

**AlayaCare Family Portal
Implementation
Frequently Asked Questions
(FAQ)**

Whiddon

Table of Contents

1. Overview and Purpose	3
Benefits of AlayaCare:	3
2. Training and Resources	3
2.1. Will I be trained to use the Family Portal effectively?	3
2.2. Will there be opportunities for families to learn more about the Family Portal?	3
3. Communication and Support	3
3.1. How will the Family Portal improve communication with families?	3
3.2. Who can I contact if I have questions or concerns about the Family Portal?	3
3.3. How can I provide feedback about the Family Portal?	3
3.4. How will the portal impact the care my loved one receives?	4
4. Access and Availability	4
4.1. When will the Family Portal be available to me?	4
4.2. Can I access multiple profiles under my login?	4
5. Managing Services and Visits	4
5.1. Can I make changes to my services or visits in the App?	4
5.2. What visits and services will I see in the App?	4
5.3. Will I be able to amend notifications that come to my email and mobile?	4
6. Security and Privacy	4
6.1. How does AlayaCare ensure the privacy and security of client information?	4
6.2. Will my loved one's personal information be shared with third parties?	4
6.3. Can I remove my Next of Kin from accessing my profile on the App?	5
7. Updates and Notifications	5
7.1. How will I know if there are any issues or updates with the Family Portal?	5

1. Overview and Purpose

Whiddon is introducing a family portal for our clients and families, it is a platform that allows our clients and their loved ones to stay connected with their Whiddon care experience. The Family Portal is accessible on both browser and mobile, providing easy access to service details, upcoming visits, care teams, and essential documents, all in one convenient place.

Benefits of AlayaCare:

- **Real-Time Updates** – Family members can view real-time updates about their loved ones, including their upcoming visit schedules.
- **Access to Care Plans** – Families will have secure access to their loved one's care plans.
- **Tracking Care Outcomes** – Families can monitor the health outcomes of their loved ones to stay informed about any changes.
- **Streamlined Administrative Tasks** – Family members can view and request changes to schedules, making it more convenient to plan around the care recipient's needs.

2. Training and Resources

2.1. Will I be trained to use the Family Portal effectively?

Yes, all team members have undergone comprehensive training to use AlayaCare effectively and to further deliver this training to their clients and loved ones. Your Coordinators will be available to support you with access and navigating the platform. There will also be [additional resources](#) to aid in accessing and using the system available on our website.

2.2. Will there be opportunities for families to learn more about the Family Portal?

Yes, we will be hosting informational sessions and providing resources to help families understand and use AlayaCare effectively. As the platform undergoes improvements and upgrades, we will provide you with regular updates. As new features become available, we will also provide additional training resources and advise on how to navigate these.

3. Communication and Support

3.1. How will the Family Portal improve communication with families?

AlayaCare allows for real-time updates and better communication channels, ensuring that clients and families are kept informed about their loved one's care and any changes or important information.

3.2. Who can I contact if I have questions or concerns about the Family Portal?

You can contact your Coordinator directly regarding any questions. Alternatively, you can contact our Customer Liaison Team on 1300 738 388.

3.3. How can I provide feedback about the Family Portal?

We value your feedback. You can provide feedback through the app itself, by contacting your Coordinator, or by getting in contact with our Customer Liaison Team on 1300 738 388.

3.4. How will the portal impact the care my loved one receives?

It won't. The portal provides a way for you to access real time information about services, visits and care provisions. It does not change how services are delivered, or the current schedule of

4. Access and Availability

4.1. When will the Family Portal be available to me?

The Family Portal is available now for registration and use. Please get in contact with your Coordinator to be assigned appropriate access. Alternatively, contact our Customer Liaison Team on 1300 738 388.

4.2. Can I access multiple profiles under my login?

Yes, if you have two loved ones who received care from Whiddon you can view both profiles and services under your single user login. The App has a simple process available to switch between profiles.

5. Managing Services and Visits

5.1. Can I make changes to my services or visits in the App?

You can request to cancel or change a visit on your schedule if it is more than 3 days in advance. If the visit is within the next 3 days, we will ask you to contact our Customer Liaison Team on 1300 738 388. You can also request additional visit, either one off or ongoing, within the App.

5.2. What visits and services will I see in the App?

You will be able to see all service types setup under your profile in AlayaCare, for Home Care Package clients, this includes services like 'Case Management' and 'Capitals and Consumables'. The Case Management visits will appear on your schedule as your Coordinator is attending work, and won't necessarily mean you will see or hear from them. The Capitals and Consumables visits are added at the end of each month and apply the purchases made within the month. These visits will appear, but will not signify a visit to your house. Any questions or further clarifications about these services can be directed to your Coordinators.

5.3. Will I be able to amend notifications that come to my email and mobile?

Yes, within the App, you can modify your individual notification settings to determine how and why you receive automated notifications.

6. Security and Privacy

6.1. How does AlayaCare ensure the privacy and security of client information?

AlayaCare uses advanced security measures to protect client information, ensuring that all data is kept confidential and secure.

6.2. Will my loved one's personal information be shared with third parties?

No, your loved one's personal information will not be shared with third parties without explicit consent, and it is protected under strict privacy policies.

6.3. Can I remove my Next of Kin from accessing my profile on the App?

Yes, we will only provide access to your family members with your consent, which can be withdrawn at any time. Please contact your Coordinator to update your preferences as needed.

7. Updates and Notifications

7.1. How will I know if there are any issues or updates with the Family Portal?

We will communicate any issues or updates through our regular communication channels, including emails, newsletters, and the secure portal.