

IRT Connect - Home Care Customer User Guide



Introducing IRT Connect

We're making it easier for you and your family to stay connected and manage your services with IRT with the introduction of our new app, IRT Connect.

IRT Connect is free and has been designed to meet the needs of each individual, dependent on the services they have with IRT.

As one of our valued Home Care customers, IRT Connect will enable you to:

- ✓ view your current schedule and upcoming visit information
- ✓ request changes or cancellations to future visits
- ✓ receive reminder alerts about your upcoming visits
- ✓ access your recent invoice or statement (Home Care Package customer)
- ✓ access IRT's contact details to get in touch with us easily.

This guide provides you with an overview of the main features included in IRT Connect. You can also find answers to frequently asked questions and informational videos on our website at irt.org.au/irt-connect/.



Downloading the app

IRT Connect is designed to be downloaded and used across all Apple and Android smartphone and tablet devices.

To download the app:

- Search for 'IRT Connect' in the App Store or on Google Play and download it.
- Alternatively you can visit irt.org.au/irt-connect/ for more information and follow the links to the App Store or Google Play.

If you don't already own a device and would like one so you can use the IRT Connect app, please speak to your Customer Relationship Manager and we can help you purchase one.



Logging in to IRT Connect

You will receive a letter in the mail including an 'IRT Customer Number' as your login and a temporary password. When you first log in, you'll be invited to change your password.

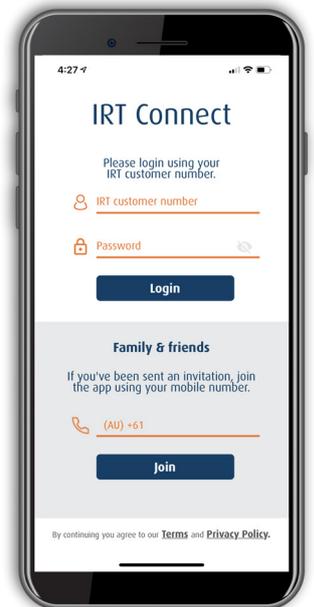
If your nominated next of kin or carer has registered their mobile phone number with us, they will also be assigned a login to IRT Connect. These details will also be provided in your letter, and you can give these to your next of kin or carer if you choose to do so.

This will enable them to access all of the same information available to you and perform the same tasks as you can.

If you or your next of kin or carer do not wish to use IRT Connect, we will delete your login details after three months of no activity. If you change your mind in the future, please get in touch with us and we can arrange a new login for you.

To log in:

1. Open the IRT Connect app on your device.
2. Enter your IRT Customer Number, then enter your temporary password that were provided to you in your letter.
3. For next of kin or carers who have received an invitation, simply enter your mobile number in the space provided.
4. Select 'log in' or 'join'.
5. If you have difficulty logging in or experience other technical difficulties please contact IRT on **134 478**.



Reminders and notifications

You and your nominated family members will receive alerts about upcoming visits and messages. You will receive separate notifications for each visit that is scheduled.

You can turn off notifications at any time via your phone settings if you wish.

If you would like to see your notifications again:

1. Go to the menu tab (the three horizontal lines in the corner of your screen).
2. Select 'notifications' from the list.

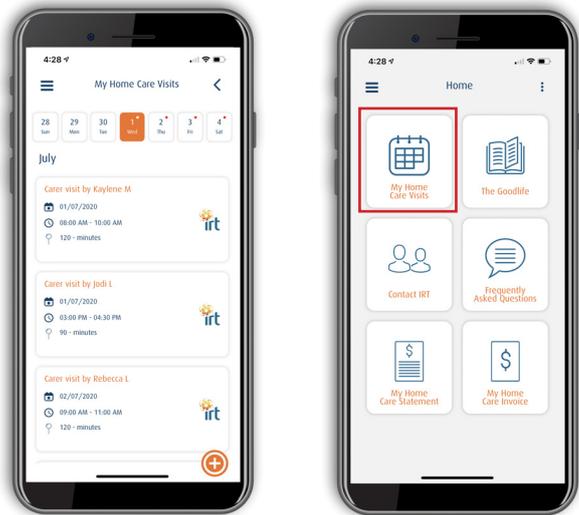


Scheduled visits

IRT Connect gives you easy access to your upcoming visits, providing details on the date, time, duration and which carer is visiting you.

To view your scheduled visits:

1. From the home page, click on 'My Home Care Visits' to view your schedule up to 28 days in advance.
2. Scroll left to view more dates and scroll down to see more visits.



Request a change or cancellation

You can request a change or cancellation to a visit directly from the app as long as the visit is not scheduled within the next 48 hours. If you need to make a change within 48 hours, please contact IRT via phone on 134 478.

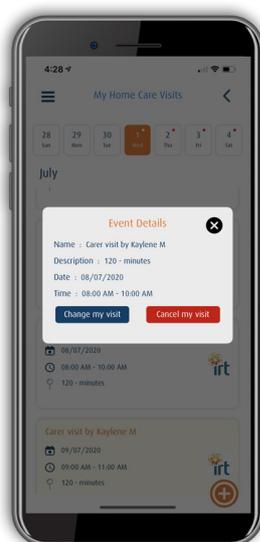
The IRT scheduling team will action your request and either:

- confirm the change can be made via a message in the app, or
- call you to make other arrangements if the request can't be accommodated.

One of your nominated next of kin or carers may also request changes/cancellations on your behalf via IRT Connect, if you have provided them with access.

To request a change or cancel a visit:

1. Go to 'My Home Care Visits'
2. Select the visit you want to change or cancel
3. Select 'change my visit' or 'cancel my visit'
4. Once the request has been made, the visit will remain highlighted in yellow until IRT has updated it.
5. Once IRT has actioned the request, you will receive a reply message and any changes will be updated in IRT Connect.

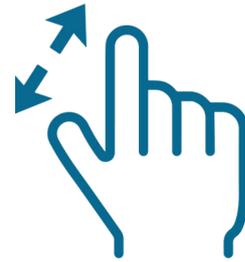
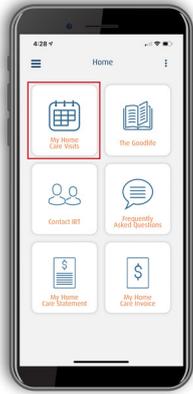


View invoices and statements

You can view your last month's full statement and invoice. Please note, they do not reflect live charges, but only the last complete month's statement/invoice.

To view an invoice or statement:

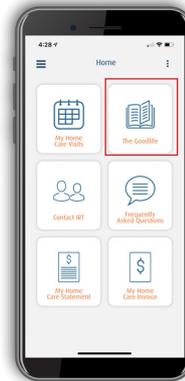
1. From the home page, select 'My Home Care Statement' or 'My Home Care Invoices'
2. You can use two fingers to zoom in if needed to read the statement or invoice.



Read the GoodLife

The GoodLife provides expert advice, inspiring stories and information for older Australians.

Keep up to date with news from IRT and our communities, and learn more about housing, health and wellbeing for over 55s.

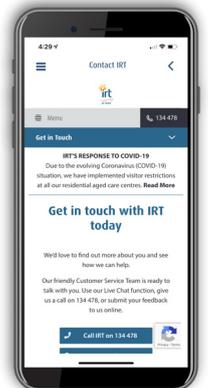
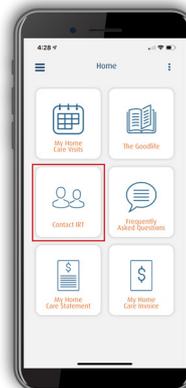


Contact details

You also have easy access to IRT's contact details when you need to get in touch.

The 'Contact IRT' button gives you access to IRT's Customer Service phone number, live chat, feedback form and other important contact details.

You can also contact IRT on **134 478**.



Updating your details

The IRT Connect menu also allows you to update your details at any time, such as changing your password or updating your name and contact details.

Note that changes to contact details will only be updated in your IRT Connect app and not on IRT's records.

Help with the App

The 'Frequently Asked Questions' button provides you with informational videos and answers to frequently asked questions about IRT Connect. You can also access further information here: <https://www.irt.org.au/irt-connect/>.

If you are having technical difficulties such as trouble logging in or downloading the app, please contact IRT on 134 478.