

Anglicare Onsite App

Contractor User Guide

Background

Anglicare has an obligation to residents, staff, visitors and contractors to provide a safe and secure living and working environment.

Under the Work Health and Safety Act, Anglicare and our contractors have a mutual responsibility to take all reasonable steps to ensure the health and safety of those engaged in carrying out work while on Anglicare sites.

Anglicare has partnered with Site360 to develop the Anglicare Onsite mobile app to assist in this area.

Contractor Requirements

Contractors and sub-contractors are required to

- Use the app to check in on arrival to each site
- Positively identify that they are checked in
- Display checked in credentials when initiating discussions and engaging in work for residents
- Display checked in credentials when requested by Anglicare staff
- Acknowledge any notifications or directions displayed in the app
- Complete an annual Anglicare induction
- Complete annual inductions for each site visited
- Leave the app open while on site
- Complete sign in obligations such as reporting to site management prior and post work
- Check out of the app on departure from site

Anglicare Onsite App Instructions

The Anglicare Onsite app has been developed with Site360. Contact 1300 853 990 if you require assistance.

The Anglicare Onsite app shows the Anglicare logo.



Anglicare Onsite 

The following is required to set up your profile

- Valid profile photograph
- First & last name
- Email address
- Mobile number
- Company name

Accreditations such as Trade licenses and NDIS checks are not required but can be uploaded as part of your profile.

Police checks will become mandatory at some stage.

Property Management

SETTING UP



STEP 1 Download the free '**Anglicare Onsite**' app from the App or Play Store by typing Anglicare onsite into the search field

STEP 2 Open the app. Allow the app to take pictures etc.. and set the 'Allow Location Services', to 'while app is in use'.

STEP 3 Tap 'New registration' to create your profile. (Add a profile photo, your name, contact details, company and safety accreditation information if instructed).

STEP 4 Create your 'PIN', then press submit.

STEP 5 We will text you a 'code', which will either self-populate (Android) or appear on the top of your keyboard (IOS), press submit and you're ready to go.

SIGN UP

ADD PROFILE PHOTO

FIRST NAME
First Name

LAST NAME
Last Name

EMAIL
Email

MOBILE
+61 Phone number

CHECKING IN

- STEP 1** When you are in front of the site, open the app on the main screen and tap 'Check In'
- STEP 2** From the list of sites in the app, tap on the site you want to check into
- STEP 3** Read each screen and follow instructions. Tap 'Continue' to get to the next screen
- STEP 4** If asked, select the reason for your visit & who you will be engaging most while on site
- STEP 5** Read and acknowledge all notifications and alerts, once read, tap 'acknowledge' on the notification before proceeding
- STEP 6** Once all the notifications are read, please proceed onto the site, remember to please keep the app open or minimised while on site.

CHECKING OUT – 2 Ways

- STEP 1** When your visit is complete, tap 'Check Out' on the home screen
- STEP 2** Tap 'Yes' to confirm you want to check out and now your visit has been signed out of completely.

OR

If your app is open in the foreground or minimised in the background, simply leave the site and you will be automatically checked out once you leave the sites perimeter (which could include the car park area)

For more information regarding Anglicare Onsite or support please contact our visitation partner, Site360 on 1300 853 990



Powered by
Site360

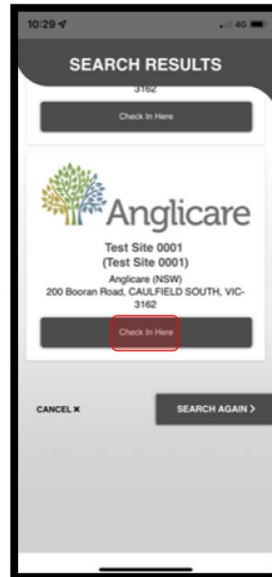
Enter mobile number & PIN
Tap LOG IN



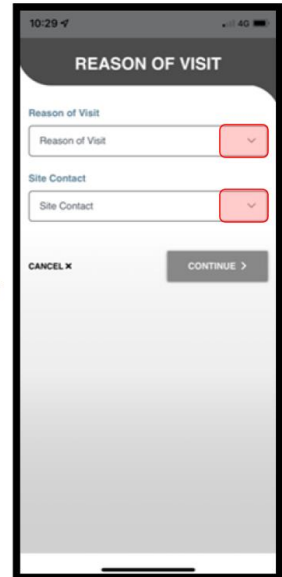
Tap
Check In



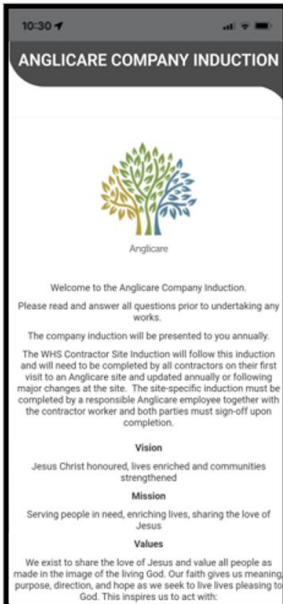
Tap
Check In Here
for the site you
are visiting



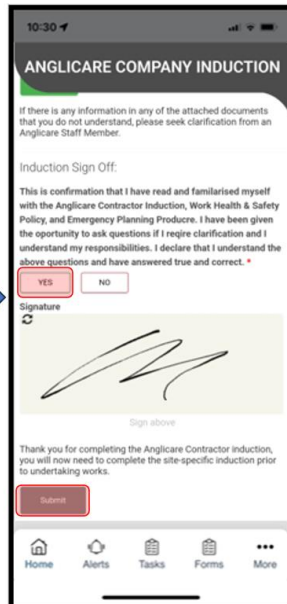
Select
Reason for visit
&
Site contact



Complete
company induction
Required annually



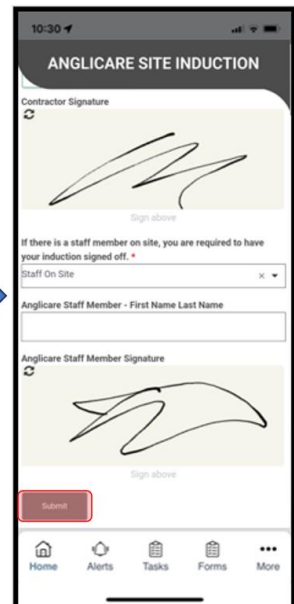
Sign
company induction



Complete
site induction
Required annually per site

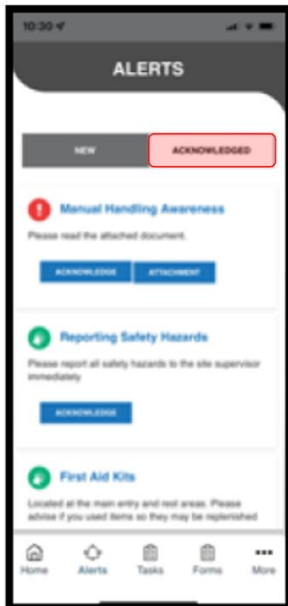


Sign
site induction & have
signed by Anglicare staff
member



Property Management

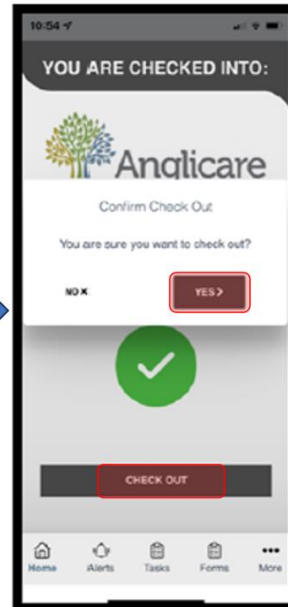
Acknowledge any alerts



Green tick verifies you have successfully checked-in



Once job is completed, tap CHECK OUT and YES on departure



OR
If you don't manually check out, you will be checked out when you leave the site perimeter

Anglicare Onsite App - Frequently Asked Questions

Why do we have a Digital Visitor Sign In Solution?

The mobile app replaces the current sign-in process and provides a solution which is safer for our sites and visitors. From a safety and compliance perspective, there's the ability to see "who's at my site", quickly verify contractor records and ensure visitors are aware of alerts and evacuation plans.

Why are you gathering this information?

It is our duty to ensure the safety of our onsite suppliers and contractors. If there is an emergency in site, the digital sign-in process ensures we are able to contact you. The privacy policy is on the Site360 website & under FAQ within the More option.

My company is not listed?

Type the company name in. Do not scroll. If your company name is not on the list select 'Add company' which will appear at the bottom of the short list. Then type in the company you work for.

What if I do not have a work mobile phone?

Please use your personal number. This is captured for safety reasons so that we have a contact number to reach you in case of an emergency in-site and will not be used for any other reason.

Property Management

I don't have a mobile phone on me, how do I sign in?

This will be a very rare occurrence. The customer service team will be able to manually sign-in a visitor via the Administration Centre if you do not have a phone.

I don't have a work or personal email address?

Providing an email address is preferred as it will allow Anglicare to record their visitors with 2 forms of identification and communication, however the email address is NOT mandatory and the visitor may continue without entering email details.

A visitor's details have changed, what should I do?

The visitor can change their details via the app, as long as they are not currently checked into the site.

The app says my work number already exists?

This means there is a profile already associated with this phone number, tap Forgot PIN on the login screen, reset your PIN and then go to your profile to see if it requires updating. The profile must have your profile photo, details and email address.

What if I forgot to sign out?

Each site has an auto check-out feature that will check you out once you leave each site carpark if you forget to check out. It is a requirement of entry that you check in when you arrive and check out on exit of every location. Please ensure you adhere to the company policies regarding this matter.

Does the app use a lot of battery?

The app uses foreground battery (when the app is open and being used) of approx. 4% per hour, however once minimised the app shifts to background battery usage less than 2% per hour. If the user is taking photos, browsing, creating comments etc. this will obviously increase and this battery usage is in line with other apps like Facebook, etc.

How much data does the app use?

Data sent to and from the CRM to the app is compressed to a minimum. Where attachments are added to messaging this will increase, however these are also compressed to minimise any data usage. Expected data usage per day on our testing devices is less than 0.5–1 mb depending on visits, activity and usage.

Does the app track my location when I leave the site?

The app only uses location services when checked in to a site and when you are on site. Once the user checks out OR the app auto checks out due to the location, the app no longer records any locations services. This can be seen in the user location history within the users app.

Can I close the app once I have checked in?

For the app to work effectively and provide additional features such as auto checkout, the app needs to remain open, however the app can be minimised to ensure the user can use their phone for other tasks. If the app is closed, your location is not able to be shared and you may miss vital information or after leaving the site, continue to receive notifications.

Can I update my safety induction card?

Yes, once you have a profile set up, on the menu panel select More, My Profile, Edit Profile and you will be able to update any information there. Remember to delete your old card details.

I forgot my PIN, how do I reset it?

To reset your PIN, on the login screen, press 'Forgot PIN', we will send you a verification code via SMS, follow instructions to reset, or reset via My Profile by selecting update PIN.

I work for more than one company?

Select More from the menu at the bottom of the screen. Under 'My Profile', select Edit Profile and select Add Company for an additional company or Edit Personal details to change your primary company name.

Can I provide a visitor/company with visit information?

Due to the Privacy Act, any sharing of data without the protection of a contractual agreement may be seen as a breach of the act. Under the contract between Anglicare and Site360 the data is for site and company only and should not be passed on to visitors and their companies. If a company wishes to discuss this further, please ask them to contact Site360 on **1300 853 990** or **admin@Site360.io**