

Keeping you connected with your loved ones

For the protection of your loved ones we have had to restrict facility visits at the moment. We want to thank you for your patience and support. We have empathy for how difficult this time must be for you and all your family.

It is important you stay in touch with your loved ones. Here are some methods to assist you to stay connected.

Voice and Video Calls

You can now book a video or voice call with your loved one through our website. These calls will be free of charge. Below we have outlined step-by-step instructions to assist you in making a booking. Should you have any trouble please contact our Connection Coordinator (see page 4 for contact details).

1. **Visit www.infin8care.com.au/video-audio-chat-bookings/**
2. **Select your loved ones' facility.**
3. **Select whether you'd like a video call or voice call.**

If you are selecting a video call, please take note that there are two device different options. You will need to select an option based on the type of device you have.

- If you will be receiving the call on an iPhone or iPad, you will need to select the 15 or 30 Minute Video Call (FaceTime - iPhones/iPads only) option.
- If you will be receiving the call on an Android device, you will need to select the 15 or 30 Minute Video Call (Google Duo - Available on All Devices) or the 15 or 30 Minute Video Call (Google Hangouts - Available on All Android Devices) option.

If you select the Google Hangouts or Google Duo option, you will be required to download the free application from your devices application store (if you don't already have it). Please ensure you have set up this application before your arranged call time.

For instructions on how to do this, please see page 3.

General

- 15 Minute Voice Call
15 mins - Free
- 30 Minute Voice Call
30 mins - Free
- 15 Minute Video Call (FaceTime - iPhones/iPads Only)
15 mins - Free
- 30 Minute Video Call (FaceTime - iPhones/iPads Only)
30 mins - Free
- 15 Minute Video Call (Google Duo - Available on All Devices)
15 mins - Free
- 30 Minute Video Call (Google Duo - Available on All Devices)
30 mins - Free
- 15 Minute Video Call (Google Hangouts - Available on All Android Devices)
15 mins - Free
- 30 Minute Video Call (Google Hangouts - Available on All Android Devices)
30 mins - Free

4. **You will then be prompted to choose a time and day that suits you.**

Each time slot is for 15 or 30 minutes, with a 15 minute buffer between each call, so our staff can sanitise the device and get it to the next resident before their designated call time.

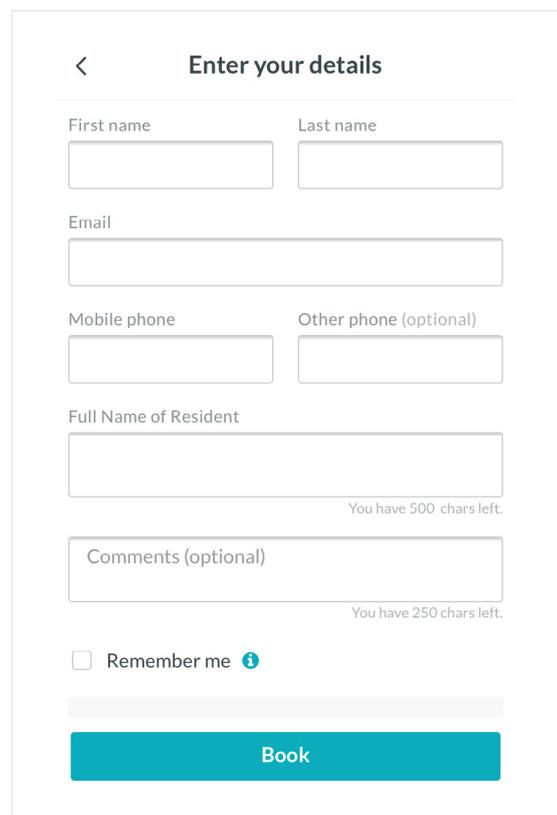
If you are not able to find a suitable time within the designated hours due to your personal work commitments, please contact our Connection Coordinator to discuss other options.

5. **Fill out your details.**

- If you have selected one of the 'Voice Call' options, you will need to ensure that the phone number you enter is the one that you would like to be contacted on for the appointment.
- If you have selected a 'Video Call (FaceTime - iPhones/iPads only)', you will need to ensure that the phone number you have entered is the one that you would like to be contacted on for the appointment. You will also need to ensure the email address you provide is the email address associated with your Apple ID.
- If you have selected a 'Video Call (Google Hangouts - Available on All Android Devices)' option, you will need to ensure that you enter the Google email address you'd like to be contacted on in the email field.

If you don't have a Google account and email address, you will need to set one up. For instructions on how to do this, [click here](#).

Please ensure that you have set up your Google Hangouts account before the scheduled call time.



The screenshot shows a mobile application interface for entering booking details. At the top, there is a back arrow and the title 'Enter your details'. Below the title are several input fields: 'First name' and 'Last name' (two separate boxes), 'Email' (one wide box), 'Mobile phone' and 'Other phone (optional)' (two separate boxes), and 'Full Name of Resident' (one wide box with a 'You have 500 chars left.' indicator). Below these is a 'Comments (optional)' field with a 'You have 250 chars left.' indicator. At the bottom, there is a 'Remember me' checkbox with an information icon, and a large teal 'Book' button.

6. **You will then receive a confirmation email.**

This email will contain the details of your upcoming appointment. Please check through this email to ensure your details are correct. Please ensure the contact details you provided in your booking are the ones you'd like to be contacted on. If you need to make a change to the booking, please use the 'view or change my appointment button' provided in the email confirmation.

If you need to cancel your appointment, you can do so from this email confirmation, provided it's not within three hours of the appointment time. If it is within three hours, you will need to email the Connections Coordinator and they will manually remove your booking.

7. **Our Connection Coordinator will contact you using the contact details provided at the scheduled time.**

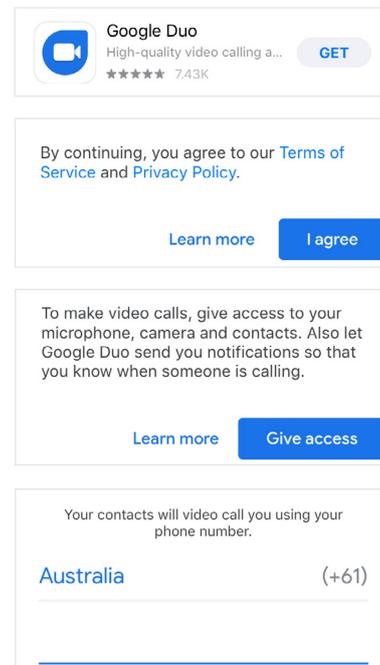


How to install Google Duo

What is Google Duo?

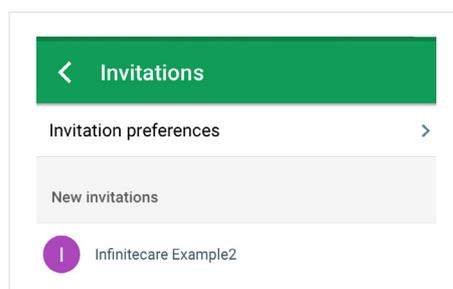
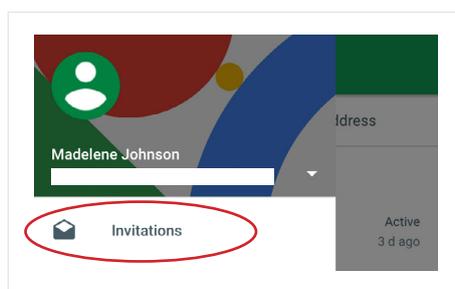
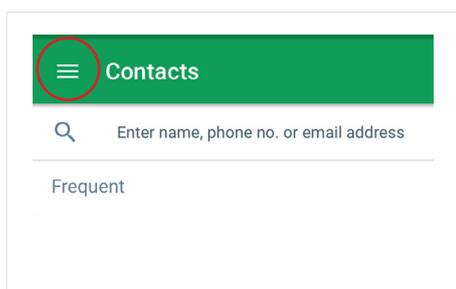
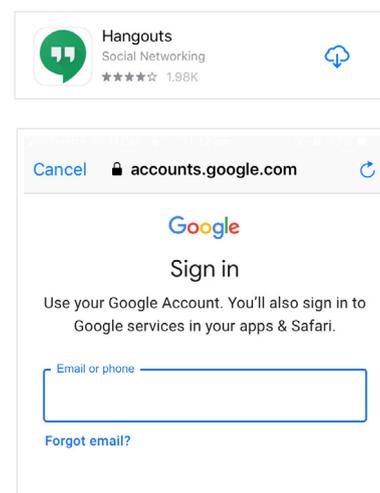
Google Duo is a video and audio calling app made by Google, similar to Apple's FaceTime, Facebook's WhatsApp or Messenger.

1. Download Google Duo app for your iOS or Android device
2. Agree to Google's Privacy Policy and Terms of Service
3. You will need to allow Duo to access your microphone and camera in order to make or receive a video call. When prompted, you will also need to give Duo access to your contacts in order to make calls and allow notifications so that your phone rings when you receive a call.
4. You will be required to verify your number by entering your mobile number when prompted. You will then receive a one-time verification code sent via SMS. Enter this code into the application.
5. You are now ready to receive a call on Google Duo.



How to install Google Hangouts

1. Visit the application store on your device.
2. Search for Google Hangouts. Click in the right corner to download the free app.
3. Open the Google Hangouts application. Click the 'Get Started' button. To use this application, you will need a Google account. If you didn't already have a Google account, you would have been required to set one up upon making the booking.
4. Sign into your Google Account.
5. Once you make a booking, our Connection Coordinator will add you as a contact to the device. As this is a manual process, this may not be done until a time closer to your appointment.
6. You will then receive an invitation which you will have to accept before your appointment. If you allowed the application to send you notifications, you should receive a notification when you receive the invitation. If you turned off notifications, you will need to manually check in the application before the appointment time. To accept the invitation, click on the three lines on the top left and then 'Invitations'.



7. The first time you make or receive a call, you will be asked to allow Hangouts to record audio and video, you will need to accept these messages to proceed with the call.

Connection Coordinators Contact Details

South Australia

Christies Beach Residential Care Services	christiesconnection@infin8care.com.au	0497 498 177
Hahndorf Residential Care Service	hahndorfconnection@infin8care.com.au	0497 497 192
Klemzig Residential Care Services	klemzigconnection@infin8care.com.au	0497 499 906
The Churchill Retreat	churchillconnection@infin8care.com.au	0497 498 805
Rose Court Aged Care Facility	rosecourtconnection@infin8care.com.au	0497 497 463

Queensland

Infinite Care Caravonica Waters	caravonicaconnection@infin8care.com.au	0491 499 046
Infinite Care Cornubia	cornubiaconnection@infin8care.com.au	0497 497 486
Infinite Care Edge Hill Orchards	edgehillconnection@infin8care.com.au	0497 498 995
Infinite Care Edmonton Gardens	edmontonconnection@infin8care.com.au	0497 498 749
Infinite Care Ipswich	ipswichconnection@infin8care.com.au	0491 491 228
Infinite Care Mount Lofty	mtloftyconnection@infin8care.com.au	0497 497 190