



FREQUENTLY ASKED QUESTIONS

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

Commencement will kick off in June 2021. You will now be able to access and complete both the Concern and Incident/Injury Report Form from the same FOUR App.

2. When will FOUR Reporting start to affect me?

HomeCare+ has already launched its Concern Reporting System to all workers in September 2020. The Incident Reporting System will be launched in June 2021. Once we have trialled Incident Reporting, we will also release further modules including Hazard Reporting Systems.

3. How does FOUR Incident/Injury Reporting work?

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

When an incident has occurred and if a Client and/or Worker injury was sustained, you must fill out an Incident/Injury report, this can be done 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. We maintain the expectation that Support Workers are still to also call through to the office to advise that an Incident/Concern Report will be lodged.

4. What time of the day can I complete an Incident/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. HomeCare+, after a trial period, will no longer accept paper-based forms and will advise workers to submit their form 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 an Incident/Concern Report will be lodged.

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)

9. How can I download the FOUR App if I have not done so already?

A user guide for downloading the application will be available to you to follow on the HomeCare+ website when launched on <https://homecareplus.asn.au/staff-portal>

10. What will be my FOUR Username and Initial Password?

Please refer to the PQSA Downloading FOUR FORMS User Guide that will notify you of FOUR FORMS username and password/pin details to use on your initial log-in and continual access to the App.

When the App has been initially 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 **(ie. capital first letter of first name/capital first letter of surname/date of birth - egJB04042020)**
- b. Your **Employee Code** will then be your **PIN code** to open the App from that point on.

11. How much data does the app use?

The application uses very little data. HomeCare+ currently subsidises all Support Workers \$2.50 per fortnight for the use of HomeCare+ Apps and data requirements.

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 Incident/Concern 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](#).