

Catholic Healthcare App User Guide

For Retirement Village Residents



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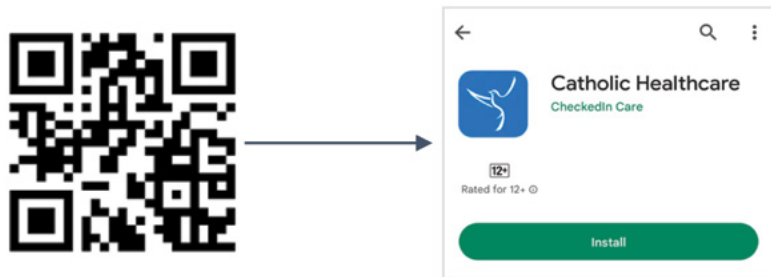
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Downloading the App

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

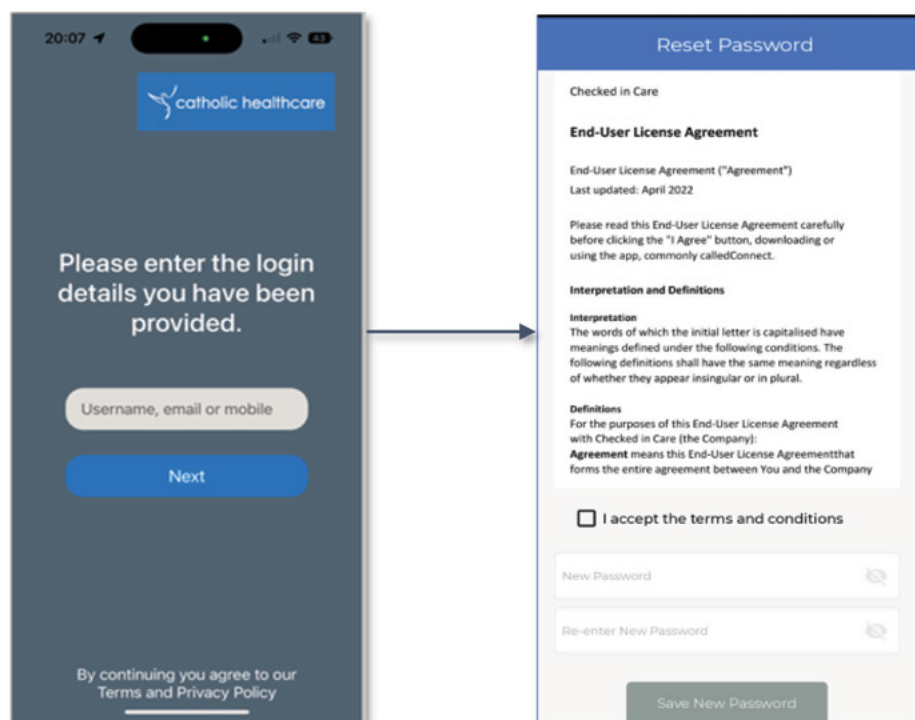
Once you have downloaded the App, enter your **mobile phone number** or **email address** and press 'Next'. We recommend using your mobile phone number to log in if you have one.

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.

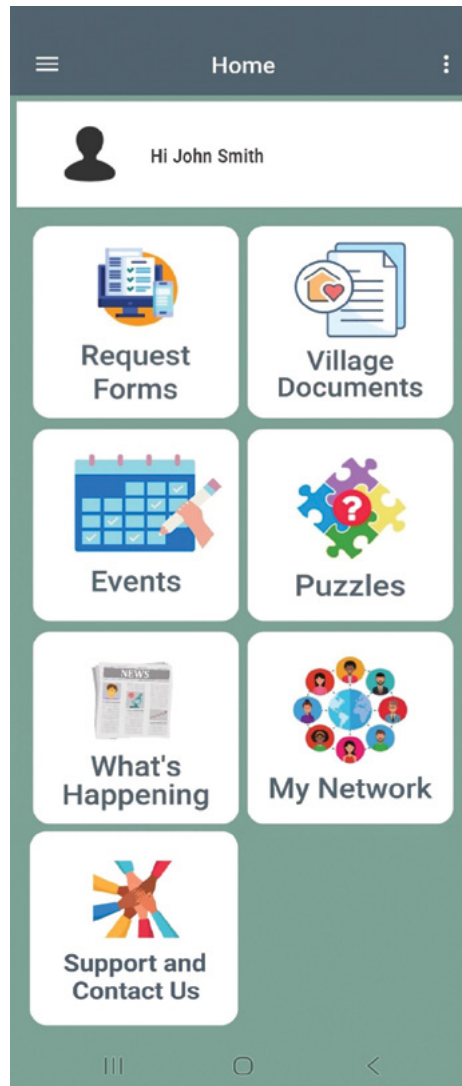


Please note: You do not need to re-enter your username and password each time you use the App. Please stay logged in to receive important notifications regarding your services.

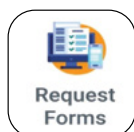
Accept the permissions request to ensure the full functionality of the App. See **Appendix 1** at the end of this guide for an explanation on why these permissions are required.

Home Screen Overview

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



Home Screen Tiles



Find maintenance request, absence and guest visit notification forms and submit them directly via the App.



Find village rules, meeting minutes, and village budget documents. Also check out the monthly activities calendar and village newsletter.



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



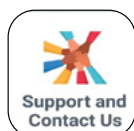
Have some fun and keep your mind active by playing sudoku, or trivia or doing a crossword.



Stay up to date with current news and events at Catholic Healthcare and around the village.



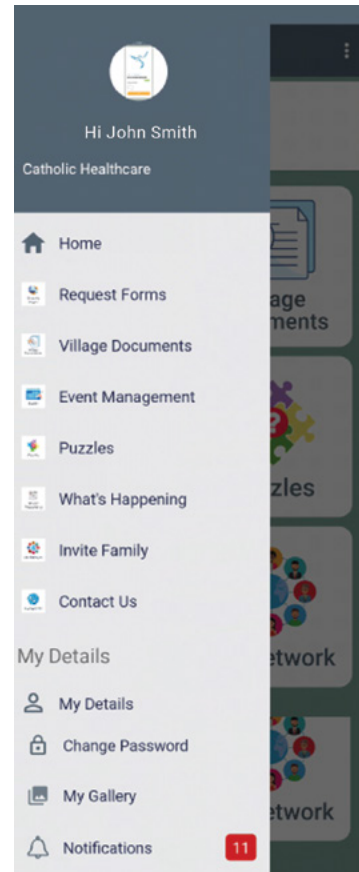
Invite trusted contacts to connect through the App.



Contact the village team directly via the App. You can call village reception, send the Village Manager a message or contact our Billing team with a query about your fees.

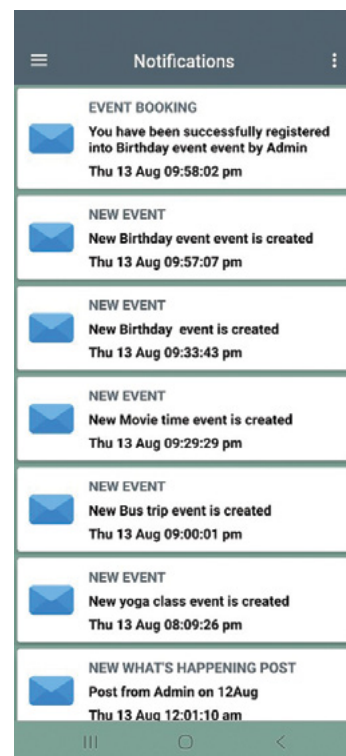
Navigation Menu

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

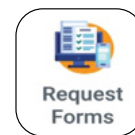


Notifications

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.

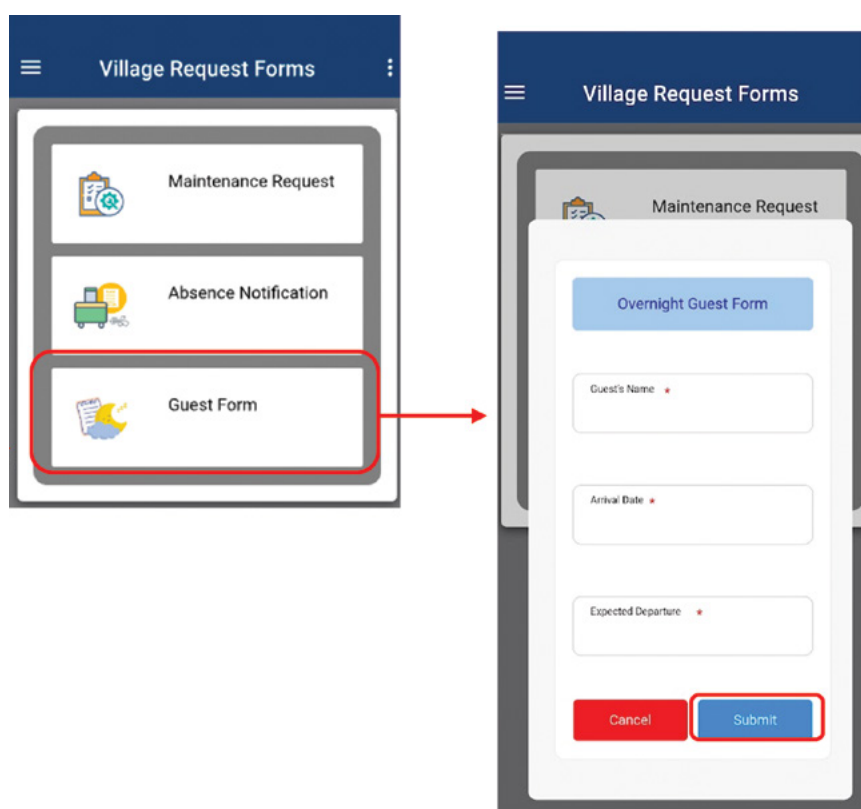


Village Request Forms



In this section you can submit maintenance requests, absence and overnight guest visit notifications directly through the App.

Choose your form, complete the mandatory fields (those with a red asterisk) and submit the form.

The image shows two screenshots of the "Village Request Forms" app. The left screenshot displays a menu with three options: "Maintenance Request", "Absence Notification", and "Guest Form". The "Guest Form" option is highlighted with a red rectangle, and a red arrow points from it to the right screenshot. The right screenshot shows the "Overnight Guest Form" with three input fields: "Guest's Name", "Arrival Date", and "Expected Departure". Each field has a red asterisk indicating it is mandatory. At the bottom of the form are two buttons: a red "Cancel" button and a blue "Submit" button, which is also highlighted with a red rectangle.

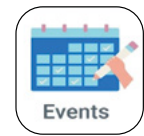
Village Documents



You can access village documents available to you. By tapping on each of the tiles, you will be able to access the documents related.

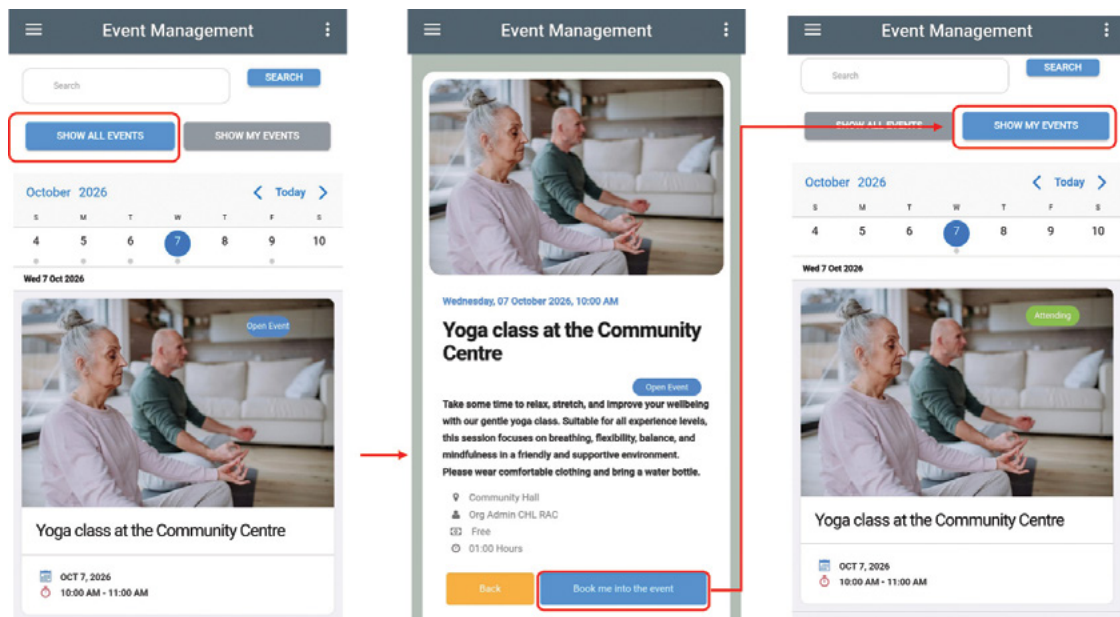


Events



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

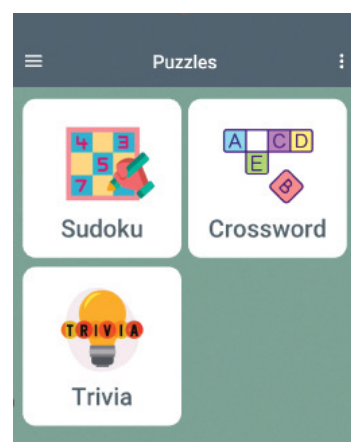
Tap on 'show all events' to see events available. Tap on the event you are interested in and book it. After you book, it will appear listed in 'show all events'.



Puzzles



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



What's Happening



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

My Network



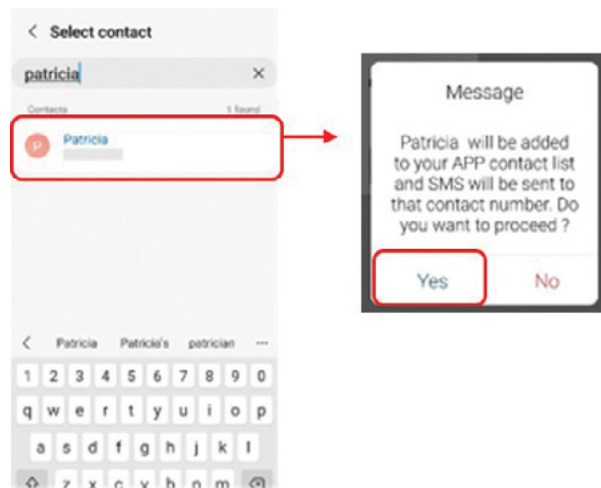
You can invite other people to the App. Invited contacts will be able to request a service, notify the village about guests and absences, or access documents. Invited contacts will be able to view your Events, What's Happening, Help & Support and Service Feedback.

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.

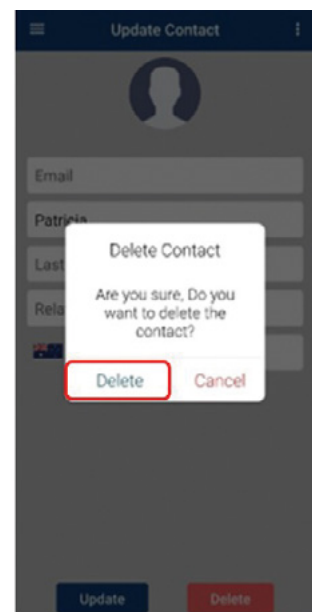
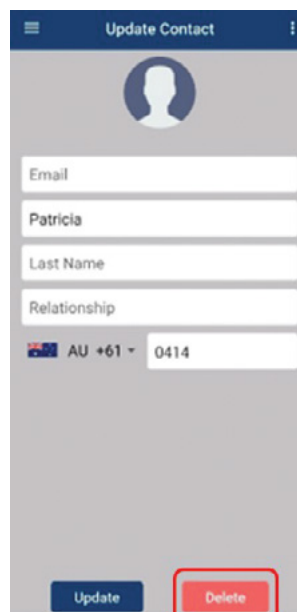
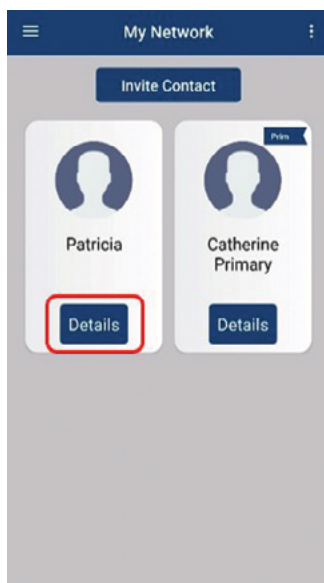


The invited contact will receive an SMS message and they will be added to your network.

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 services.



Support and 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.



Call the village reception's number directly.



Call the Village Billing team number directly.



Send an email to the Village Manager directly from the App.



Find a copy of this helpful user guide.



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



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

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:

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