

Creating external portal access – Support Coordinators

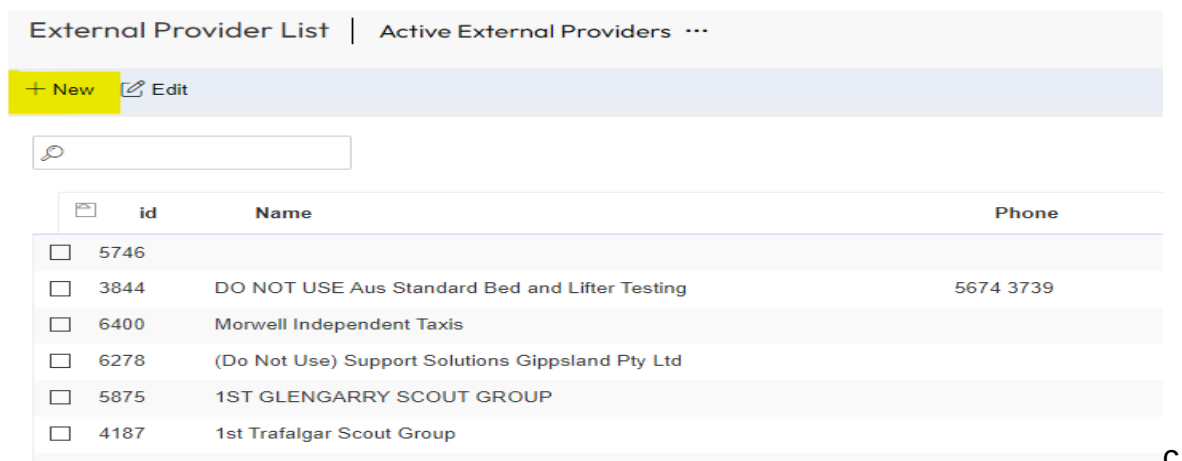
You will need to ensure you ask the provider for the following details

- Their full name
- Email address
- Contact number
- List of their clients (this is best sent to intake by email)

Click clients in main brevity, open client

Check consent on front screen under client consent for “Support Coordinator”, or the signed service agreement. If you do not have consent here you will need to contact the participant/nominee and request verbal consent over the phone before continuing.

- Click clients tab
- Click Service Providers
- Click new (picture below)



Complete the fields with an Asterix (*) – (See Picture Below)

If there is a duplicate record, the screen will display a red box, double check you don't already have the provider listed in the system.

Name – Support Coordinator name

Location – Company they work for

ABN – This is left as NA (do not add an ABN)

Primary Contact Name – Support Coordinator name

Primary Contact Position – their role. i.e. support coordinator



Service provided – Support Coordination

Select “YES” to Mobile App Login provided

Email address

Mobile Number

Partners Details	
Partners Details	Services Provided
Name* Lachlan Detar	Type* External Provider
Location Latrobe Support Coordination	Service Provided Support Coordination
ABN* NA	Mobile App Login Provided <input checked="" type="radio"/> Yes <input type="radio"/> No
Notes	Rate Type Other
	Rate
	Monday <input type="radio"/> Yes <input type="radio"/> No
	Tuesday <input type="radio"/> Yes <input type="radio"/> No
	Wednesday <input type="radio"/> Yes <input type="radio"/> No
	Thursday <input type="radio"/> Yes <input type="radio"/> No
	Friday <input type="radio"/> Yes <input type="radio"/> No
	Saturday <input type="radio"/> Yes <input type="radio"/> No
	Sunday <input type="radio"/> Yes <input type="radio"/> No
	Account Number
Contact Details	
Address	Contact
Address 1	Phone
Address 2	After Hours Phone
Suburb	Email* lachie@latrobescs.com
State	Mobile 0493 587 205
Post Code	Website
Bank Account Details	

Click Save

Now to create the log in

Click Manage Login

- Username is the initial, full stop and surname
- Password is as above, with the appropriate date

Manage Login

👤 Enter User Login Details Below

Username*	<input type="text" value="L.Detar"/>
Password (change if required)	<input type="password" value="Headway05042023"/>
Confirm Password	<input type="password" value="....."/>
	<input type="button" value="Save"/>
Company Code*	headwaygippsland

- Open your emails
- Open template to ensure consistency – See below

Hello Kristine

I have created your access to Headway’s app to allow you visibility of your Headway client’s Plan Management Funding.

You can access the application here: <https://mobileweb.brevity.com.au/#>

Your login credentials are:

Username: K.West

Password : Headway04042023

Company Code: headwaygippsland

When you login, you may be presented with a list of your clients, or a dashboard concerning shifts/rostering

The dashboard can be ignored – to access your list of clients, you can click the contact list at the top right of the screen:



If you have any queries or technical issues, please do not hesitate to contact Headway.

Send this email to the requesting external provider

Now you need to add the external client to the service providers list against each of their clients.

Click clients tab

Click clients

Enter client name – select client

Find Service providers section on the right hand side of the page

Service Providers +

Client	External Provider	Service Provided	Provider Name
Crawford, Tina - 0651			Eco Cleaning - no longer does resi
Crawford, Tina - 0651			
Crawford, Tina - 0651	Gippsland Physiotherapy Group - Warragul		Gippsland Physio group
Crawford, Tina - 0651	Simply Helping - Gippsland South and West		Simply Helping
Crawford, Tina - 0651	Welcome Home House and Garden Services	House Cleaning; Yard Maintenance	Welcome Home house and Garden
Crawford, Tina - 0651			Queensland Trustee
Crawford, Tina - 0651			Specialised OT - driving assessmei
Crawford, Tina - 0651			no longer provides support
Crawford, Tina - 0651	Warragul Wellness Centre		Warragul Wellness Centre
Crawford, Tina - 0651	Vannessa Estigarribia	Support Coordination	Vannessa Estigarribia

Showing 1 to 10 of 10 entries Previous Next

Click the plus

Enter the name you just set up for the external provider.

New Client Service Provider record

Save
Close

On this form: Client Service Provider details

Client Service Provider details

Client*

Provider Name

External Provider

Location

Service Provided

Trusted Provider

Trusted Provider Yes No

Services

Rate Type

Rate

Notes

Availability

Monday Yes No

Tuesday Yes No

Wednesday Yes No

Click Save