



## Frequently Asked Questions

### 1. When will the HomeCare+ Reporting Application (App) 'FOUR' be launched?

Commencement will kick off in September 2020.

### 2. When will FOUR Reporting start to affect me?

HomeCare+ will initially launch the Concern Reporting System to all workers. Once we have trialled Concern Reporting, we will plan to release further modules including Incident/Injury and Hazard Reporting Systems.

### 3. How does FOUR Concern Reporting work?

FOUR Reporting is based on the current paper-based model but can now be completed online, at anytime, anywhere.

When a concern is identified, you will be able to fill out a report on a mobile device. The form is submitted to PQSA/HomeCare+ where the Supervisor will be notified immediately during business hours via email and will be able to action in a more expedient manner.

### 4. What time of the day can I complete a Concern Report?

FOUR Reporting is a 24/7 open App. Reporting can be completed at any time of the day or night, including weekends.

### 5. Will I still have to complete a paper-based form?

No, the entries previously completed in a paper-based manner can all be completed online, via the FOUR App.

## 6. What are the benefits of FOUR Reporting?

FOUR Reporting is quick to complete, will save you time and effort with office staff being directly notified when a report is submitted and will be actioned by office staff in a timely manner.

## 7. Do I still need to call into the office?

Yes, if it is a critical incident or something that requires immediate resolution. We maintain the expectation that Support Workers are still to call through to the office to advise that a Concern Report will be lodged. This will be monitored.

## 8. How can I access the FOUR App?

You can access this App at any stage on your mobile device/tablet. The App is available on both iOS (version 8 or later) and Android (version 4.2 or later)

A user guide for downloading the application will be available to you to follow on the HomeCare+ website when launched.

## 9. What will be my FOUR Username and Password?

An email will be sent notifying you of your FOUR FORMS username and password details to use on your initial log-in.

When the App has been downloaded:

- a. You will be required to fill in the Username and initial log-in password
  - Your Username will be your email address.
  - Your Initial log-in Password will be your payslip details:  
Capital of first letter of first name/Capital of first letter of surname/Full Date of Birth - egJB04042020
- b. Your Employee Code will then be your PIN code to open the App.

## 10. What will be my password?

After your initial log-in, your password/pin will be your Employee Code, which you will be able to obtain through your payslip.

## 11. How much data does the app use?

The App uses very little data. You may be required to upload a photo from time to time, however, images in the program will be compressed meaning less data use.

## 12. Can I use the App offline?

Yes. You can fill out and submit forms while offline, which will then process once you reconnect to the internet.

### **13. What happens after the report submission?**

A ticket with the contents of the form will be created and forwarded to office staff for further action. Depending on the severity of the report, management may also be notified and receive a copy of the report.

### **14. Does the document get stored?**

Yes, a copy of your submitted form will be stored on our secure server and available for download at any time.

### **15. What steps do I take if things are not working and I require assistance?**

We encourage anyone experiencing any technical difficulties or simply needing some extra help to phone through to HomeCare+ and speak to the HomeCare+ Administrator during business hours for further assistance:

- Adelaide, Eyre Peninsula, Mid North, Riverland Offices on **(08) 8355 3500**.
- South East Office on **(08) 8726 7200**.

### **16. Does this reporting system maintain privacy?**

Yes, you can find FOUR's Privacy Policy [here](#).