Knowing Me for support workers

Knowing Me helps you get to know the people you support: how they communicate, what they need, their health details and what matters to them. It is all in one place, and always up to date.

Getting access to a client's profile

A client, or their family, adds you to their **support team** from the Supports tab in their app. You may also be given an **access code** to join.

Once you've been added, their profile appears in your account. You can see **all your clients' profiles from one login**.

You'll see only the parts of the profile that the client or their family has chosen to share with your role.

Switching between clients

- A **banner at the top of every screen** shows whose profile you're viewing.
- Tap **"Switch back"** to return to your own view in one tap.

Check the banner before you read or add anything, so information always goes to the right person.

Before a shift

- **Read the profile:** support needs, routines, communication preferences, self-care needs and transfer methods.
- **Check health details:** medical conditions, medications and medical aids.
- **Look at today's appointments** and any recent wellbeing check-ins.

During and after a shift

- **Chat:** use it to keep the team informed. You can share PDF and Word documents in chat.
- **Notification Centre:** shows changes across the support network. You choose which alerts you receive.
- **Report changes:** if something has changed, such as a new medication or a new routine, let the profile's admin know so they can update it for everyone.

Good practice

- Only look at profiles you need for your work.
- Don't copy information out of the app or share it with anyone outside the support team.
- Follow your organisation's policies for incidents, medication and emergencies. **In an emergency, call 000.**

Need help?

Email **help@knowingme.com.au** or use the contact form at **knowingme.pro/contact**.