

Catholic Healthcare App User Guide

**For Retirement Village residents who also use
Catholic Healthcare Home Care Services**

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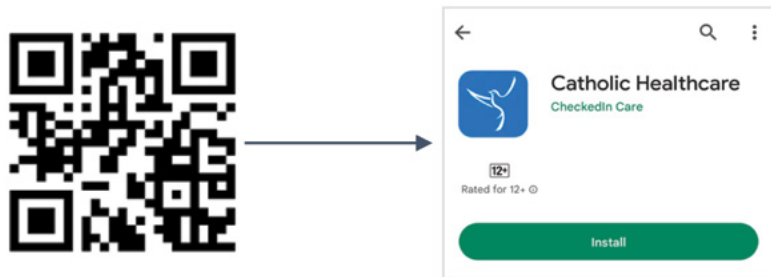
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Downloading the App

The Catholic Healthcare App (“the App”) is supported by Apple iPhone 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

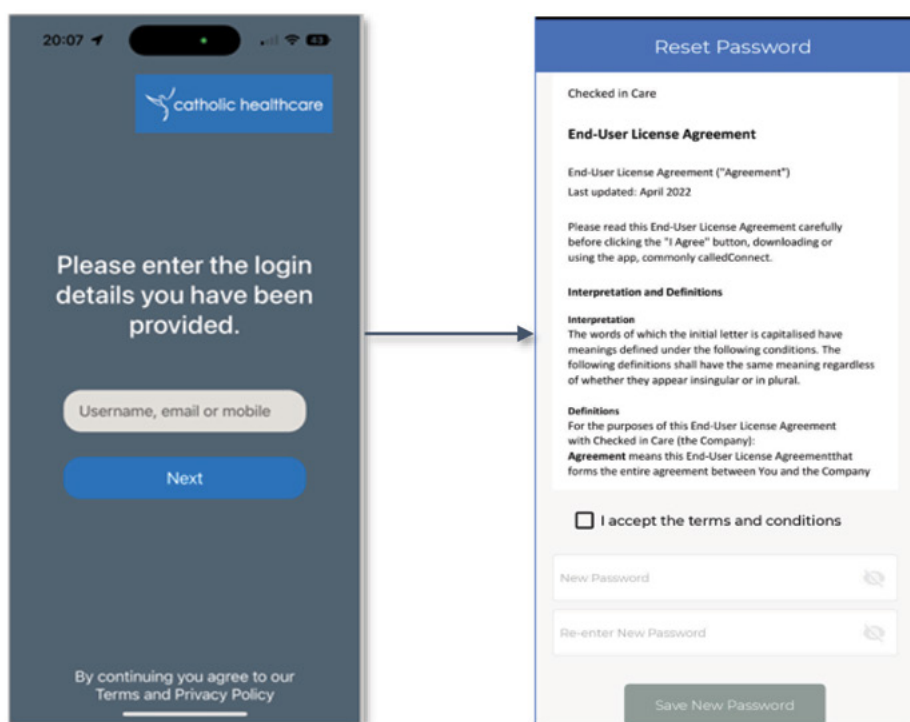
Once you have downloaded the App, enter your **mobile phone number** or **email address** and press 'Next'. We recommend using your mobile phone number to log in if you have one.

If logging in with an email address, you will have already received your password within the welcome email. Enter this password into the field. If you don't have this email, click on 'Forgot Password?'

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.



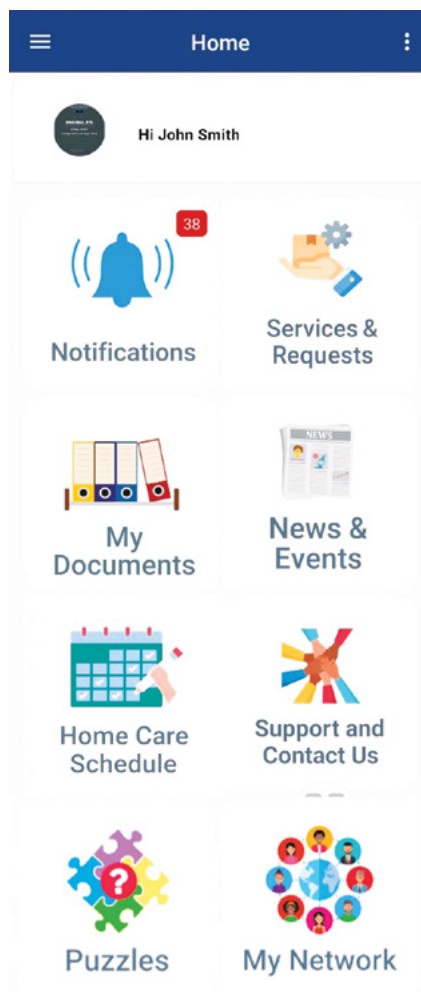
Please note: You do not need to re-enter your username and password each time you use the App. Please stay logged in to receive important notifications regarding your services.

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.

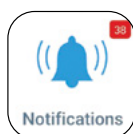
Home Screen Overview

If you are living in a retirement village and use Catholic Healthcare Home Care services, you will find all the information you need in one app. If you already use the App for Home Care, the App will update to include the retirement village features.

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



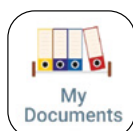
Home Screen Tiles



Updates about requests, event bookings and app activity in general.



Request, cancel or change home care services, find village request forms and service history.



Find care plans, invoices, statements and village meeting minutes and budget among others.



Find out what's happening around the village, events coming up and the village newsletter. Book into special events through the App.



See your booked Home Care services in your schedule.



Contact your Home Care team, village team, provide feedback and find this user guide.



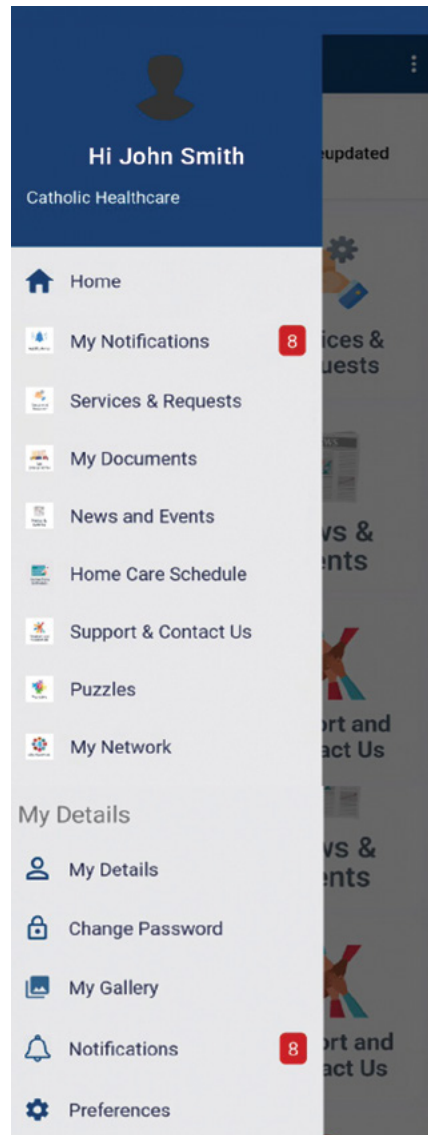
Have some fun and keep your mind active by playing sudoku, a crossword and trivia.



Invite trusted contacts to connect through the App.

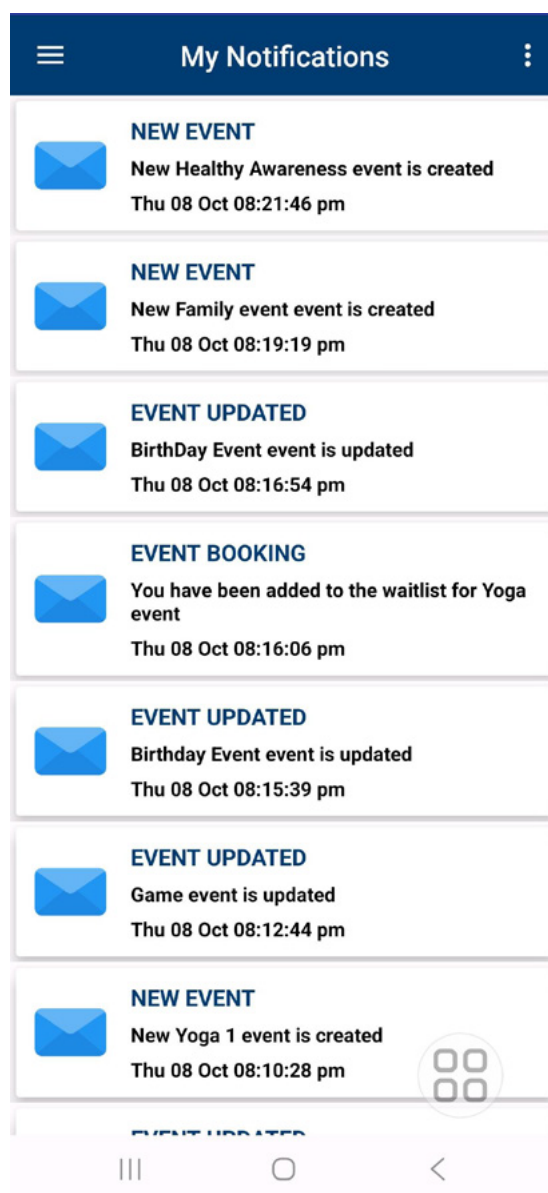
Navigation Menu

Select the menu icon at the top left to open a list of app features and account settings.



Notifications

Notifications give updates about activity within the App. Some examples of notifications can be confirmation of event bookings, reminders of upcoming services, or completion of a service request. Make sure you enable app notifications on your phone to receive these.



Services & Requests



This section brings together your Home Care service options, Village Request Forms, and service history.

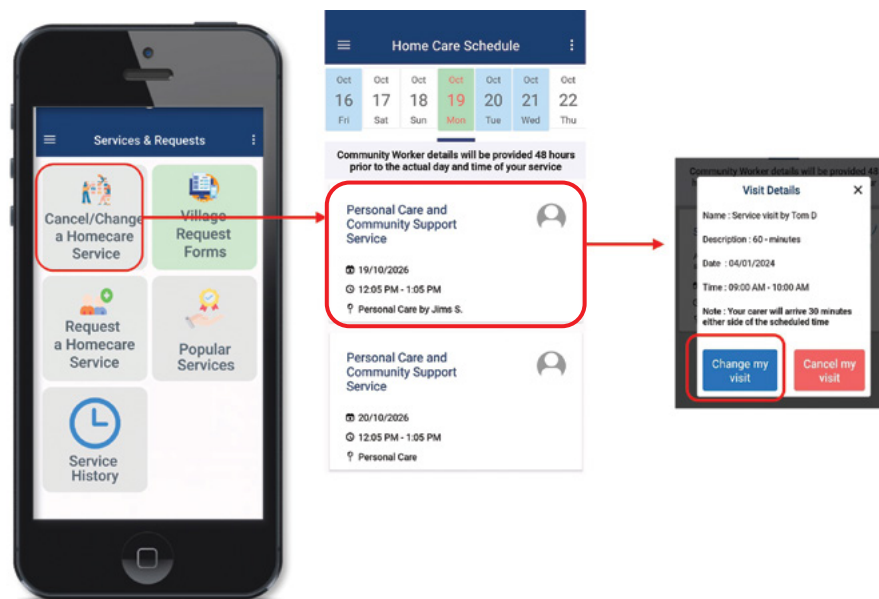


Tip: tiles that have a light green background are village related, tiles that have a light grey background are Home Care related, and tiles that have a white background apply to both types of services.

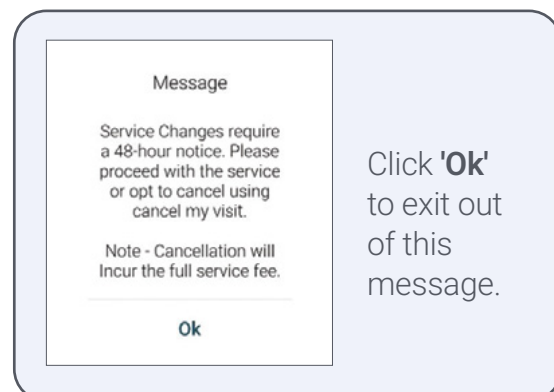
Change or Cancel a Service

To 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.

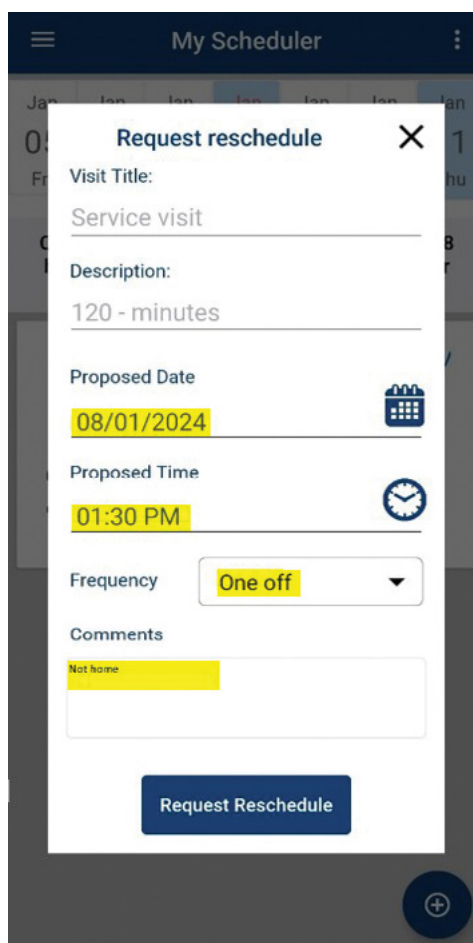
Click on the blue 'Change my visit' button.



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:



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

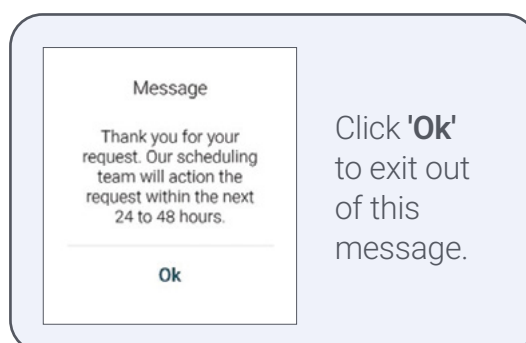


The screenshot shows a mobile app interface titled 'My Scheduler'. A modal window titled 'Request reschedule' is open, featuring a close button (X) in the top right corner. The form contains the following fields: 'Visit Title' with the text 'Service visit'; 'Description' with the text '120 - minutes'; 'Proposed Date' with a calendar icon and the date '08/01/2024'; 'Proposed Time' with a clock icon and the time '01:30 PM'; 'Frequency' with a dropdown menu set to 'One off'; and 'Comments' with the text 'Not home'. A blue button labeled 'Request Reschedule' is positioned 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.

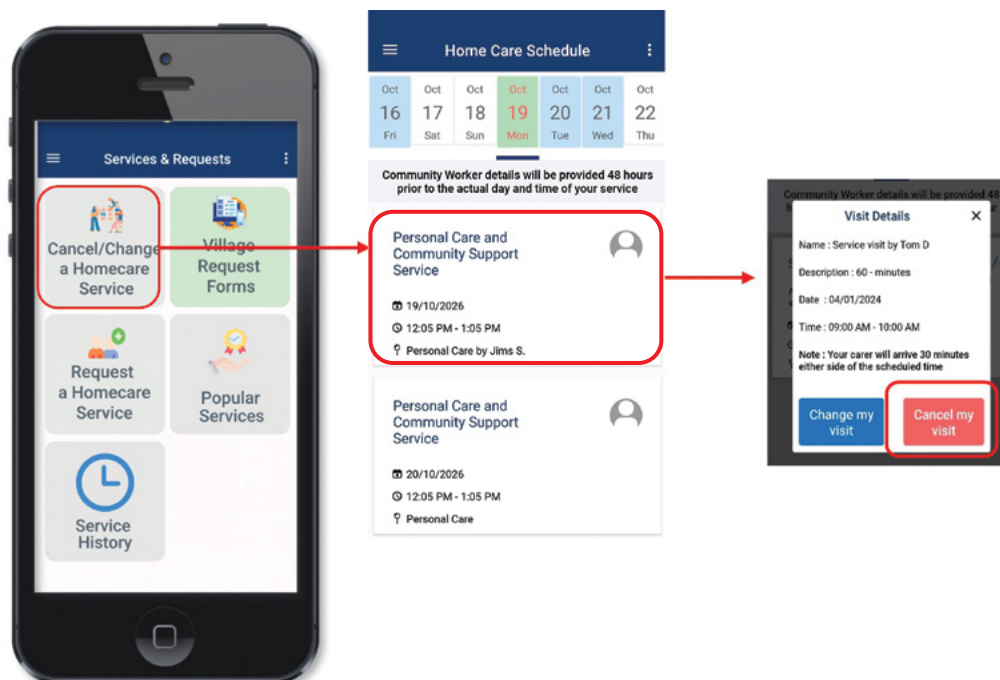
Once you have completed the required fields, click 'Request Reschedule'. You will receive a pop-up window to confirm your request has been submitted.



The image shows a confirmation message pop-up window. On the left, a box titled 'Message' contains the text: 'Thank you for your request. Our scheduling team will action the request within the next 24 to 48 hours.' Below this text is an 'Ok' button. To the right of the message box, outside the box, is the instruction: 'Click 'Ok' to exit out of this message.'

To 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:

Message

Service Changes require a 48-hour notice. Cancellation will incur the full-service fee. Do you want to proceed?

YES NO

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.

Village Request Form

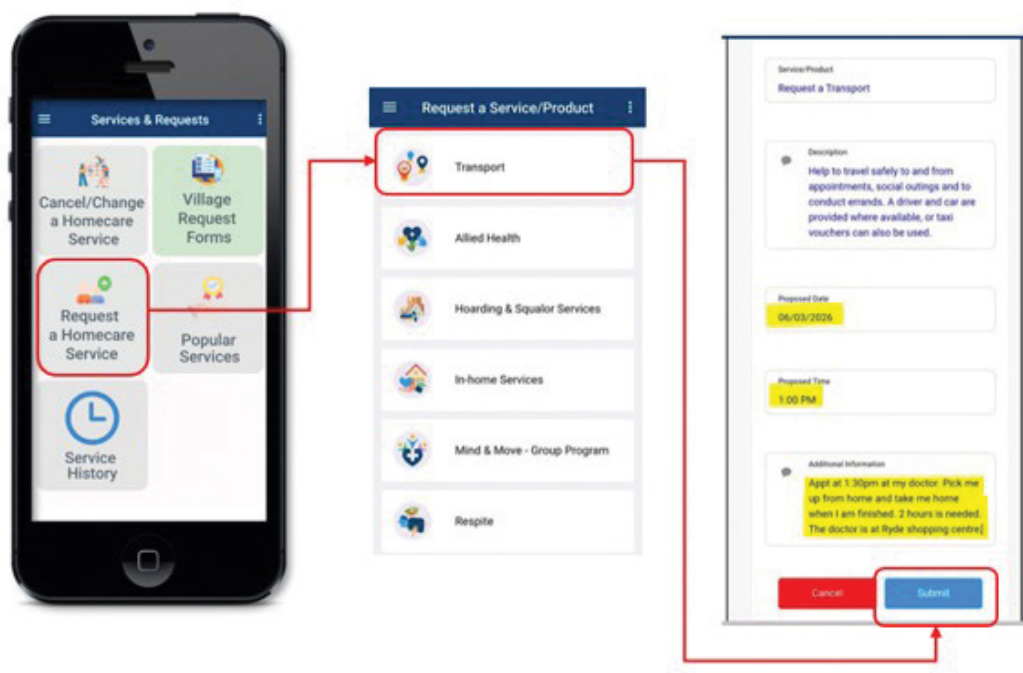
You can submit maintenance requests, absence and overnight guest visit notifications directly through the App.

Choose which form you wish to complete, complete the mandatory fields (those with a red asterisk) and submit the form.



Request a Home Care Service

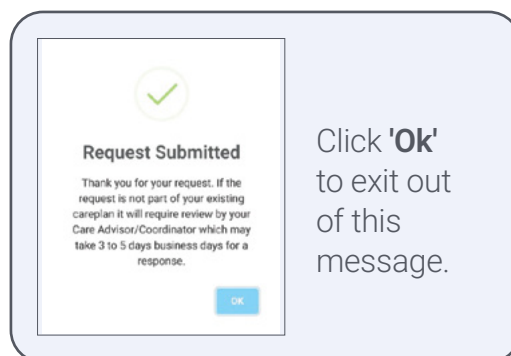
Click on 'Request a Home Care Service' to submit a request to our Rostering team for a new service. You can submit a one-off service or a new regular/ongoing service. The App will not allow you to select a date or time within 48 hours. You can view and request a service from our full range of services.



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
- If 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

A one-page view of our popular services.

Our Popular Services



DAILY LIVING	CLINICAL SERVICES	HEALTH AND WELLNESS	CONNECTING WITH OTHERS	SPIRITUAL WELLBEING
• 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	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, BGL, BP etc) Remote Support • Health Monitoring • Nurse and Allied Health support	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 • Buried in Treasures -Online Hoarding Support Group • Online Declutter group • Aged Cared 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 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	• 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.

Request History

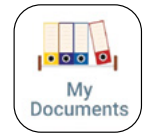
Request History

Requested for: Cancel the service 04/03/2026 10:35 AM

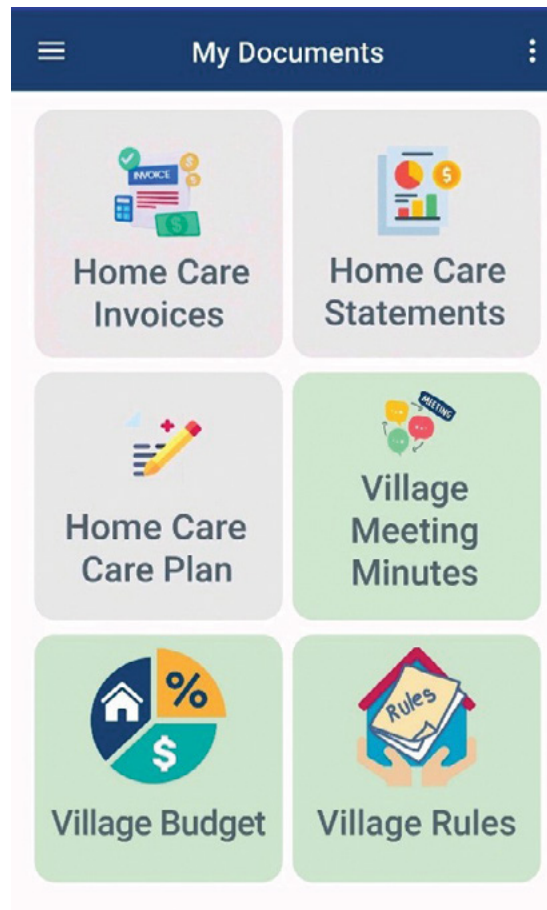
Additional Info: One off, Will not be home

Requested Date: 03/03/2026

My Documents



My Documents gives you access to Home Care and village documents available to you. By tapping each of the tiles, you will be able to access the related documents.



News & Events



Use News & Events to stay informed about Catholic Healthcare and village activities.



Tap on 'What's Happening' to stay up to date with current news and events around the village.



Browse available events. Book an event, view or cancel your bookings.



Access the village monthly activities calendar.



Get a digital copy of the monthly village newsletter.



Learn more about our diverse and exciting range of health and wellness activities.



Stay up to date with Catholic Healthcare news.

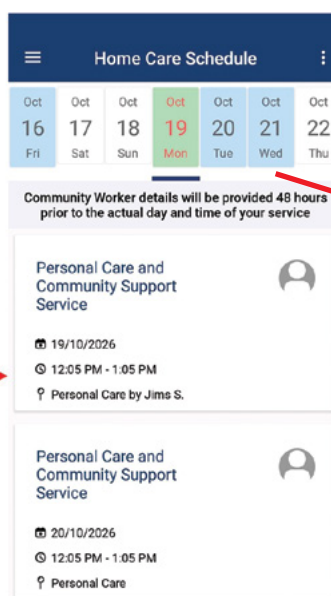
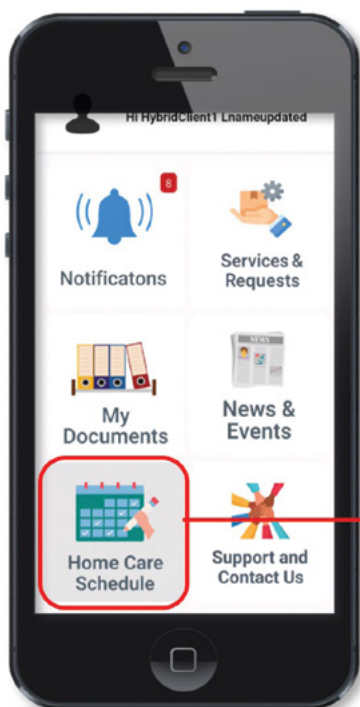


Learn more about the Support at Home program.

Home Care Schedule



Tap on 'Home Care 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 before*.



Scroll left and right to view more dates

Any date shaded in blue indicates you have a service scheduled on that day



Please note: The ⓘ 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

Home Care Schedule

Oct

Oct

Oct

Oct

Oct

Oct

Oct

16

17

18

19

20

21

22

Fri

Sat

Sun

Mon

Tue

Wed

Thu

Community Worker details will be provided 48 hours prior to the actual day and time of your service

Personal Care and Community Support Service



📅 19/10/2026

🕒 12:05 PM - 1:05 PM

👤 Personal Care by Jims S.

Unconfirmed service

My Scheduler

Jan

Jan

Jan

Jan

Jan

Jan

Jan

05

06

07

08

09

10

11

Fri

Sat

Sun

Mon

Tue

Wed

Thu

Community Worker details will be provided 48 hours prior to the actual day and time of your service

Personal Care and Community Support Service



📅 20/10/2026

🕒 12:05 PM - 1:05 PM

👤 Personal Care

Support & Contact Us



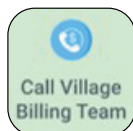
There's a variety of ways you can contact the team via phone and email, provide feedback and find helpful information through the App.



Tap on this tile to go straight to your phone app and call our Customer Service team on 1800 225 474.



This tile will directly take you to dial the village reception's number.



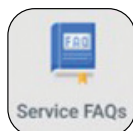
This tile will directly take you to dial the Village Billing team number.



By tapping here, you can send an email to the Village Manager directly from the App.



Share your feedback with Catholic Healthcare by submitting it via the Feedback Hub.



Helpful information about your Home Care services.



Access the Home Care Services Handbook and find out the range of services Catholic Healthcare has to offer.

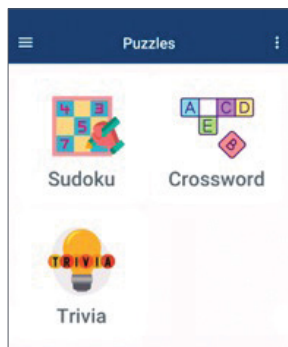


Find a digital version of this user guide.



Tip: to make sure you can use the phone call functionality, make sure you enable all the permissions on your phone. See Appendix 1.

Puzzles



Keep your mind active by playing these fun games. Whether you prefer letters or numbers, you can choose between sudoku, crossword or trivia. Games are updated regularly, so there is always something new to play.

My Network



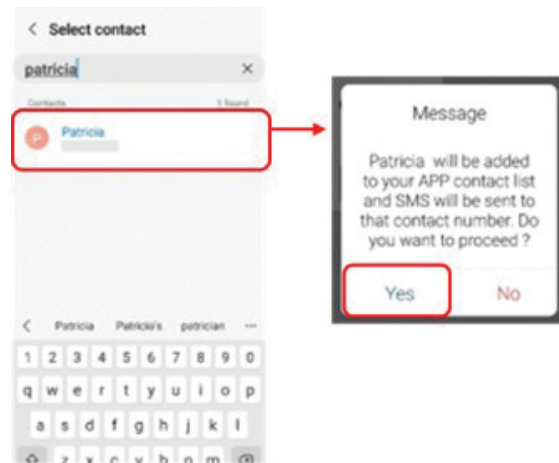
You can invite other people to join the App. Invited contacts will not be able to cancel/change your service, request a service, access documents or view your network. Invited contacts will be able to view your schedule, see information under Mind+Move, What's Happening, Help & Support and Service Feedback.

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.

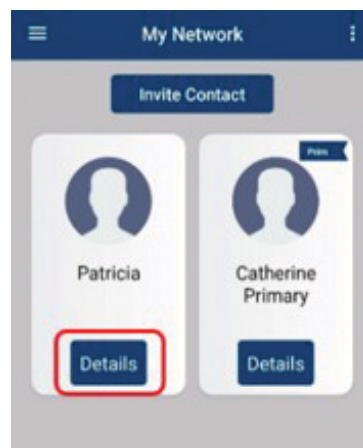


From your phone's contact list, type in the name of the person you would like to invite. You can also scroll down to find the person. Click on the contact. Click 'Yes' to proceed.

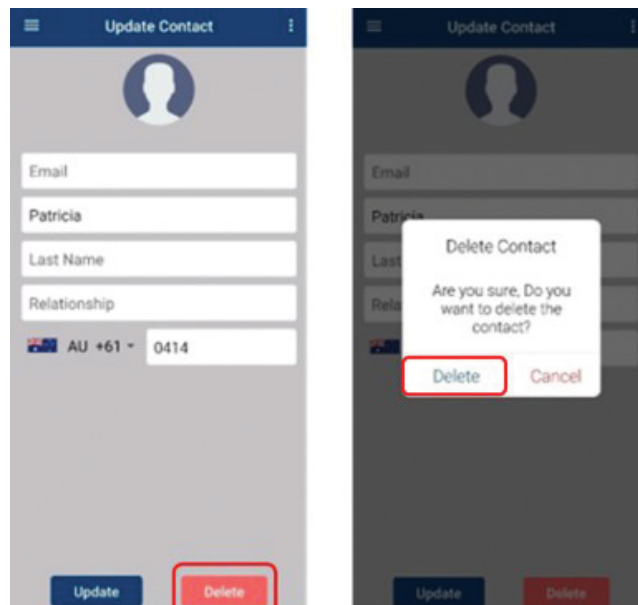


The invited contact will receive an SMS message and they will be added to your network.

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.



Your invited contacts may have some of the features of the app restricted. For example, only you and your authorised representative will be able to change or request services. A family member you invite will not have this permission.

Help and Support

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

1. You can access our educational materials on our website by going to www.catholichealthcare.com.au/catholic-healthcare-app.
2. You can talk with the lovely village team for assistance.
3. You can call our friendly Customer Care team on **1800 225 474**, who are available and ready to help you.

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 your village team. Thank you for choosing the App to enhance your experience with our service!

Appendix 1

Accepting the Permissions is important to ensure full functionality. 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:

Suite 1, Level 5, 15 Talavera Road
Macquarie Park NSW 2113
1800 225 474

catholichealthcare.com.au