

Creating external portal access – Support Coordinators

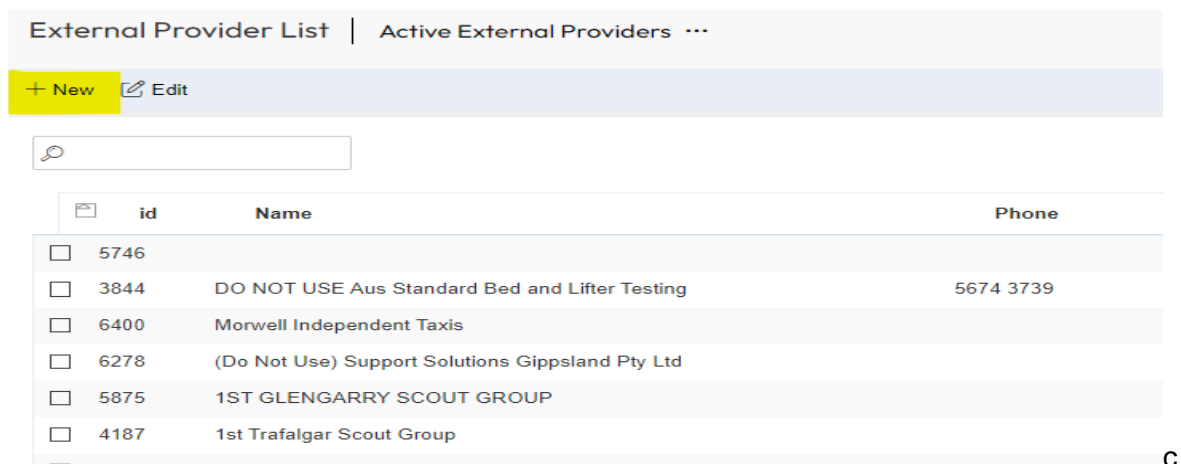
You will need to ensure you ask the provider for the following details

- 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)



id	Name	Phone
5746		
3844	DO NOT USE Aus Standard Bed and Lifter Testing	5674 3739
6400	Morwell Independent Taxis	
6278	(Do Not Use) Support Solutions Gippsland Pty Ltd	
5875	1ST GLENGARRY SCOUT GROUP	
4187	1st Trafalgar Scout Group	

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	Services Provided
<p>Name* <input type="text" value="Test Provider"/></p> <p>Location/Organisation <input type="text"/></p> <p>ABN <input type="text" value="N/A"/></p> <p>Notes <input type="text"/></p>	<p>Type <input type="text" value="Support Coordinator"/></p> <p>Service Provided <input type="text" value="Service Provided (from Provider Record)"/></p> <p>Mobile App Login Provided <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Plan Management Notifications <input type="text" value="Provider Alert"/></p> <p>Rate Type <input type="text" value="--Select--"/></p>

Contact Details	Contact
<p>Address</p> <p>Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>Suburb <input type="text"/></p> <p>State <input type="text"/></p> <p>Post Code <input type="text"/></p>	<p>Phone <input type="text"/></p> <p>After Hours Phone <input type="text"/></p> <p>Email* <input type="text" value="b.mumma@headwaygippsland.org.au"/></p> <p>Mobile <input type="text" value="From Provider Record"/></p> <p>Website <input type="text" value="b.mumma@headwaygippsland.org.au"/></p>

Click Save

Now to create the log in

Click Manage Login

- Username is the initial, full stop and surname
- Password is as above, Record ID which can be seen in the address bar

headwaygippsland.brevity.com.au/#Form/account?recordId=5478

Amy Comber - One... My Standards - BN... Headway Gippsland... Brevity

Manage Login

Enter User Login Details Below

Username*	<input type="text" value="initial.fullstop.surname"/>
Password (change if required)	<input type="password" value="HeadwayrecordID"/>
Confirm Password	<input type="password"/>

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: pmportal.brevity.com.au

Your login credentials are:

Username: K.West

Password: Headway5478

Company Code: headwaygippsland

When you login, you may be presented with a list of your clients,
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

SaveClose

On this form: Client Service Provider details

Client Service Provider details

Client*

Crawford, Tina - 0651

Provider Name

External Provider

Lachlan Datar

Location

Service Provided

Trusted Provider

Trusted Provider ☒ Yes ☐ No

Services

Rate Type

---Select---

Rate

Notes

Availability

Monday ☐ Yes ☐ No

Tuesday ☐ Yes ☐ No

Wednesday ☐ Yes ☐ No

Click Save