Application Set-Ups

Current Version

Service Area	Disability, Aged, Community	**Version**	1.1
Process Owner	Governance Lead | CEO | COO	**Date of Issue**	May 2023
Approved by	Chief Executive Officer	**Review**	May 2025

Modification History

Version	Date	Author	Approved by	Description of change
1.0	5/2023	Natashia Telfer	Brevity +CEO	New policy, procedures & processes

In conjunction with:

- ALL NCC Policy
- NCC Recruitment and Onboarding Policies, Procedures and Processes
- Brevity CORE Onboarding
- Onboarding Induction

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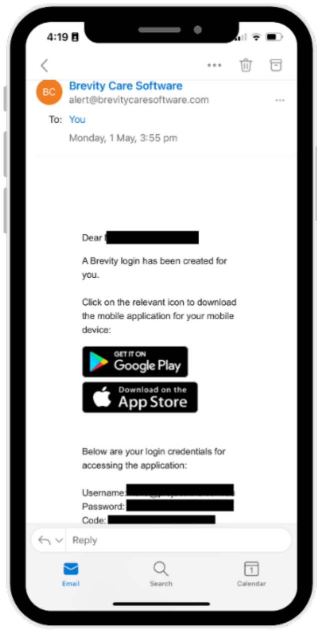
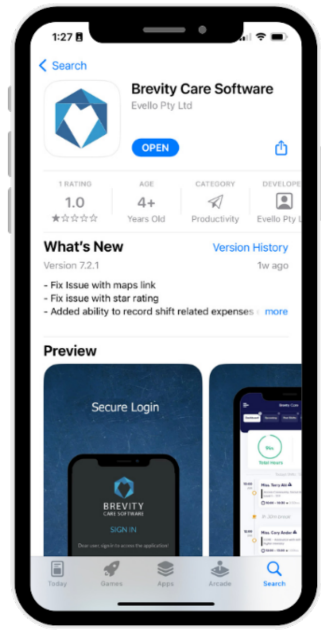
Setting Up Your Employee Login Procedure

Once we have all of your employment prerequisites, we can activate you within our scheduling system 'Brevity'. Employee will receive an email to the designated employee email from alert@brevitysoftware.com titled ***'Brevity Care Software'***





The email will direct the email to download the Brevity app from google play for android phone users and/or App store for Apple phone users.

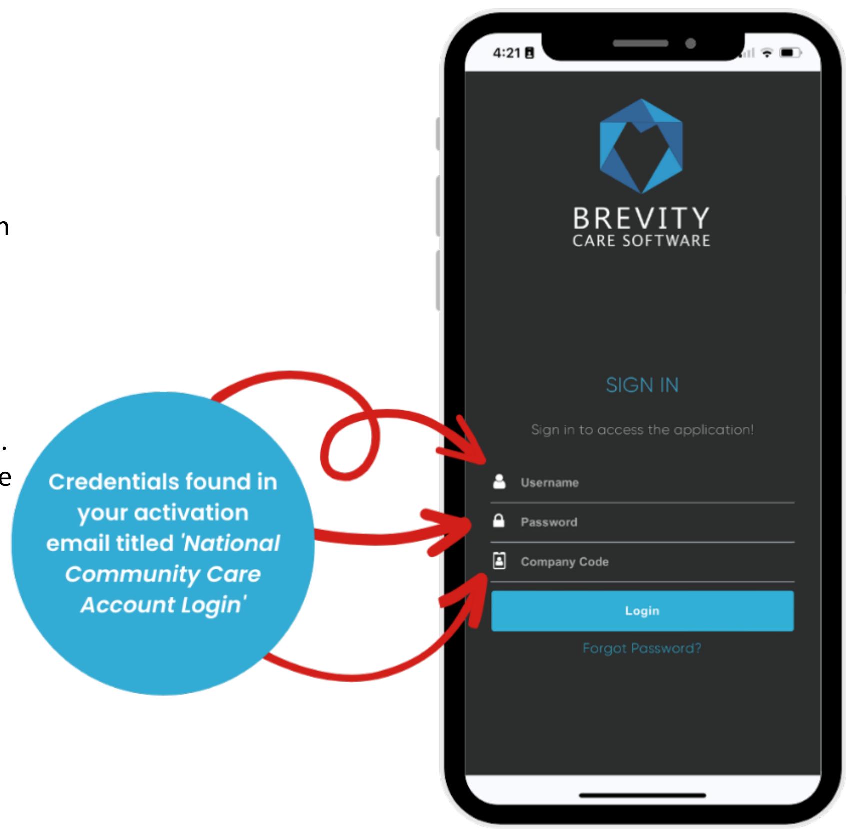
Once the application is downloaded to the employee device, it can be activated.

The app will request the following information:

- **Username**
- **Password**
- **Company Code**

These credentials will be identified in the employee activation email titled **'Brevity Care Software'**

Once the employee has successfully Logged in, employee may elect the use faceID, and/or change password. Noting Username and Company code will remain unchanged.



Turning on Location for Brevity Application

While on shift, all employees are required to have the minimum option of '*While using the App'* selected. This means a pinpoint of clock in and clock out times can be established to ensure prompt shift confirmation and payment can occur.

iPhone Procedure

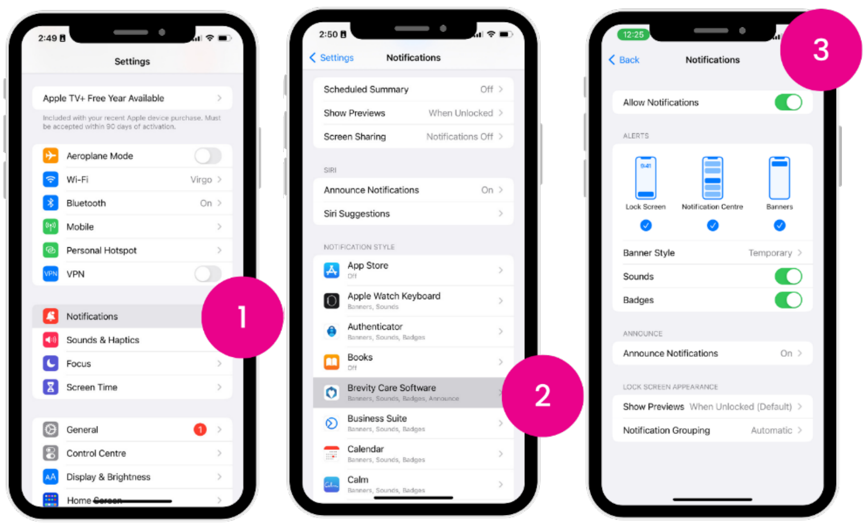
Find settings icon on your phone, and find Privacy & Security Settings. Within that, you will find Location Services.

Once in Location Services you have the ability to select her app and set your preferences. Options are:

- Never,
- Ask Next Time,
- While using the App
- Always.

Setting up Notification Settings(iPhone)

1. In Settings, select **Notifications**
2. In Notifications, scroll down to '**Notification Style'** for each of the apps you have installed on your device. Select ***Brevity Care Software***
3. Review notification settings, ensure ALL notifications are turned on, including sound, and badges. Failure to do so, will result in non-compliance in line with availability, and rejection of shift policies and procedures.



Setting up Brevity App Notification Settings(iPhone)

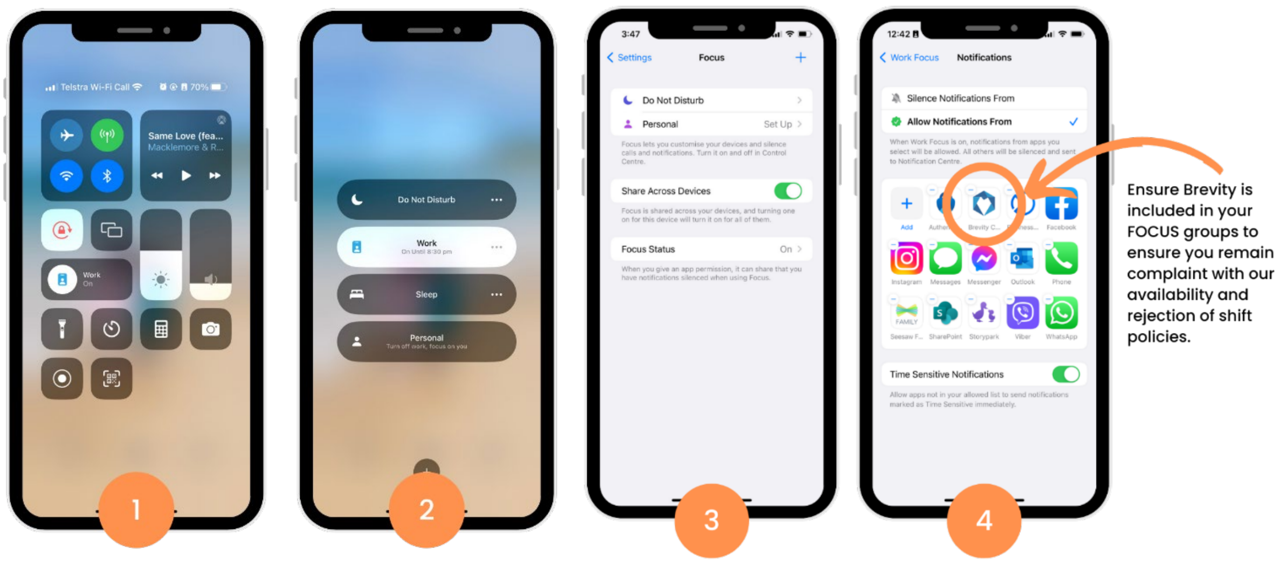
1. In **Settings**, scroll down to the Applications at the bottom of the Settings Page. Select ***Brevity Care Software***
2. Ensure the appropriate accessibility options are selected.

   Location
   – minimum requirement 'while using'
   Microphone
   – if you wish to do voice to note
   Speech recognition
   – if you wish to do voice to note
   Camera
   – to upload photos to support incident reports and or reimbursement receipts
   Face ID
   – if you wish to override password entry
   Mobile Data
   – Mandatory to access service guides, care plans and documentation

iPhone – focus modes / do not disturb modes

These modes are considered like your phone being on silent. It is your responsibility to ensure you are across your assigned shifts. Failure to do so may be detrimental to the participants health and wellbeing and will result in noncompliance processes.

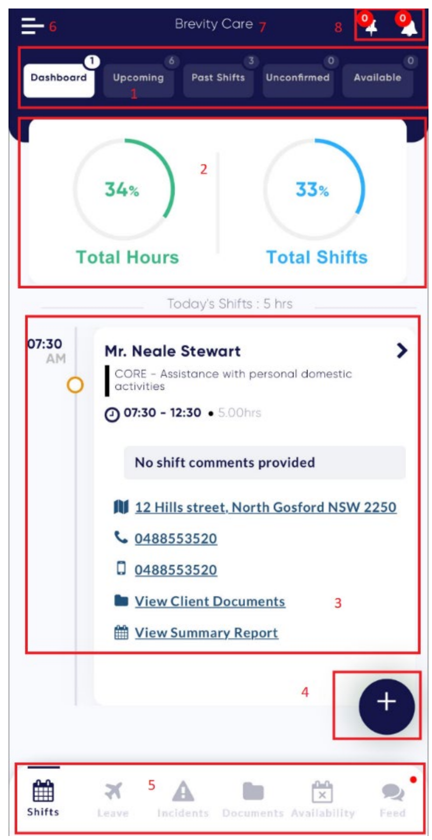
1. **To access your focus group, you can do so by swiping down the right-hand side of your locked screen.**
2. **You can select the focus group you want to activate, or edit groups by selecting the three dots . . .**
3. **You can then select with focus group you wish to tailor.**



Navigating the Dashboard

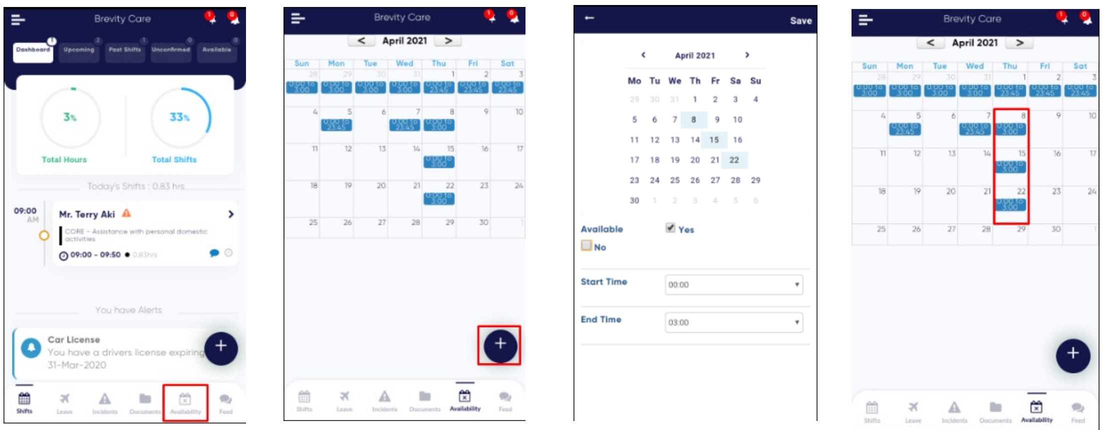
The following information will assist you in navigating the Support Worker Dashboard

1. **Shift Navigation:** You can see different shifts in this section. This allows you to open upcoming shifts, past shifts, unconfirmed shifts, and available shifts that have not yet been assigned to a support worker.
2. **Shift Graph:** This graph can show you the completed hours and shifts you made either with the week (as the default) or the period based upon the updated date range specified through the Date From and Date To fields of the User Option screen. The graphs are interactive and when clicked will provide you with a numeric and % value of shifts and hours scheduled and completed.
3. **Shift Panel:** This section shows you the shifts that are scheduled to you, broken down by 24 hour period. This panel displays
    a. *The client name,*
    b. *The service that is being provided.*
    c. *Shift comments that outline specific instructions for the performance of the service.*
    d. *Clients address of service.*
    e. *Clients electronic contact details, the display of which can be regulated through the configuration settings maintained on the Branch form within the Brevity Core web application*
    f. *Reports and documentation*
    g. *Any specific risk notifications applicable with the client that need to be observed*
    h. *The total number of shift hours for this day.*
    i. *Break details between two individual shifts.*
4. **Add Button:** The support worker can add a new client shift using this button.
5. **Navigation Panel:** You can use this panel to do different tasks within the applications.
6. **User Options:** Provides the support worker with access to the User Options screen, where the support worker can
    a. *make adjustments to the shifts shown by varying the From Date and To Date.*
    b. *can undertake a password change*
    c. *log out from the application*
7. **Company name:** This lists the organisation name.
8. **Notifications & Tasks:** Alerts and tasks set through the schedule board that relate with one or more of the support workers shifts.



Setting Up Availability within the App

Once the *Update Availability* option has been enabled for an employee, this will enable a new tab at the bottom of the mobile app that allows them to set their availability or unavailability.

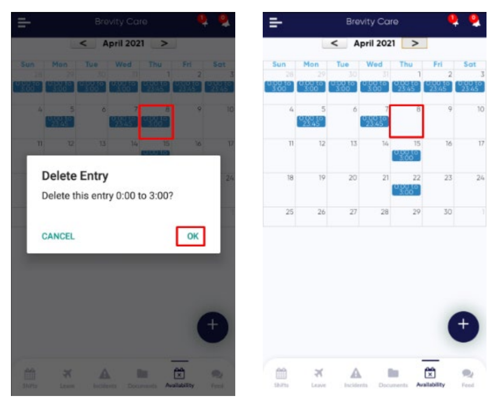


The plus button in the bottom right can be used to record availability or unavailability. The support worker can individually select the days and they want to set the availability or unavailability for, as well as the related times. The updated availability or unavailability periods as set through the mobile app will override the availability or unavailability periods as listed against the employee profile and on the schedule board within the Brevity care software.

Removing periods of availability/unavailablity

You can delete the availability by going to the availability section of the Brevity Mobile App. It will show you the availability for the month. To delete a period of availability/unavailablity, tap on the relevant period from the calendar.

It will ask you if you want to delete the selected entry. Tap on Ok to confirm the deletion and remove that period from the calendar.



Please note, as per policy, no employee is permitted to cancel / remove their availability should shifts be assigned to the associated period. As per the rejection of shift policy, employee is required to call the on-call 0401 439 798 and verbally express your inability to attend the assigned shift. Failure to do so, will result in disciplinary action and up to termination.

Receiving Assigned Shifts to Roster

- As per Daily Operations and Availability policies, all shifts are assigned in line with employee provided availability.
- All National Community Care rosters that are pre-scheduled will be rostered to the employees roster dashboard each Thursday. When this occurs, the application will issue all rostered employees notifications via the app. (See ***'Setting up Notification Settings'***)
- A bulk SMS roster notification will be issued to notify all employees of roster publication.
- It is the employee's responsibility to check roster and be across scheduled services each week and across any new changes to the employee's roster.
- In the event the employee can no longer attend the assigned shift, the employee is required to CALL National Community Care on 0401 439 798 to ensure the shift can be actioned by the scheduling team. (See ***'Daily Operations Policy and Guidelines'***)
- Upon receiving the assigned shift, on the provision, Location is turned on, the participants address will be available to the employee along with google maps to assist with directions.
- From time to time, unfilled and available shifts may be published for employees to review and select if they would like to pick up the additional shifts.

Rejecting Shifts Procedure

The shifts assigned back not be cancelled and/or rejected by the employee within the Application. Employee is required to call NCC on-call as per policy. Refer to ***rejection policy*** in place.

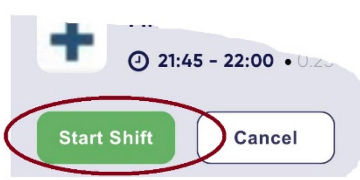
On-shift App Use

In line with the NCC ***Mobile Phone policy***, all personal devices are only to be utilised in line with care related practices. Participants have been asked to report any employee abusing this privilege to carry a phone on shift including excessive personal use for personal matters including social media. Noting SIL group properties do not require employees to carry phones as the team leader has the House phone on persons.

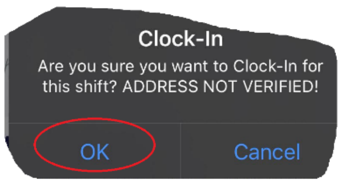
Complete Shift – Clocking In and Out of Shift

To complete a client service, observe the following steps:

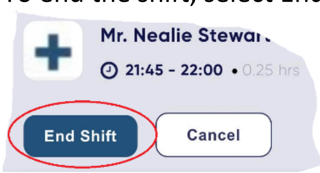
1. Access the Brevity Care mobile app using your Support Worker login credentials.
2. To start the shift select the Start shift button.



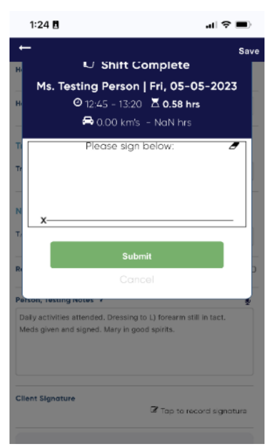
3. To allow location access click OK on the prompt.

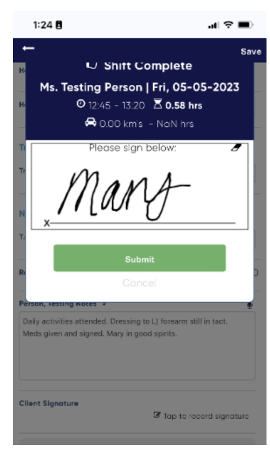


4. To end the shift, select End shift button. Once done, the shift page will be presented.



5. Within the Timesheet Comments field input timesheet comments, if there has been a change to the shift start or end times.
6. Within the Notes field enter progress notes related with the activities performed during the service.
7. Obtain the Client Signature by tapping on the add client signature label. Client can draw their signature with the finger.
   If the participant is unable to sign – please write UTS and 'submit'
   PLEASE NOTE: In line with ensuring all employees operate honestly, faithfully and diligently in line with code of conduct, once the participants signature is complete, and you press the submit button, the shift confirmation is sent to NCC and the participant's indicated contact person.
   False or inaccurate information can lead to disciplinary action including termination.





8. Allow the Participant to rate the service. Noting this too is sent to the participants identified account for review.
9. Click on Submit button.
10. Tap the SAVE link to create the service record.
11. Tap the :left_arrow: icon to return to the Dashboard.

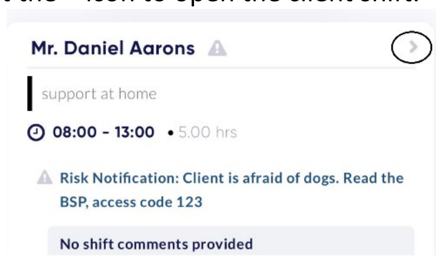
Notes, Documentation and Incident Reports within App

Shift Notes

The Brevity Care mobile application is configured to allow the support worker to register a progress note against the client shift. This function is mandatory to complete in order to successfully clock out. Brevity will alert the support worker if the registration of a note is mandatory to complete the shift.

To register a progress note against the client shift observe the following steps:

1. From the shift panel select the > icon to open the client shift.



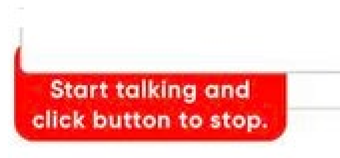
2. Scroll down to the notes field to input your progress note, if you require additional space click the :arrow: icon to open the notes field. Click the :arrow: icon to revert the field back to its original size.

3. To update the shift with the progress note and to exit back to the dashboard select the Save button located at the top right of the shift screen. You will observe on the shift panel a :thought: icon that confirm the presence of a note on the client shift.

Voice Recording shift notes

Brevity allows for progress notes to be be recorded against the client shift using the voice recording features of the mobile device. If for some reason the icon does not work on your mobile device, you can utilise the :voice: icon on your mobile device keyboard. Depending on the mobile device being used you may be prompted to grant brevity access to your microphone. To record a voice note observe the following steps:

1. Clicking on the voice record icon to open your phones voice recognition software. You can now speak so the voice recognition could convert your speech to text. Brevity will prompt you that voice recognition has been enabled.



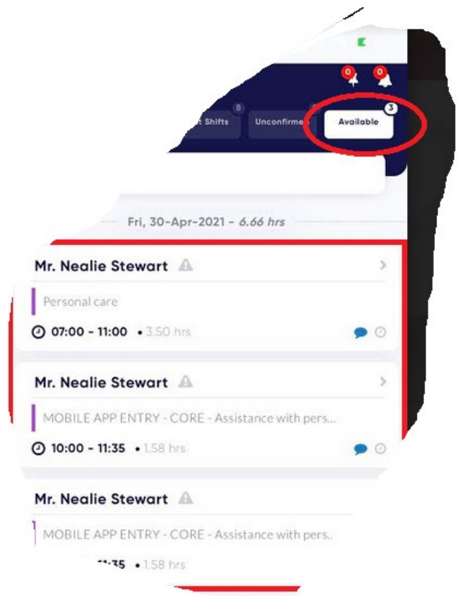
2. To conclude your dictation select the voice record: icon. The Notes field will be updated with the content of your speech.

3. Please read and review the speech to text conversion to ensure it has converted correctly, remembering this is a legal form of documentation. Edit any miscommunications to ensure the documentation is factual meeting legal documentation requirements. (See Record Keeping Policy)

4. To update the shift with the progress note and to exit back to the dashboard select the Save button located at the top right of the shift screen. You will observe on the shift panel a :thought: icon that confirm the presence of a note on the client shift.

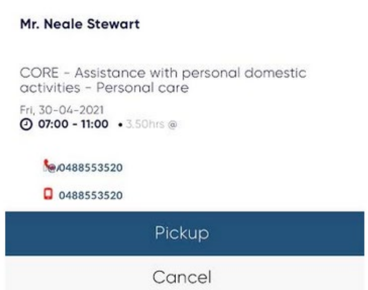
Picking up Available Shifts

Within the Brevity Care mobile application an available shift is one that has not yet been assigned to a support worker. The activity of reporting available shifts out to the user community is by publishing the selected shifts through the schedule board.



To accept a shift listed with the Available shifts panel observe the following steps:

1. Tap the Available tab.
2. Select the :r-arrow: icon opposite to the shift that you would like to pick up
3. Select the Pickup option.



4. Select Yes to accept. The selected shift will move into either the shift queues in the Dashboard or Upcoming tabs

Incident Reporting via App

The Incident tab allows the support worker to both check the particulars of incidents raised that relates to them and to register new incident records. Brevity categorises an incident record as either an incident, accident, complaint, suggestion, near miss, medical incident or medication refusal.

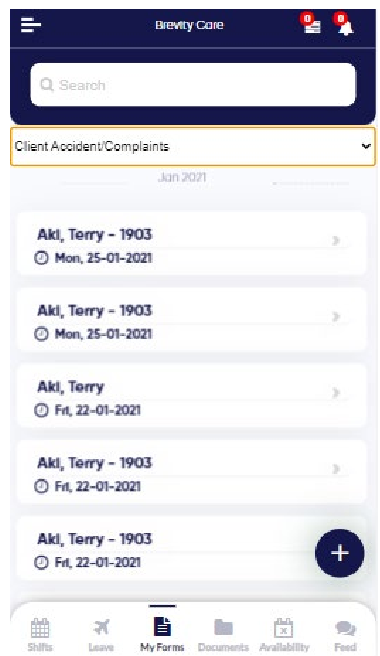
Incidents related with the support worker can be viewed through the Incident tab if they have been either.

- Created By the client using the Brevity Care mobile app.
- Created By the support worker on behalf of the client using the Brevity Care mobile app.
- Created through the Incident module within the Brevity Care CORE web application by authorised management.

Viewing an existing Incident

To view an incident record through the Brevity Care mobile app the employee will need to observe the following steps.

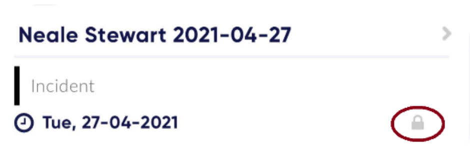
1. Access the Brevity Care mobile app using your Support Worker login credentials.
2. Tap the :incident_tab: Incidents tab in the bottom navigation bar.
3. Depending on the number of incidents registered slide the screen till you come to the incident that you wish to inquire upon. Incidents are listed in order of their registration.
4. Tap the :r-arrow: icon to open the selected incident and view the particulars of the record.



An incident that has been registered through the mobile app will always be managed through the Brevity Care CORE web application by authorised management.

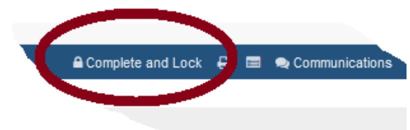
Resolved Incidents

Incidents that have been resolved by management Incident module will be identified with a padlock icon within the incident panel. Resolved incident revert to view only.



Closed and Completed Incidents

Once the incident investigation has been concluded the record will be closed by selecting the Complete and Lock icon within the Brevity Care web application Incident module. This action will remove the record from the incident tab within the Brevity Care mobile application.



Record types

The following is a summary of record types that can be used to categorise the record.

Incident	This is an unexpected occurrence or event that does not result in either injury, illness or harm to the client or damage to the client's property
Accident	This is an unexpected event that results in either injury, illness or harm to the client or damage to the client's property
Near-Miss	This is a narrowly avoided accident.
Complaint	This is a grievance from the client in relation to a particular aspect of the service that they have received.
Suggestion	This is a recommendation or pitch from the client about enhancing a particular aspect of the service that they have received.
Medical Incident	This is a broad definition that may be treated in the same fashion as an Accident, may include for example reporting the occurrence of medication abuse, some form of abuse, hospitalisation or the contraction of a communicable disease
Medication refusal	This is a refusal of the client to take scheduled medication.

Navigating the Incident record

The following is a summary of the fields that comprise the Incident record.

1. **Date:** This field is used to register either the record date in the case of a complaint or suggestion or the the date that accident/incident/medical incident or medication refusal occurred.
2. **Time:** This field is used to register the time, This is especially important for accident/incident/medical incident or medication refusals, but less of importance in the case of a complaint or suggestion
3. **Type:** This is a drop down field that lists the category of record type is used to categorise the event.
4. **Severity:** This is a drop down field that lists severity values that are used to categorise the seriousness of the event.
5. **Description:** This field allows for a narrative of the incident that occurred.
6. **Events Before:** This field allows for a narrative of the events that occurred prior to incident .
7. **Events During:** This field allows for a narrative of the events that occurred during the incident.
8. **Events After:** This field allows for a narrative of the events, activities or actions that occurred after the occurrence of the incident.
9. **Reported By:** This field is used to register a the full name of the person that is reporting the incident, this will either be yours or another individual that may have assisted with the registering of the incident.
10. **Reporter Phone:** This field is used to register a contact number of the person that has reported the incident, that will either be yours or another individual that may have assisted with the registering of the incident.
11. **Witnesses:** This field is used to register the names of any persons present that witnessed the incident.
12. **Location:** This field is used to register the location at which the incident occurred.
13. **Attachments:** images either taken or selected from you phones album and files can be uploaded and attached to the event record.

Registering an Incident Report via Brevity App

In line with ***NCC Incident Reporting Policy*** and ***Documentation and Record Keeping Policies***, when registering a new record observe the following steps:

1. From the incident tab tap the :add: button to add a new record.
2. Within the date field, use the date picker select the occurrence date of the event.
3. Within the time field use the time picker specify the occurrence time of the event.
4. Within the type field, select the appropriate record type from the drop down list that will classify the event.
5. Within the severity field either accept the default value or select the appropriate rating from the drop down list.
6. Within the description field input a narrative of the event, this information can be typed or dictated.
7. Within the Events before field input a narrative of the events that occurred prior to the event, this information can be typed or dictated.
8. Within the Events During field input a narrative of the events that occurred during the event, this information can be typed or dictated.
9. Within the Events After field input a narrative of the events that occurred after the event, this information can be typed or dictated.
10. Within the Reported By field input the name of the individual that is completing the event report.
11. Within the Reporter Phone field input the phone number of the individual that is completing the event report.
12. Within the witnesses field specify the names of any witnesses that observed the event.
13. Within the location field, input where the event occurred.
14. Tap the SAVE link
15. Return back to the incident page, you should observe the incident record listed within the tab.

Leave Requests via App

Casual Employment Leave Requests

The Brevity Care mobile app enables the worker to 'apply' for leave. As annual leave is not a paid entitlement of casual employment, this is merely a place holder within the System. The employee is still required to update availability prior to going on 'leave' by identifying the days you are NOT available in the availability tab of the application.

Permanent Employment Leave Requests

The Brevity Care mobile app enables the worker to apply for leave, to see a history of leave that has been approved and taken or not approved.

In line with the Brevity Leave application, employee must also submit the leave request via Xero Me to ensure any leave entitlements are paid in the appropriate pay cycle. All Leave requested is subject to approval by your HR or administration team.

Please note: this is in line with the ***NCC Annual Leave Policy*** and Procedure and should be referred to when applying for leave to ensure parametres set in Policy are maintained to ensure Leave requests can be reviewed promptly.

Setting Up Your Employee Payslip Access: 'Xero Me'

All employment payslips and those eligible for leave requests (permanent employment) can access this via the Xero Me app. In order to link the Xero Me app, employee will receive an email titled ***"National invited you to join National Community Care Pty Ltd's payroll"***

The email entails the following steps in order to activate your employee access:

1. Accept the invite and enter a few details to set up your account. You will have 14 days from the date the email is dispatched.
2. Once your account is set up, you can choose to use Xero Me on the go with the app. You'll just need your Xero username and password to log in.

Once the employee has activated the app, employs can access payslips, submit timesheets (office personnel), view leave balances and submit applications (permanents)