# Lookout

## A Guide for Members and Family

The team at Home Care Assistance are committed to providing our Clients with the very best service and care and we believe that the Lookout App will provide you, our valued Client and your loved ones with additional peace of mind. This is a step by step guide of the valuable features the Lookout App has.

We believe it is User friendly but if at any stage you have any difficulties using the App please do not hesitate to contact the office.

#### Something to Note A Help Plan in Lookout is what you will know as a Care Plan And A Helper is a Care Worker

Lookout allows you full access to:

- Your schedule so you know who is coming and at what time.
- Your Help Plan
- Your account including billing information.
- Settings You can receive notifications of weekly balances, visit reminders, event reminders.
- Notebook Allows you or your authorised representative to keep in touch via the notebook function
- Membership details Current funding, care and package management fees, contracts and agreements

# Let's Begin

Step one is to download the App to your device. Lookout is available on IOS, Android and the web. You can download the Lookout app through the Google play store and Apple App store.

The icon for the correct 'Lookout' looks like this.







#### Login

- 1. Now that you've downloaded the app, it's time to log in for the first time. You will have received an email from us in your email inbox instructing you to **'activate your profile'**.
- 2. If you haven't received this email or can't find it, please check your junk folder first, and if you still can't locate it, please get in touch with us and we will resend the invite.
- 3. To log in, open the app and enter your email address and password (you set this when clicking the activation email).



### Profile

The Profile section displays your contact information. If you need to update your contact details, select Show Profile and then Edit Profile.

Sottings	:   Trevor Baxter	← Edit profile
Trevor Baxter	Trevor Baxte Member since 200	er 22 Basic details Name and date of birth
count	Edit profile	S Contact details Phone number, address
Notebook	Phone	e
Help plan Last updated 1 month ago	0400 000 000	
_ <u>ℓ∭</u> Surveys		
€ Lookout <sup>™</sup> connected devices		

# Help Plan (Care Plan)

The Help Plan is designed with you and moving forward your Case Manager will finalise you Help Plan review in Lookout giving you instant access to the Help Plan on your app.

	← Settings	. ← Help plan	← Who I am
		Who I am What's their story, likes/dislikes, etc.	Background <ul> <li>Trevor lives alone in his 3 bedroom home</li> <li>His maintain contact is family who live within</li> </ul>
	Trevor Baxter	Home & environment Dan How they live, how to access the home	the Redlands and are in contact regularly Trevor is a retired builder Trevor loves getting outside with his dog Ma
	Account	Goals What do they hope to achieve	
	العام Notebook	Where the support me           Tasks, how to assist, conditions, risks	
	Help plan Last updated 1 month ago	People who support me Family, friends & health professionals	
	Surveys	Relevant medical history     A timeline of medical history	
	↓ Lookout <sup>™</sup> connected devices	Last updated 1 min ago	

### Membership details

The Membership section provides details on current funding, care and package management fees and any contracts and agreements.

← Settings :	← Membership		
	Care Managed - Level 3 plan		
Home Care Package	Care management \$17.5 Help plan and coordination	i0	
Membership details	Package management Organisation and management of package \$17.5	50	
Account	services	_	
Your balance, transactions & statements	Total \$35.0 Per we	00 .ek	
Live Well	Funding		
ivewell 🕻	Home Care Package Funded by Services Australia		
Eive Well support Get the support, tools, and information was used from the Well	Approved for Level 3 - Intermediate care needs		
you need nom Live weir	Assigned		
Support	Contracts & Agreements		
Lookout support Need help with this app or website?	Terms & Conditions		

# Viewing Your Account

To view your Account information, such as the Notebook, Help Plan and Transactions and Statements, select the avatar icon in the App's top-left corner.

CI	ient View	
Account view for clients:		
0,	Schedule +	
	× Account :	
	())	
	Trevor Baxter	
	Show profile	
	Account	
	Notebook	
	Help plan Last updated 24 days ago	
	lell Surveys	
	Ecokout <sup>™</sup> connected devices	
	Private	
	Membership details	
	Account Your balance, transactions & statements	

The Account section will provide current details on statements and transaction listings.

- 1. Scroll to the Account. (Your balance, transactions & statements) section
- 2. To view monthly statements click on Statements (You can now select any of the Monthly Statements listed to download and view).
- 3. To view the weekly invoice summaries, click on Billing history (You can now select any of the Billing histories listed to download and view)

× Account	< Account	3 Statements		
Trevor Baxter	Current balance -\$2,046.84	Monthly statements		
Show profile	Wednesday, 25 May 2022	01 Mar - 31 Mar 2022		
Account	Invoice Respite daily -\$2,750.00	12 02 Feb - 28 Feb 2022		
Notebook	Tuesday, 17 May 2022			
Help plan Last updated 24 days ago	Invoice Services: Community Access - Standard Hourly for Ashleigh Client by Alex, Johnson on Fri 29	Billing history May 2022		
00 Surveys	Apr 2022 12 pm (1.0 hr)	1 01 May \$257.10		
€ Lookout <sup>™</sup> connected devices	Invoice Services: Community Access - Standard Houry for Ashleigh Client by Ashleigh Helper on Tue	April 2022		
Private	26 Apr 2022 4:30 pm (1.0 hr)	10 Apr \$135.65		
Membership details	Fal Invoice	March 2022		
Account Your balance, transactions & statements		170.00 \$170.00		

#### Account View for Authorised Representatives of Client





### Notebook

The Notebook feature allows you or your Loved ones to keep in touch with anyone in the care team, including Care workers and your Case Manager.



### The Schedule feature

The schedule highlights when a Care worker has arrived. Visits can be seen as in progress (Checked-in) or complete with the time the Care worker was in the home.

It will also show future dated visits with a named Care worker or if a Care Worker is being sought for a scheduled visit.





### People

The People tab will show you the care team supporting you or your loved one. If you select one of the Care Team, you can view their contact details, bio and verified information. By choosing the Conversations tab, you can view and send comments to your Care worker(s).

Sche	aule	+ 🗉	Sch	eaule	+ 😐
Yesterday, 26 Ma	y 2022		Sunday, 29 Ma	y 2022	
Lucy Marshall 1:00pm - 2:00pm			We are looking for a match 1:30pm - 2:30pm		
Complete		We anyou. V	e searching for the b Ve'll keep you update	best Helper for ed.	
Today, 27 May 20	22		Monday, 30 Ma	ay 2022	
Lucy Marshall 2:00pm - 3:00pm		No visits scheduled			
Ö Checked-In			Tuesday, 31 Ma	y 2022	
Tomorrow, 28 Ma	y 2022				
	No visits schedule	ıd		No visits schedule	d
			Wednesday, 1	Back to today	
Sunday, 29 May 2	2022				
	8	<b>_</b>		8	
	Deeple	Matifications	Cohedula	Decole	Notifications



### Notifications

Up-to-the-minute notifications are listed in the notifications tab of the App.

Settings which you can adjust:

- Notifications can be pushed to the app (See Note) or emailed with a toggle button option
- Weekly balances can be pushed to the app or emailed with a toggle button option
- Survey alerts can be pushed to the app or emailed with a toggle button option
- Visit reminders can be pushed to the app or emailed with a toggle button option
- Event reminders can be pushed to the app or emailed with a toggle button option



\*\***The term "Pushed to the app"** allows you to receive notifications via the Lookout app or by email and by dragging the button to the left or right you can set this option.

### Sharer – Family Member/Representative

A client is able to approve access for a family member or a representative to have access as a "sharer" to their Lookout app.

A sharer is only able to see the following:

- Rostering/Schedule
- Notebook
- Surveys
- Notifications



# **Need Additional Help?**

If at any time you need additional support you can access the 'Lookout Support' link from within the menu options of your app or contact the Home Care Assistance office and we will be more than happy to help in whatever way we can.

		0 50 /		
		Care Managed - Level 3 plan		
	Home Care Package	Care management \$17.5 Help plan and coordination		
	Membership details	Package management Organisation and management of package \$17.50 services		
	Source transactions & statements	Total \$35.00 Per wee		
	Live Well	Funding		
	🔰 livewell	Home Care Package Funded by Services Australia		
Get the support. tools, and information	Get the support tools, and information	Approved for Level 3 - Intermediate care needs		
	You need nom Live wear	Assigned		
	Support	Contracts & Agreements		
	Lookout support	Terms & Conditions		

### Resetting your password

If you have forgotten your password or are having trouble logging into Lookout, you can reset your password using the details provided in the Lookout support tab or by contacting the office.