

Catholic Healthcare App Residential Care User Guide



JULY 2025

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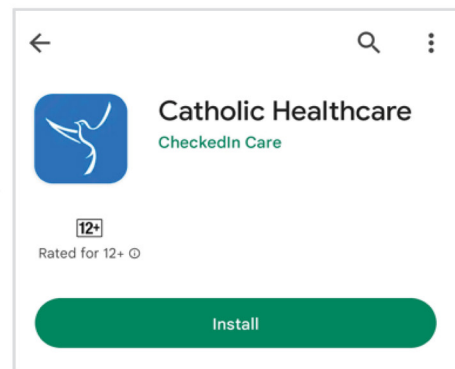
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Downloading the App

The Catholic Healthcare 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 Playstore or the Apple App store or



3. [Click here to download from Google Play Store](#)

[Click here to download from Apple App Store](#)

Logging into the App

Once you download the Catholic Healthcare App, you will need to log in to the app.

Logging in with mobile phone number

Using your mobile phone number to login is the easiest way to log in to the app. When you enter your mobile phone number, you will receive a one-time password via SMS to log in to the app.

Logging in with email address

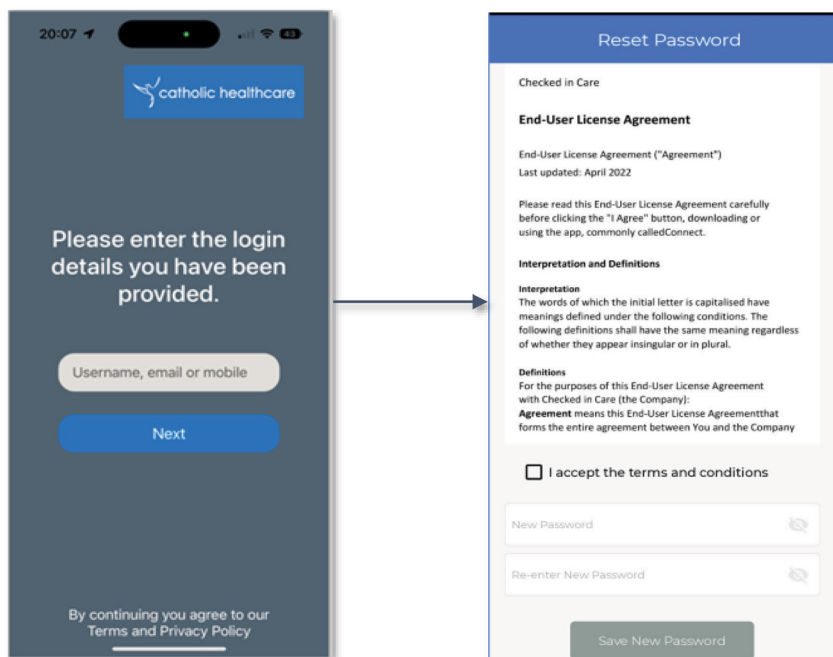
If you don't have a mobile phone and need to log in with an email address, you will have already received your password within a welcome email sent from our app partner Checked in Care on Friday 1 August.

Enter your email address and this password. If you don't have that email, simply click the forgot password option. You will then need to reset the password to one that only you will know.

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.

Accept the permissions request to ensure the full functionality of the app.

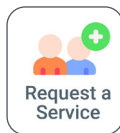


Please note: You do not need to re-enter your username and password each time you use the app. Please stay logged in to receive important notifications regarding your services.

Home Screen Overview

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

Home Screen Tiles



Request a new service: The team at the home may reach out if there are additional details required to book your service.



Events: Find upcoming events and community outings and book tickets to attend these activities.



Stay up to date with current news and events happening in your home and share this information with people in your network.



Invite loved ones to view your calendar of activities, menu and more. They must be saved as a contact in your phone to invite them.



Everything you need to make the most out of the Catholic Healthcare App.



An easy way to submit feedback using our feedback form. Your feedback helps us review and improve our services.



General information: Check out what's happening across Catholic Healthcare.

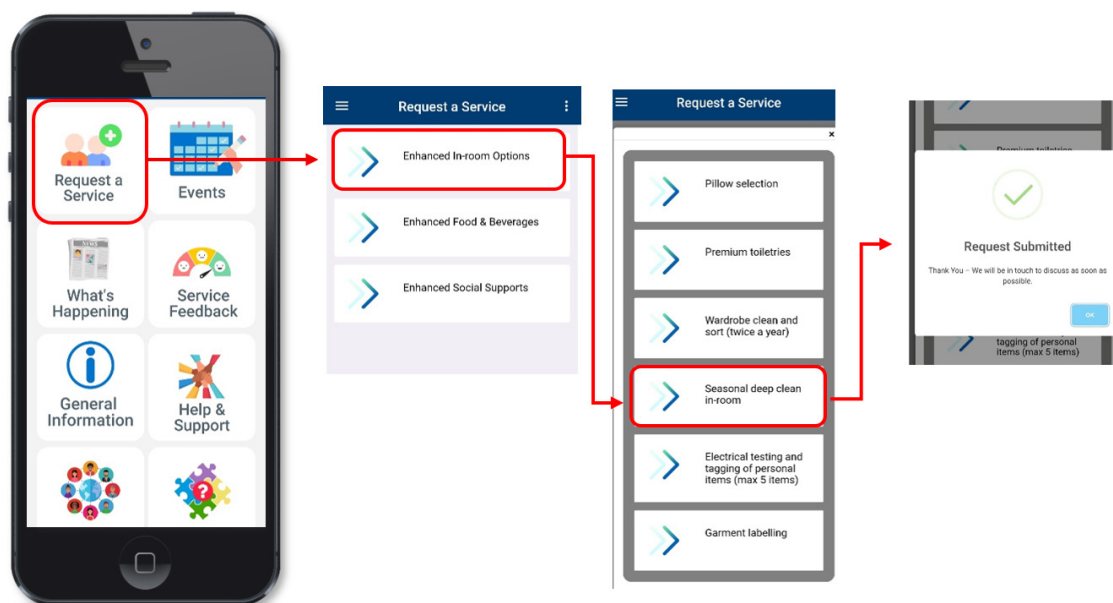


Puzzles: Your daily dose of mental gymnastics at your fingertips, accessing games like puzzles, sudoku and trivia.

Request a Service

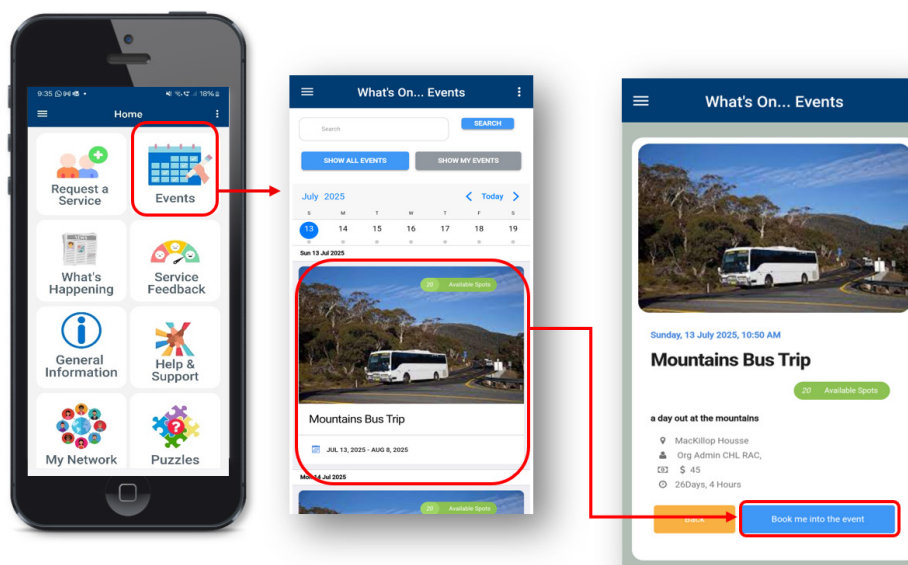
You can request optional services ranging from enhanced in-room services to social supports, allied health or additional in-home services.

Click on 'Request a Service' to submit a request to your home team. Once the request is submitted, the team will reach out to you to have a conversation about next steps.



Events

Click on 'Events' to see what activities are available for you to book. You will be able to book these activities directly from the app.



What's Happening

Click on 'What's Happening' to stay up to date with current news and events in your home.

You will find different activities calendars and important dates coming up.

In this section you can also access the home's latest newsletter and the weekly menu.

Browse the buttons on this section to learn more.



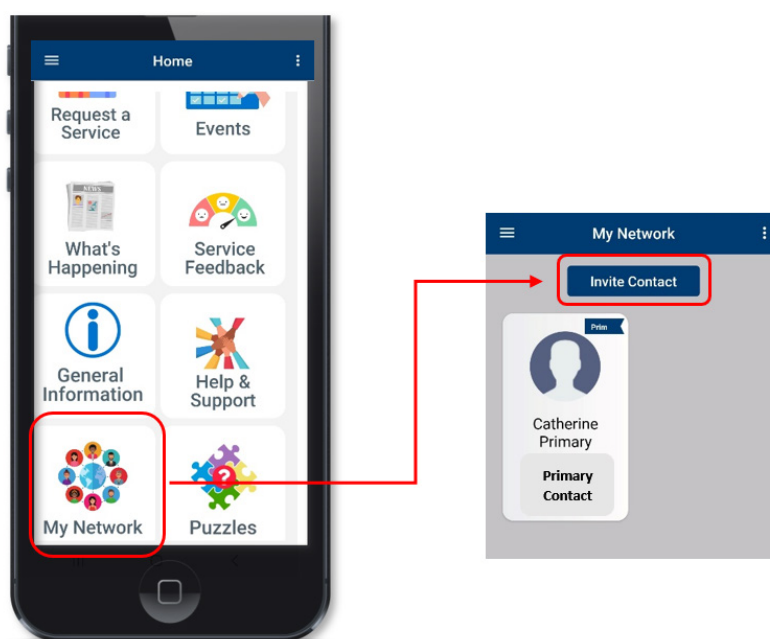
My Network

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

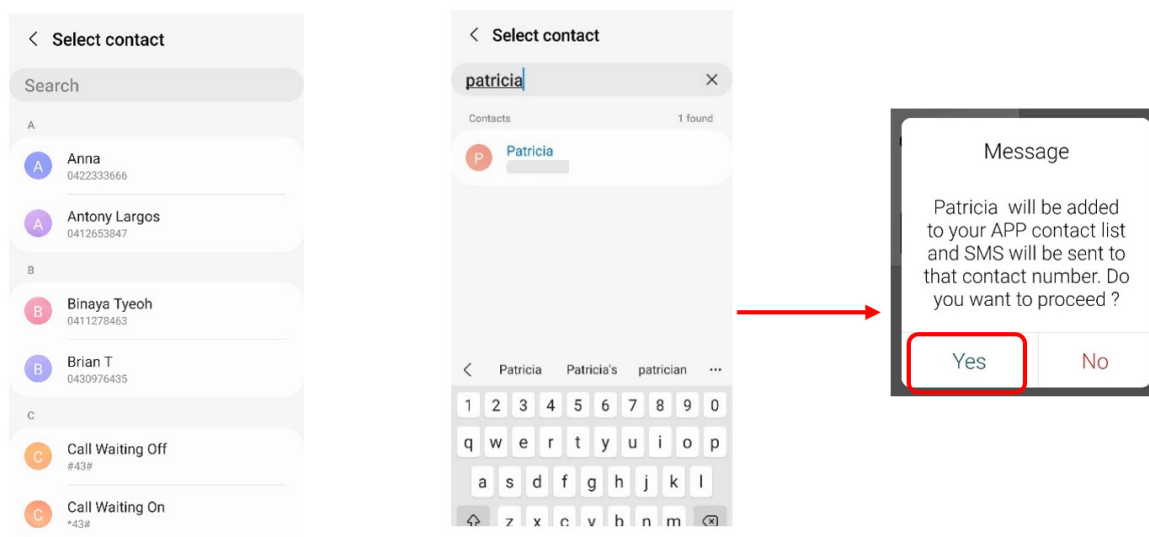
You can invite other people to the app. Anyone you invite will have restricted access. Invited contacts will not be able to request a service or view your network.

To add someone to your network and to the app they must first be saved to your phone's contact list.

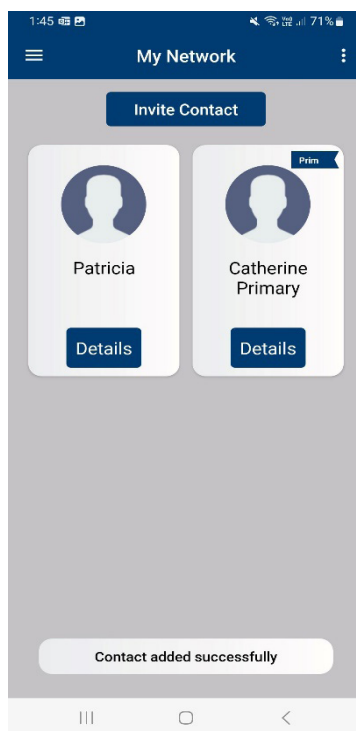
Click on 'My Network' then click on Invite Contact.



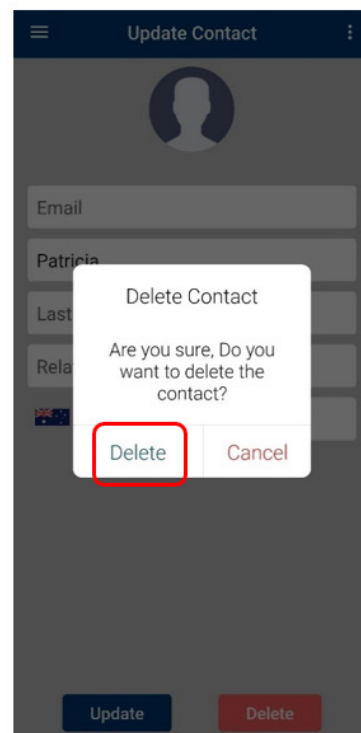
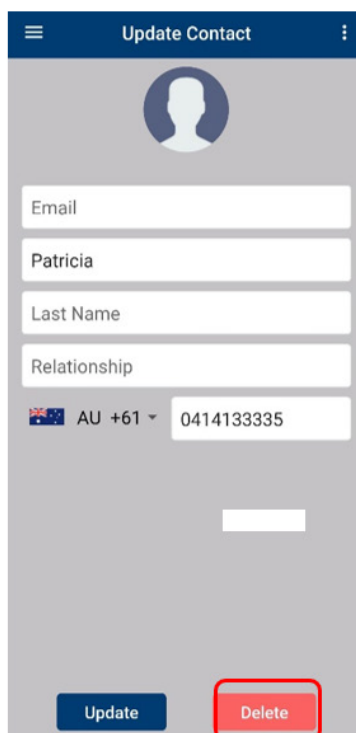
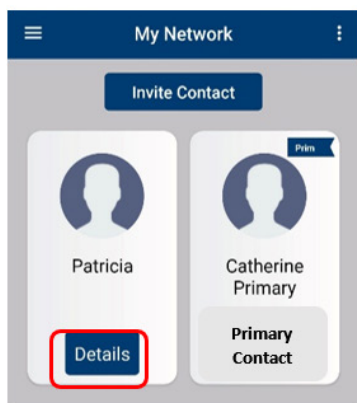
From your phone's contact list, type in the name of the person you would like to invite. You can also scroll down to find the person. Click on the contact. Click Yes to proceed.



The contacts invited will receive an SMS to download the app 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.

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 contact you to further discuss your feedback if required.

Help and Support

There are different ways you can gain more knowledge about the app.

1. You can access our education material on our website by going to catholichealthcare.com.au/campaigns/chc-app.
2. You can access this guide in the 'Help and Support' section in the app.
3. You can ask the Admin team in your home for assistance.

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. Thank you for choosing the app to enhance your experience with our service!





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