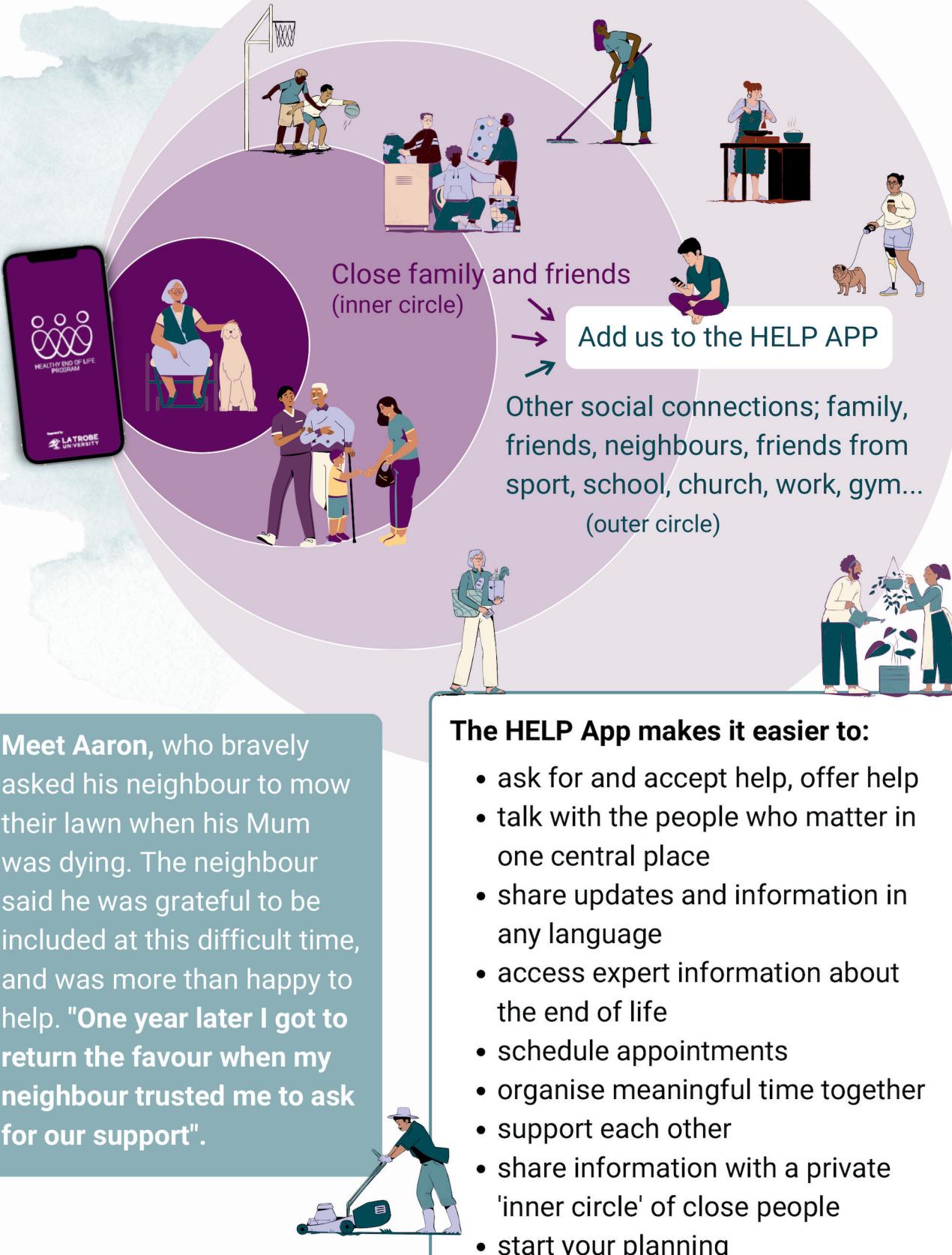


Staying connected helps us to keep going



# The HELP App

## USER GUIDE

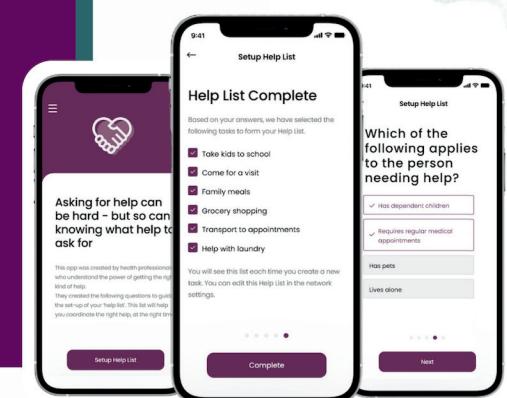
**The right help at the right time, YOUR way**

"Let me know if I can help..."

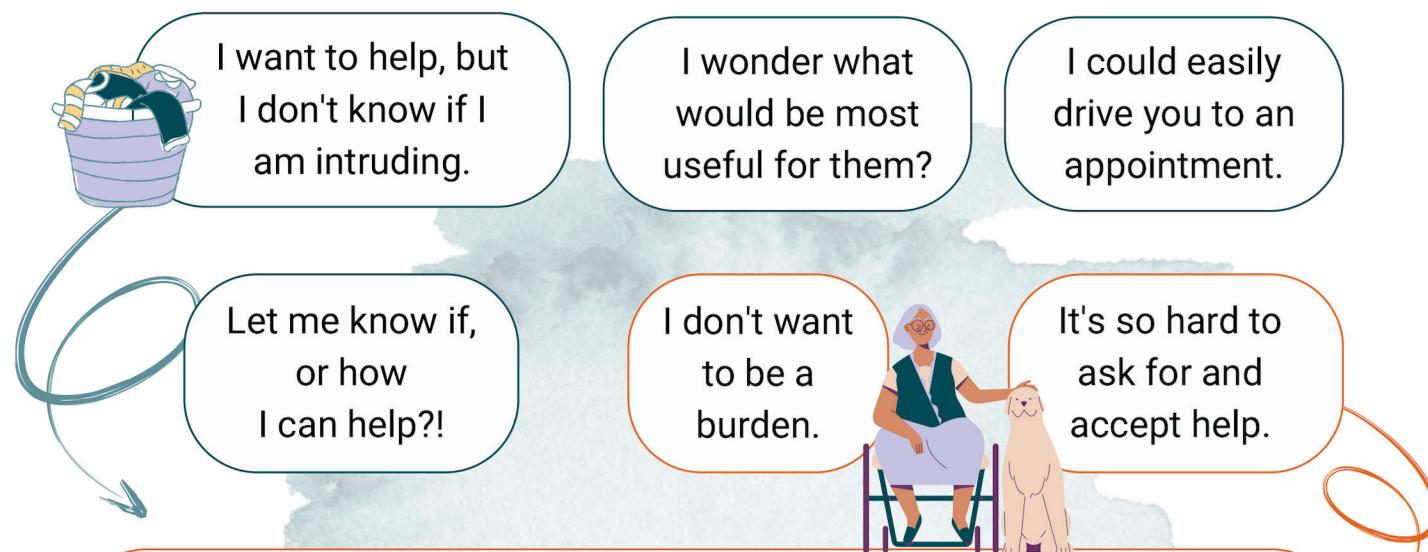
An easier way to ask for, offer and accept help

One central place to plan, share and connect

Family, friends, community - your choice

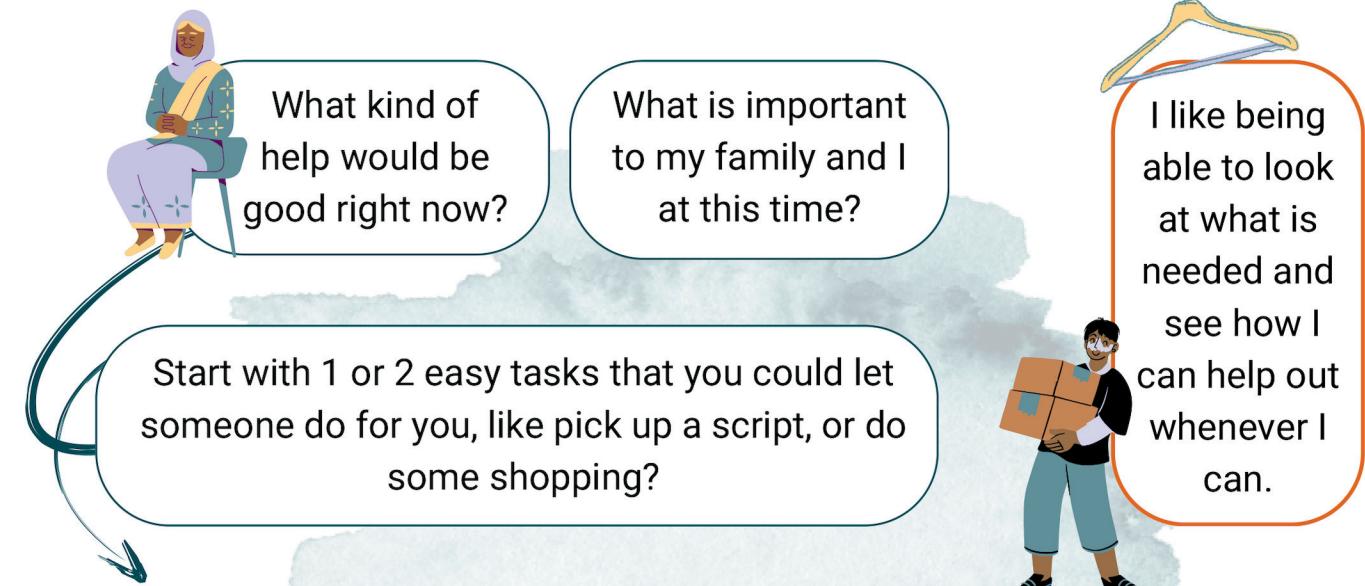


## Offering, asking for and accepting help



Thank you! We are organising some help and activities in an App, called the HELP App. Can I add you to it with your phone number? You can see what we need and you can choose whatever works for you.

## Help with day to day tasks can make a difference



There are suggestions listed in the HELP App to help you get started under these categories: **Home, Food, Transport, Kids, Pets, Healthcare, Social, Planning, Grief.** You can also create your own tasks and activities.

## Download and set up the HELP App

1. Download the HELP App. Search...
2. Ask a friend to help, some people are natural organisers - give them this guide! (we call them a captain!)
3. You will need your phone number, postcode and email address to sign up, and the age and postcode of the main person who needs support.
4. Add family and friends to your phone contacts, then you can:
5. Invite them to join your support network inside the HELP App.
6. Tick a box to have anonymous data used for research purposes only, with La Trobe University (Ethics approval HEC22173).

**Meet Jenny**, who offered to organise some help for her exhausted, teary and proud best friend Hana, who is caring for her sick husband. Jenny downloaded and set up the HELP App and is the main contact person. *"For the first time last week, she let someone vacuum her house."*

## Doing things that feel good is important for all of us

Thank you for walking the dog! Do you have time for a coffee when you are finished? (It is important for our wellbeing to spend time with people we care about, both those who are sick, and the people caring for them.)

**Meet Sachi**, who felt bad saying no to their friends and family when they offered to help; sending them away thinking they had nothing to offer. In the App, Sachi listed the things that would be useful, like taking out the bins, some meals, watching movies together. *"This made them feel involved, it was important to them to support us. They loved Manu and wanted to do something for him, and to help us."*

When we are unwell, our worlds can feel small, but we still have important things to do, say and contribute. What are they for you? Simple things that make us smile or feel calm are so important. The smell of flowers, a favourite meal, photos of the garden.

