

CarelinkGo – Support Workers

Frequently Asked Questions



Here are some of the common questions asked about CarelinkGo and how to use it.

Do I still need to enter my timesheet in Peoplesoft?

The current process for entering timesheets will not change. You can use CarelinkGo to view shifts for the past fortnight which can be helpful when completing your timesheet.

Can I view the facility's roster?

In CarelinkGo, the roster is specifically your roster. You will only see the shifts for which you are rostered.

Can I view who I am supporting at a facility?

You can see who you are supporting during your shift if you're supporting them one-on-one. If you're supporting multiple people, this may be in the shift notes.

Can I see progress notes for future shifts?

Yes, you can. You can open any future shift and view the existing progress notes.

Will I receive a notification if I'm not successful for a vacant shift?

You'll receive a push notification, and the shift will be updated to 'Unsuccessful' in the Vacancies section of the app.

I need to take unplanned leave; can I cancel my shift in CarelinkGo?

You cannot cancel your shifts in CarelinkGo. If you need to take unplanned leave, you need to contact your manager and call the Rostering team on 1800 800 585. A leave application in Peoplesoft will also need to be completed.

How can I see my client's NDIS goals?

Client NDIS goals can be found in their Individual Support Plan (ISP) which can be viewed in the client's docs tab in CarelinkGo.



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CarelinkGo

Your roster, anytime, anywhere