

App launch

A new way to connect with us.

Safe, simple, secure.



Keep up-to-date with the Anglicare Southern Queensland app

The Anglicare Southern Queensland app is free and easy to use and available to home care clients, their families, and care team. It will simplify and improve communications between you and your support workers and provide you with peace of mind, as you will always know who's coming to deliver your care and when they are coming.

The app can be downloaded to your smart phone, iPad, or tablet. You can also invite family members and others in your circle of care to download the app so they can keep up-to-date with details of your scheduled visits and other information.

The app will allow you to:

- View your upcoming scheduled services up to 2 weeks in advance from an automatically updated calendar
- See who will be coming to provide your service
- Request to reschedule existing visits or request new services*
- If you choose to, be part of a private and secure social feed where you can keep up-to-date with Anglicare news and events, and post photos and messages directly to those in your circle of care.

Please note: These new services are only designed to help you manage the scheduled care you receive in your home. In the event of an emergency please call 000.

* Services changed within 24 hours of a scheduled time may incur charges. If you need to reschedule a visit, let us know three (3) working days ahead of time, so we can do our best to accommodate your request.



SMS direct chat

SMS direct chat allows you to send a message to your care team at any time. This is perfect if something pops into your mind outside of business hours and you need to let them know. Save the dedicated SMS number, 0482 095 792 into your mobile phone as 'Anglicare Southern Queensland'. You can send a message with up to 160 characters and we will respond as soon as possible during business hours.



SMS notifications

If the date or time of your scheduled visit has changed or if a different worker is coming to see you, we will send an SMS notification to your mobile phone. So, if you're not home or can't answer the phone you'll be updated.

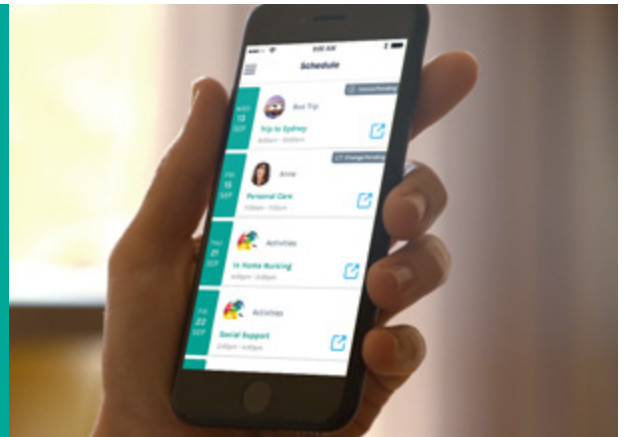
App user guide



How do I download the app onto my device?

There are three ways to download the app to your phone, iPad, or tablet. Instructions for each are below.

Please note: the app is free, there is no cost for downloading or using the app.



Option 1: Download directly from your phone or device

1. Open the Google Play Store (Android phone) or Apple App Store (iPhone) by selecting the icon on your smart phone or tablet
2. Search: *Anglicare Southern Queensland*
3. Select the Anglicare Southern Queensland app by Hayylo
4. Select the GET or INSTALL button (this will download the app to your phone).

Option 2: Download using the SMS link

If you have an SMS invitation from Anglicare Southern Queensland to download the app, tap the link and follow the steps.

1. When prompted, select the type of phone you have
2. If you select iPhone, you will be taken to the Apple App Store. If you select Android phone, you will be taken to the Google Play Store
3. Select the GET or INSTALL button next to the Anglicare Southern Queensland app icon (this will download the app to your phone).

Option 3: Download using the QR code

1. Scan the QR code below or on the flyer included with this letter by using the camera on your phone or device
2. Open the Play Store (Android) or Apple App Store (iPhone) by tapping on the icon on your smart phone or tablet
3. Search: *Anglicare Southern Queensland*
4. Select the Anglicare Southern Queensland app by Hayylo
5. Select the GET or INSTALL button (this will download the app to your phone).

Scan to download



How do I login to the app for the first time?

The first time you open the app you will need to login. Please have your mobile phone number (the one held by Anglicare Southern Queensland) and your email address on hand.

During login you will be asked to allow Anglicare Southern Queensland to send you notifications. Please **allow notifications** to be sent, these are the messages that tell you if your visit dates or times have changed.

If you are unable to login, please call us for assistance on 1300 610 610 during business hours.

Instructions

1. Open the app
2. Select *Get Started*
3. Tap *Accept* for the Hayylo terms and conditions
4. Enter your mobile telephone number (use the number held by Anglicare Southern Queensland)
5. You will be sent a PIN via SMS to your mobile phone (please allow a few minutes for the PIN to be sent)
6. If you do not receive your PIN, check that the phone number you entered is correct and is the one held by Anglicare Southern Queensland, and try selecting *Re-send PIN*
7. Pause and the PIN will automatically appear in the app
8. If the PIN does not automatically appear, enter the PIN you have received via SMS and tap *Next*
9. Enter your email address in the space provided and tap *Send*. If you would prefer to send your email address later, tap *Skip*
10. Your name and address will now be displayed. Check the details, tap *Confirm* if they are correct or tap *Edit* to make changes
11. Select *Allow Push Notifications* - this means you'll be alerted when your visit dates or times have changed.

Now you are ready to use the app!




Invite people to join your circle of care:

The app allows you to invite family and carers to be part of your circle of care. People in this group will be able to view your schedule and keep up-to-date with news and events through the social feed.

Follow the instructions below to add people to your circle of care. To add people to your circle of care you will need their name and mobile phone number.

If you wish to remove someone from your circle of care, call us on 1300 610 610 during business hours.

Instructions

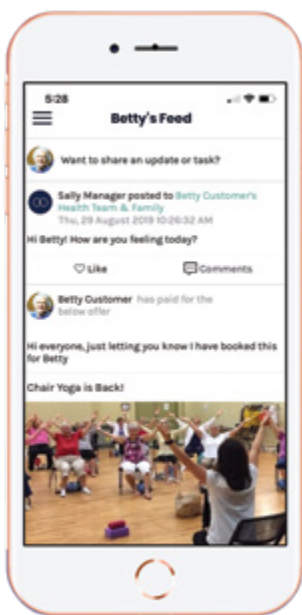
1. Select the menu icon  located in the top left corner of the screen
2. Tap on *Invite People*
3. To add contacts from your phone, tap the plus icon  located in the top right corner of the screen, select *Search Your Contacts* and select the person from your contacts you wish to add. Repeat to add more people
4. Alternatively, (after Step 2), tap the plus icon  located in the top right corner of the screen
5. Enter the name and mobile phone number of the person you would like to invite
6. Tap *Invite*
7. The person is now added to your circle of care. You will be able to see their status as active once they have downloaded the app and logged in.

Request something:

The *Request Something* function lets you communicate easily and quickly with Anglicare Southern Queensland. Select the menu icon ☰ located in the top left corner of the screen and then select Request Something. A list of request items will display.

- REQUEST A CALL BACK: tell us in a few words why you need a call back and we'll get back to you soon
- GENERAL ENQUIRY: briefly tell us about your enquiry and we'll get back to you soon
- CANCEL OR RESCHEDULE A SERVICE: follow the prompts to change or cancel a scheduled service
- REQUEST ADDITIONAL SERVICE: tell us in a few words, what service you need, your preferred date and time and any other important details
- FEEDBACK: we love to hear any feedback you have on our service.

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Keep up-to-date with events via the Feed:

The 'Feed' is your personal internal social feed. No one outside of your circle of care can see this feed. If you choose to, you can use the Feed to socialise and share updates and messages, photos and videos with family and friends that you have invited to be part of your circle of care.

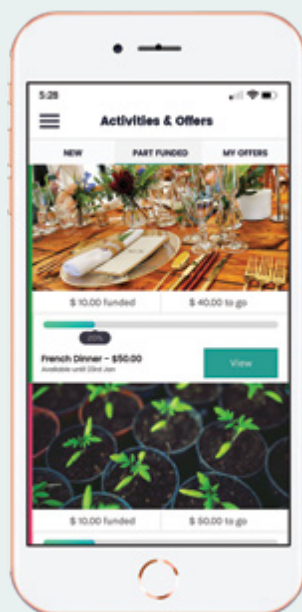
Anglicare Southern Queensland will also post company-wide messages, to keep you informed of upcoming events, important information and services on offer.

More app features:

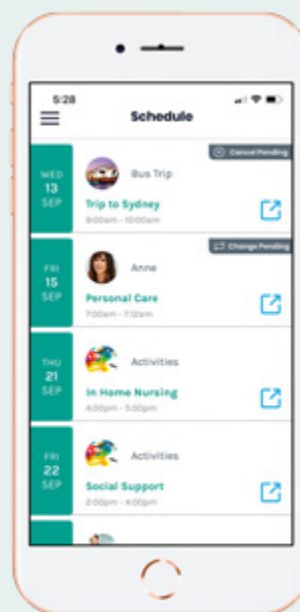
Your support at your fingertips



Check what's on and book extra activities



View schedule and manage services



Get notified on changes to services



Frequently asked questions:

Why is Anglicare Southern Queensland increasing ways to communicate?

We've listened to feedback from our clients that tells us they'd like to be able to see who's coming and when. We also understand that some of our clients and family contacts are not always able to answer the phone when we call with news about their schedule.

By using the app, you will be able to see your schedule up to 2 weeks in advance in real time. You can invite your family members to use the app too, which makes it easier for everyone to stay informed. We will send an SMS notification to your mobile phone if details of your visit change, so you will always receive our messages.

Will I still be able to call Anglicare?

Yes. The app is not going to replace existing ways to contact us. The app is another tool we are offering to make it easier and more convenient for you to keep in touch with us. We will always be here to answer your questions if you call 1300 610 610 during business hours.

Is the Client Service Centre team being replaced by SMS messages?

No. SMS messages will not be replacing the Client Service Centre team - it's simply an additional way you can communicate with our team. You can still phone us and we will be there to answer you during business hours.

SMS is a great way of sending a request after hours. The question is then off your mind, and Anglicare will respond during business hours.

You will receive SMS updates to inform you of changes to your services. The Anglicare team will continue to phone you to discuss anything significant, including cancelled services, or short notice changes to services.

I don't have a mobile phone. How will I receive my schedule change notifications?

Do I have to buy a phone?

No. If you don't have a mobile phone, we will continue to phone you to let you know when your visits details have changed.

I don't want to receive SMS messages or notifications.

If you'd prefer to receive phone calls as well or instead of SMS notifications, contact us on 1300 610 610 and we can put this process in place.

What happens if I don't see my notifications?

You may not have the SMS notification turned on. Select the menu icon ☰ located in the top left corner of the screen and then select Settings. Tap on the button on the right to turn the notification function on.

What if I change my phone number or lose my phone?

Please contact us on 1300 610 610 during business hours.

Who do I contact if I need help with the app?

Please contact us on 1300 610 610 during business hours.