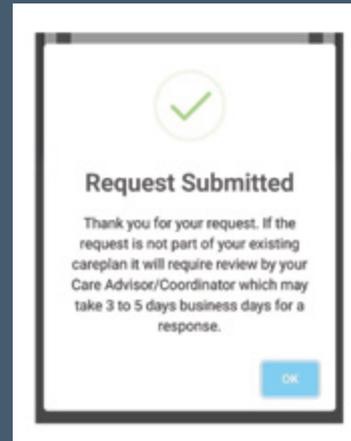
Click on 'Request a Service' to submit a request to our Rostering team for a new service. You can submit a one-off service or a new regular/ongoing service. The App will not allow you to select a date or time within 48 hours. You can view and request a service from our full range of services.



Please note: For transport services, 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

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



Popular Services

On this section, you will find a one-page view of our popular services.

Our Popular Services

DAILY LIVING

- Light housekeeping
- Meal preparation or meal delivery services
- Personal care
- Personal hygiene and continence products

Shopping

- Shopping online or at your local store (accompanied or unaccompanied)

Transport

- Appointments, social or shopping

Minor Home & Garden Maintenance

- Gutter cleaning
- Weeding and pruning
- Spring clean or detailed clean
- Declutter and organisation
- Handyman repairs

CLINICAL SERVICES

Allied Health

- Physiotherapy
- Podiatry
- Occupational Therapy
- Speech Therapy
- Dietitian
- Home safety & modification assessments
- Mobility and dexterity equipment

Nursing Care

- Wounds
- Post Surgery
- Chronic Health Management Plan
- Help with medications
- Health assessment monitoring and review (continence, hydration, nutrition, weight, skin integrity, BSL, BP etc)

Remote Support

- Health Monitoring
- Nurse and Allied health support

HEALTH AND WELLNESS

Group Programs (Mind + Move)

- Walking Groups
- Stepping On (Falls Prevention)
- Seated Exercise Program
- Resistance training
- Aqua Programs
- Social Outings
- Remain Active
- Online exercise programs (Yoga, Pilates, Tai Chi)

In-Home Programs

- Tailored exercise programs, Online programs

Hoarding & Squalor

- Stoned in Treasures- Online Hoarding Support Group
- Online Declutter group
- Aged Care Navigating Services
- Assistance with Care and Housing

Respite Services

- In-home Respite
- Respite and Wellness Centres
- Residential Village / Cottage
- Short-term Respite
- Overnight Respite

CONNECTING WITH OTHERS

Connecting with Community

- Mind+Move- a diverse range of social and physical activities connecting like-minded people in one location
- Group Outings - accessible day trips
- Art Classes
- Online Music Concerts

Companionship

- Connection to activities, events, community groups
- Attend culturally diverse groups

SPIRITUAL WELLBEING

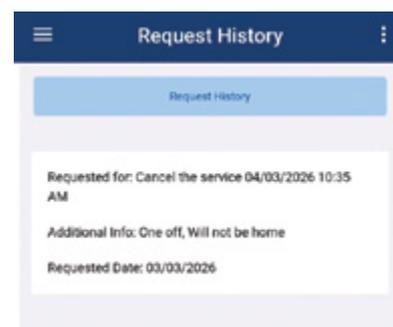
- Companionship Home visits and check-in calls
- Meditation, Mindfulness and Letting Go
- Formal Prayer
- Anxiety Depression and Grief support
- Relationship and confidence building
- Connections - Local Community, Faith groups, Social groups
- Support for families and caregivers
- Preparing for loss and goodbyes
- Assistance with Religious or Spiritual needs

Find out more by calling Catholic Healthcare on 1800 225 474 or visit our website at catholichealthcare.com.au

Our Complimentary Services include Aged Care Services advocacy and navigation

Service History

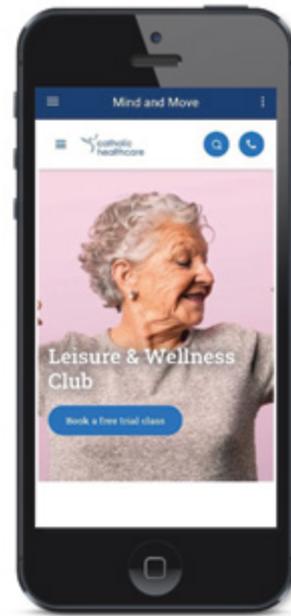
Here you will find the history of services you have managed through the App, including service cancellations, reschedule requests and new service requests.



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.

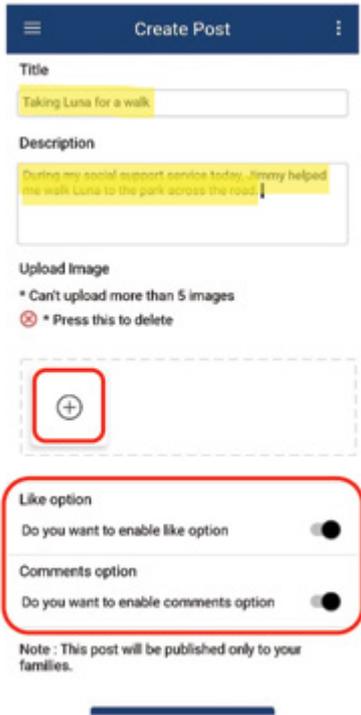
If you would like to view news and events related only to Home Care please use the drop-down menu and select "Home Care Services".

Within 'What's Happening', you can create posts 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

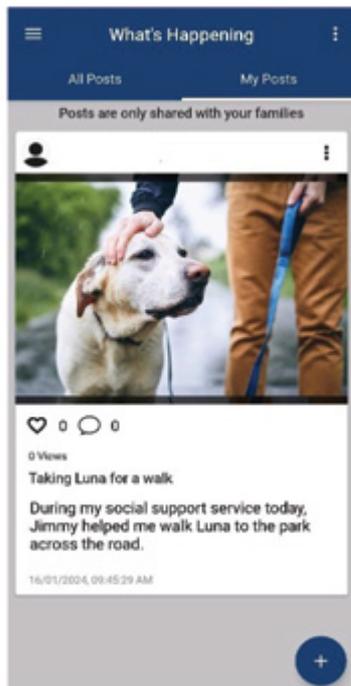
Like option
Do you want to enable like option

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:



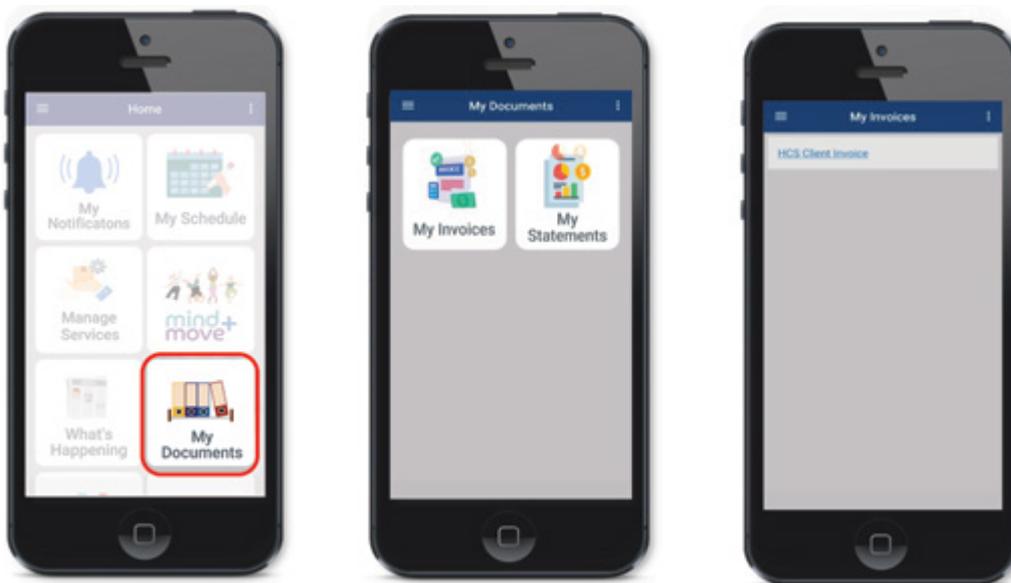
Your post is now saved. People in your network will receive a notification that you have created a post and they will be able to go into the App to view and interact with your post.

My Documents

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

Click on “My Documents” to access your:

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



Click on ‘My Invoices’ to access your invoices and click on ‘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.

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. The 'Help and Support' tile within the App will 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.

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.

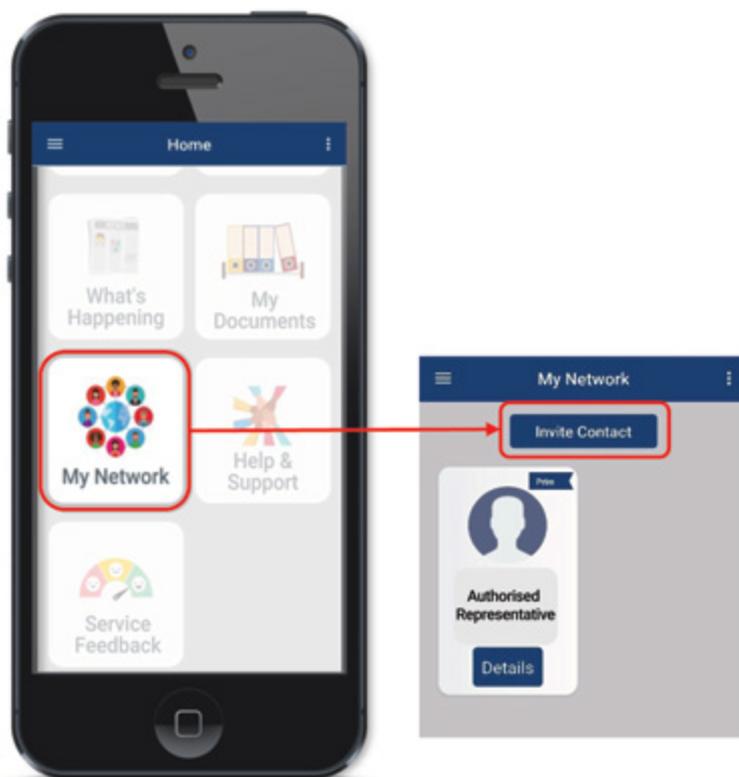
My Network

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

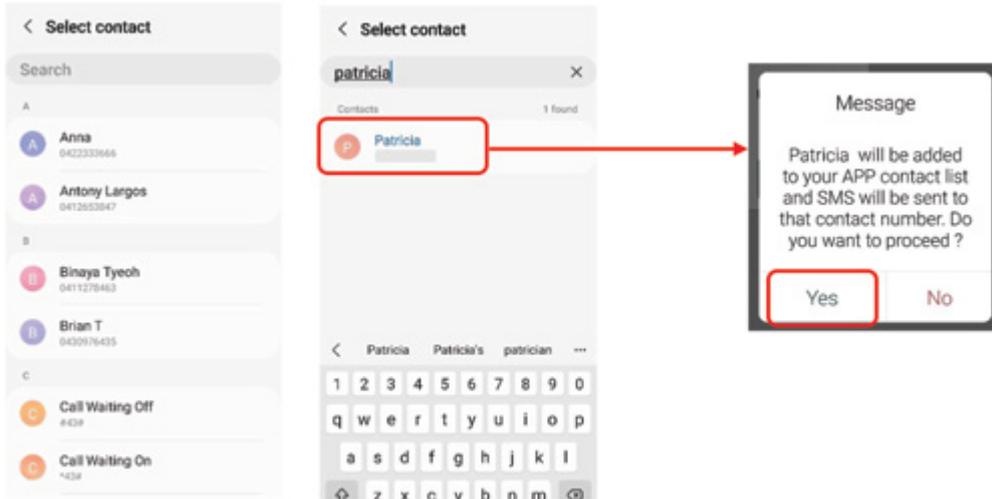
You can invite other people to the App. Anyone you invite will have restricted access as they are not an Authorised Representative. Invited contacts will not be able to cancel/change your service, request a service, access documents or view your network. Invited contacts will be able to view your schedule, 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.

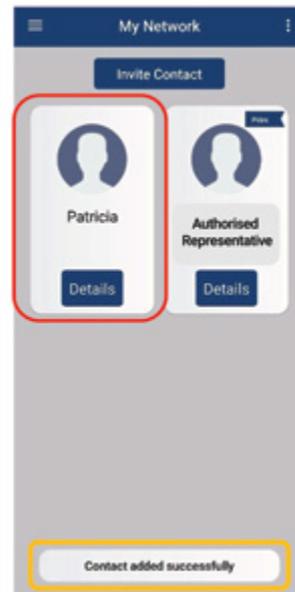
Click on 'My Network' then click on Invite Contact.



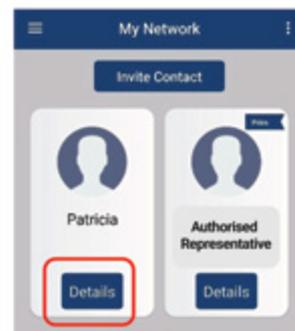
From your phone's contact list, type in the name of the person you would like to invite. You can also scroll down to find the person. Click on the contact. Click Yes to proceed.



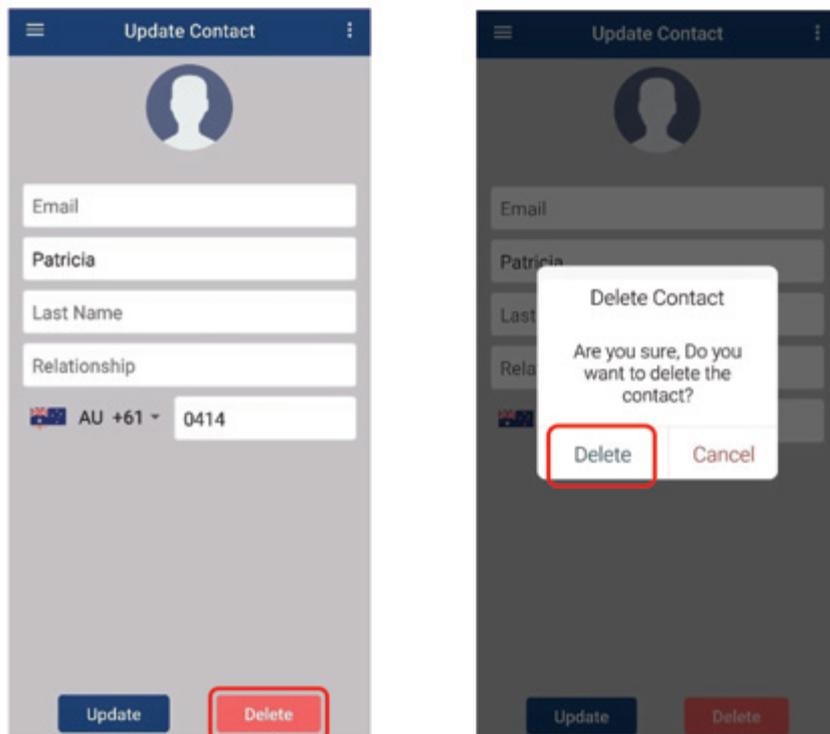
The invited contact will receive an SMS message and they will be added to your Network.



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.



Privacy and Security

The Catholic Healthcare App, by design, meets the Australian cybersecurity 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.



Contact us:

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Macquarie Park NSW 2113
1800 225 474

catholichealthcare.com.au