



FAQs

How big (data) is the app?

43mb

What phones can I use it on?

iPhone - *equipt* is optimised for iPhone 5 upwards. If you have an earlier version, the app will still work, but will look a little different.

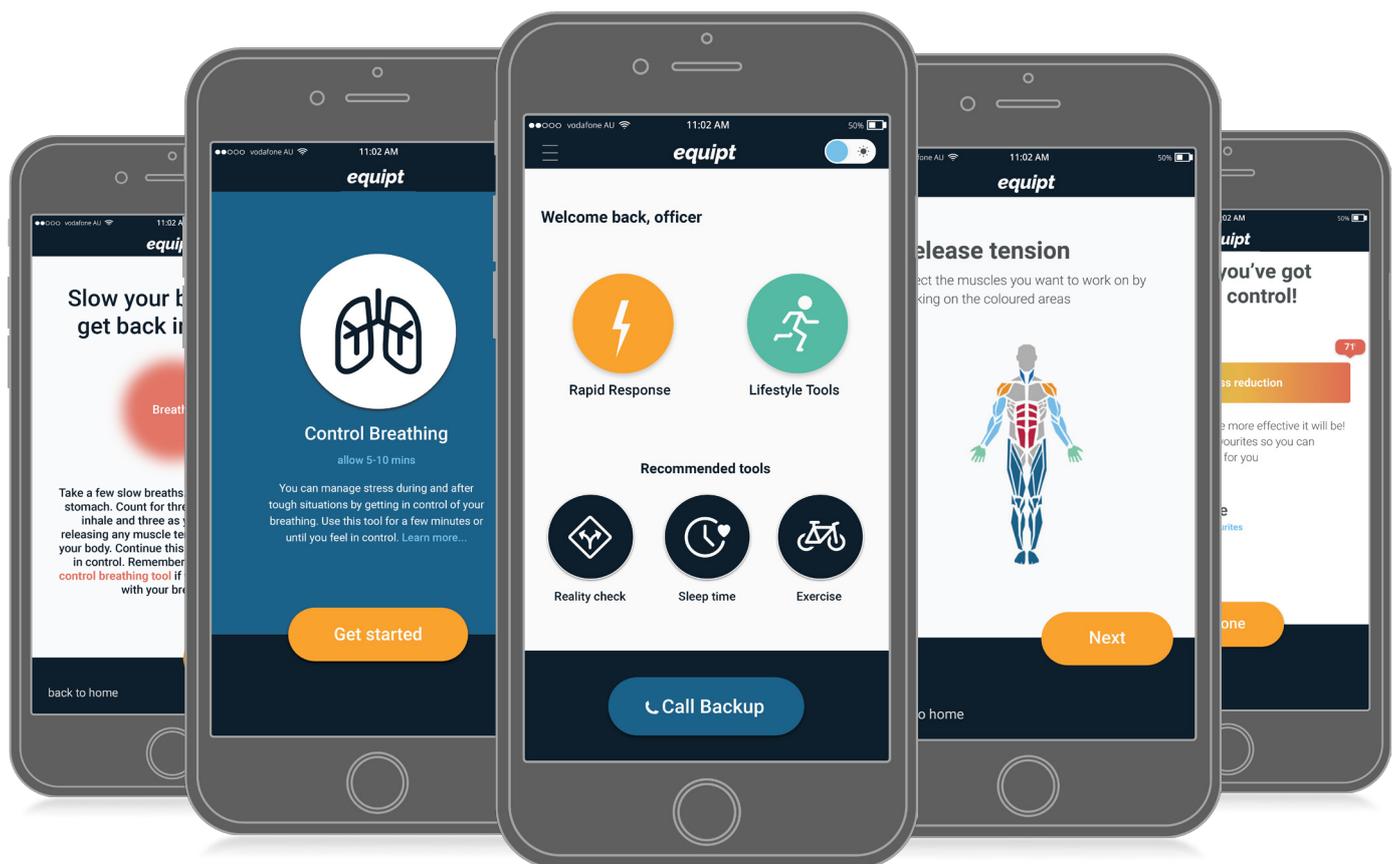
Android - The app will work on most recent android phones. If you find the app does not work on your phone, it is advisable to check that your phone's operating system has received the most recent update.

Why do I have to enter a username and passcode?

The username and passcode allow you to personalise your app experience and also ensures that your data is protected if your phone is lost.

Why do I have to enter whether I am a sworn officer, police employee, former officer or family member?

The call backup/support services available are tailored to meet the needs of these different groups. Entering this information enables *equipt* to deliver information and services that best suit you.



Who can access my data?

The only person that can access your data is you. *equipt* keeps any data you enter on it on your personal device. The importance of absolute confidentiality was made strongly and repeatedly during the early focus groups and is a key feature of the app.

Why does *equipt* request access to functions and other data on my phone (e.g. contacts, photos and calendars)?

During app setup your device may request permissions to access some phone functions to optimise the app's functionality (e.g. setting lifestyle goals requires you to allow *equipt* to connect with your calendar to send you reminder prompts)

How do I find my passcode if I forget it?

Press reset keycode and follow the prompts to create a new one. During initial setup the app will prompt you to create a recovery password and password hint to enable you to create a new keycode in the event that you have forgotten or need to change it.

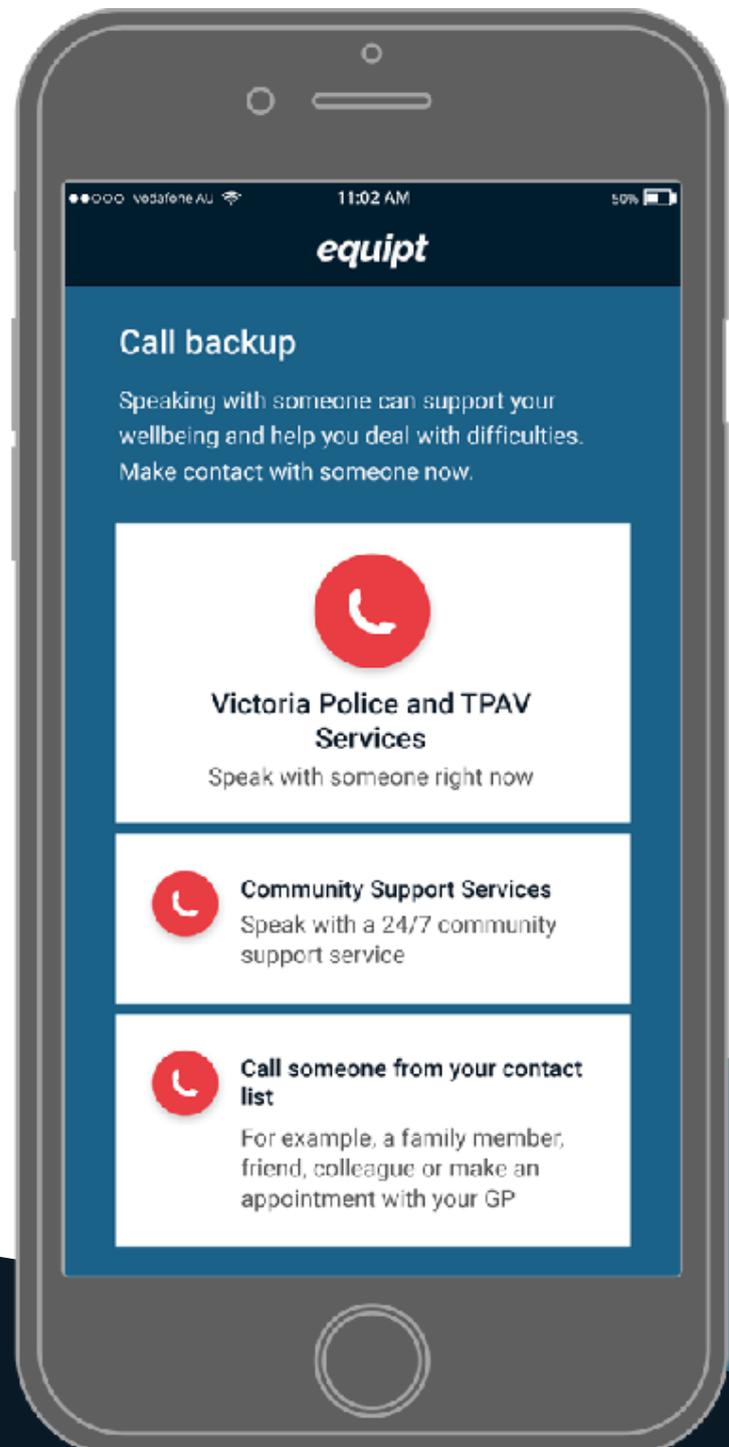
What is the difference between Rapid Response and Lifestyle tools and when should I use them?

Rapid response tools are designed to help you deal with stress. They allow you to assess and reduce your stress using tools which target stressful thoughts, feelings, bodily sensations and behaviours.

Lifestyle tools are a preventive and ongoing investment in your wellbeing. Lifestyle tools support you to plan and implement sustainable habits (in sleep, exercise, enjoyable activities, social connection and healthy thinking) that boost your wellbeing and resilience.

Get support when you need it.

All of our welfare support services are now at your finger tips.



What is the purpose of tracking my wellbeing?

Tracking your wellbeing allows you to review and reflect on where you are at, and take appropriate action. It can also be helpful to see, and remind yourself, that our state of wellbeing doesn't last forever, whether they are pleasant or unpleasant.

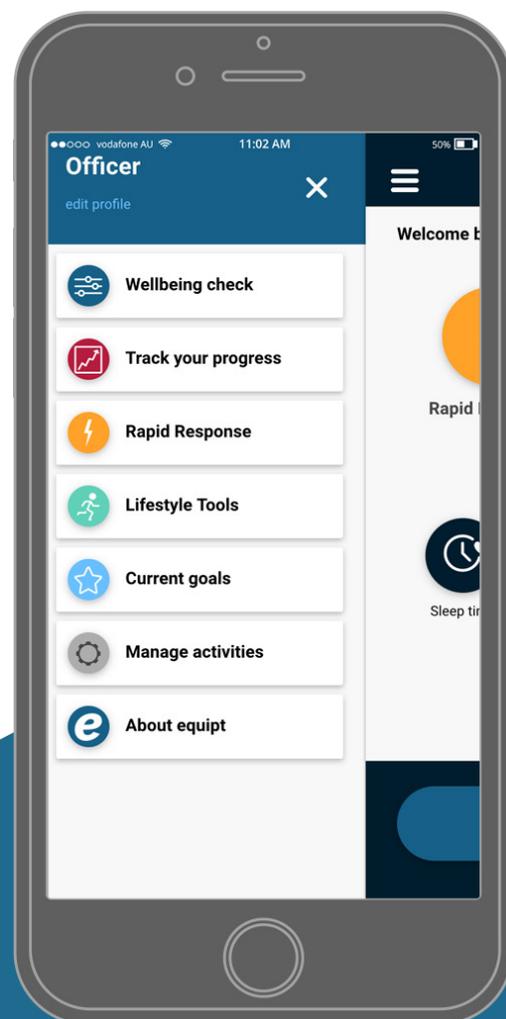
The stress tracker can show your stress levels before and after you have used the rapid response tools in the past, which can remind you that you can make a difference to your stress levels.

How do I rate my wellbeing scores if I want to but am not prompted when I enter the app?

The first time you use the app it will prompt you to enter your self-ratings for four domains of wellbeing – sleep, mood/mind, physical, social. After the first use, you will be periodically prompted to do so. If you want to enter your self-ratings at any other time (for example to help you track your wellbeing), you can do so by going to the landing page (which you can do by touching the menu icon in the top left hand corner of the screen on the home page).

Will there be updates available for *equipt*?

Updates for *equipt* will be made available from time to time. If your phone is not set to automatically download updates, please check the apple store or google play regularly.



equipt has been developed by **The Police Association Victoria** and **Victoria Police**, with input from members and Phoenix Australia - Centre for Post Traumatic Mental Health.