Brevity Application Onboarding Policy and Guidelines

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	Employsure	New policy, procedures & processes

In conjunction with:

- NCC Recruitment and Onboarding Policies, Procedures and Processes
- Brevity CORE Onboarding

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Scheduling System Policy

POLICY STATEMENT
The Policy provides a framework to support all NCC employees to activate and appropriately use the scheduling system 'Brevity' and all its relevant features.

SCOPE
This policy applies to all employees of National.

POLICY
NCC recognises the in line with the digital world we live in, streamlining processes such as rosters and documentation is a natural progression.

In doing so, carer documentation and incident reporting, HR processes, payroll processes, rostering processes and communication processes are made more efficient, allowing time to be better utilised across participant care.

OUTCOME
Streamlined services with a variety of improvements all measurable within Brevity and the reports that can be generated by data collected. Brevity will also remove current manual practices reducing the human error in payroll and annual leave processes. Reimbursements will become automated, furthermore, incident reports will be up lined instantly for a more effective response. Overall, tracking of employment patterns, incident management patterns and more.

National's Responsibilities

- All new employees entered and activated in Brevity core system by management team
- Induct all new NCC employees to the Brevity app upon onboarding process.
- Provide ongoing training to employees in relation to incident report management and mandatory reporting obligations.
- Provide ongoing training to employees in relation to confidentiality and privacy (and the NDIS code of conduct)

Employee Responsibilities

- Upon onboarding, ensure you ate confident in the system and your requirements in updating your availability.
- Understand your obligations as per policies, and/or know where to access your operational policies
- Maintain privacy and confidentiality of participant and all information within Brevity app
- Do not share your Brevity App login with others or allow others to access your app via your phone.
- Understand and follow all Brevity procedures appropriately.

Key Personnel Contacts:

- **Daily Operations: 0401 439 798**

REFERENCES

Freedom of Information Act 1989
Health Records (Privacy and Access) Act 1997
Working with Vulnerable People Act 2011
Human Rights Act 2004
Human Rights Commission Act 2005
National Disability Insurance Scheme Act 2013
Disability Services Act 1991
Disability Services Regulation 2014 Aged Care Act 1997
Discrimination Act 1991
Fair Work Act 2009
Work Health & Safety Act 2011
Health Professionals Act 2004
Territory Records Act 2002
Information Privacy Act 2014
Official Visitor Act 2012
Fair Work Act 2009
Workers Compensation Act 1951

Geolocation Policy

POLICY STATEMENT

This policy is designed to enhance our workforce management including employee and participant safety, fleet management, job scheduling, and job costing efforts through the use of scheduling application '***Brevity***'.

PURPOSE AND OVERVIEW

The purpose of this GPS Tracking Policy is to define criteria for protecting employees, participants and National Community Care safety and interests, as well as to ensure transparency regarding the employee data it intends to collect and use. National Community Care will communicate and inform employees about:

- The categories of data it will collect How the data will be used
- How the data will be protected
- Who will have access to the data
- How long the data will be kept.

This Policy constitutes an official notification and it is in compliance with Australian Privacy Laws.

By acknowledging this Policy, all NCC employees give their consent to GPS-tracking practices outlined herein.

DEFINITION

National Community Care is committed to employee, participant and traffic safety, and Geolocation can help these aspects.

Brevity *(short for Brevity Care App)* is the application utilised to pinpoint clockin and clock out geolocations.
GPS-tracking practices is the umbrella label for all activity and process around tracking, pin point, clocking of location.
GPS is a satellite tracking system that has the capcity to track live and on the move.
Geolocation is the process or technique of identifying the geographical location of a person or device by means of digital information processed via the internet at that particular point in time.

POLICY

National Community Care understand that privacy concerns are valid and that our employees' and client privacy is important. As such, we will ensure that all geolocation is done in a transparent, fair, and legal manner. That means all geoloaction data will only be used for business purposes and within the scheduling application only available within National Community Care approved workstations by approved management team members. Please note, the app cannot monitor you outside of an active 'clocked-on' shift.

Employees Responsibility

- Understand the Geolocation Policy and requirements to fullfill employment obligations.
- In order to clock on to activate incured wages, geolocation is required on employees personal device while in use.

- Understand, any geolocations identified outside of the accepted radis of a designted workplace will result in performance management for fraudulant claims.

National Community Cares Responsibility

- Remain transparent about all geolocation processes
- Follow up any fraudulant activity with employees and/or any mandatory reporting requirements to NDIS and/or ACT Police.
- In addition, the scheduling system Brevity, and National Community Care cannot and will not share your data with any third parties without your consent, except as required by law.
- If you have any questions or concerns about our Geolocation policy, please feel free to contact our HR department at info@nationalcommunitycare.com.au.

How does the Brevity geolocation work

Pinpoint of time and location: The geolocation is only active when an employee is on a 'clocked on' shift. An employee is required to clock on to activate the shift to receive your designated pay entitlements for the attended shift. The clock on and off pin is referenced to the assigned location of the clients address to ensure proximity is valid.

The geolocation concludes the moment the employee 'clocks off'. When the employee arrives at a shift, employee will be required to 'clock on'. When this occurs, a pinpoint of time and location is snapshot. When the shift concludes, 'clocking out' is required to again, capture a time and location pin. In doing this, it allows for instant system approval for your shift payment and client invoicing for the duration of the 'active' clocked on time frame.

Captures Kilometre referencing: As the geolocation is NOT a live following of your GPS location, Brevity will not and cannot collect the exact kilometres that you travel between and/or with a client. It will however take the two locations in which your rostered clients reside, and google map the distance for the average of kilometres you are entitled to claim at the award indicated rate and distances. This will mean the team will no longer have to maintain and track your own kilometres and dockets as the scheduling system will automatically calculate this and ensure payment each pay cycle.

Legally Bound: The geolocation is a feature within the new scheduling system Brevity. Brevity is legally bound by the Google Maps Terms of Use and a Privacy Policy within the Brevity application which meets the guidelines outlined by Australian and Territory law to ensure your privacy and safety is upheld.

Access to Data and Storage: Access to data is only accessible to those National Community Care management employees with authorisation access to the Brevity CORE Application. All historical data is stored within the Application by Brevity, bound by google Maps requirements, in line with Australian standards and Laws on Australian shores with a minimum 7 years requirement.

Benefits Of GPS Tracking Policy

Improved Productivity: With geolocation, we can monitor employee time and location data to schedule jobs more efficiently, ensure timely arrivals and departures, and reduce delays. This means that you will spend less time traveling and more time serving our clients.
Better Fleet Management: By tracking start-stop point of time locations, we can track and approve kilometre travel and optimize routes. This will help time efficiencies, reduce costs to clients and improve our environmental impact.
Enhanced Customer Service: By tracking start-stop point of time locations, the client must sign off on the completion and then rate the service out of 5 stars. Thus creating a safe space for NCC to improve on our client service experience.
Greater Accountability: With geolocation, we can monitor employee behaviour, such as valid and invalid clock in/off pinpoints and adherence to company policies including fraudulent claims. This means that employees are held accountable for their actions, promoting safe and responsible behaviour to ensure positive outcomes for clients and safety for the team.
More Accurate Job Costing: By tracking job start and end times, we can more accurately allocate time and resources to clients – for example if Mary Macks weekly 6 hour shift is consistently ending around the 5 hour mark, than NCC can review supports and look to adjust the shift time to better support Marys care and budget while effectively utilising employee time management. This can also allow for correct payment to employees where shifts extend the scheduled shift time ensuring employee pay entitlements are instantly correct at the click of a 'clock off button'.

What Will Not Be Collected From Brevity geolocation

Listen to your conversations: and initiate pop-up adverts on your devices like social media does. A reminder – it is not a live GSP system or AI system.
Live or Private Locations: Brevity will not collect location data for any private locations, such as an employee's travelling between shifts, or at home or family member's location. This is not a functionality the system possesses. It is not a live GPS feed in any way, but rather a 'point of time' location pin drop meaning a snapshot is taken at the moment of clock in and clock off only.
Personal Data: The system does not track live data and it will not collect personal data such as employee location or data outside of work hours.
Employee Behaviour: We will not track employees' personal phone usage, conversations, or other personal activities inside or outside of work hours.
Dash Camera Footage: Brevity does not link to any other external tracking system such as dash cameras to track audio or live video footage.

REFERENCES

Privacy Act 1988
Freedom of Information Act 1989
Health Records (Privacy and Access) Act 1997
Working with Vulnerable People Act 2011
Human Rights Act 2004
Human Rights Commission Act 2005
National Disability Insurance Scheme Act 2013
Disability Services Act 1991
Disability Services Regulation 2014
Discrimination Act 1991
Fair Work Act 2009
Work Health & Safety Act 2011
Health Professionals Act 2004
Territory Records Act 2002
Information Privacy Act 2014
Official Visitor Act 2012

Geolocation Frequently Asked Questions

What Data Will You Collect From Geolocation, And How Will It Be Used?
We will only collect location data and mileage tracking data from the geolocation pins identified when an employee clocks on and off an assigned shift. This data will also help us schedule jobs more efficiently, and optimize pay entitlement process.

Will The Geolocation Be Used To Track Employees Outside Of Work Hours?
No, geolocation within the Brevity App can only be activated when a shift is clocked on and off. It does not have the capacity to track live. We understand that personal privacy is important and we will not track employee location data or any other data inside or outside of working hours.

Will Employees Have Access To The Geolocation data?
No, employees will not have access to such data. The data collected will be used solely for business purposes within the Brevity application, and only authorised National Community Care personnel will have access to it.

What Happens If An Employee Refuses To Have geolocation / Location Services turned on?
In line with policy, all employees are required to have location services turned on their personal devices to activate the shift to receive paid entitlements. Employees do have the option upon downloading the Brevity employee app to allocate location services on, only when using the application should this bring additional comfort to the employee, however employees who refuse to have location services turned on their devices ultimately cannot undertake shifts as such may face disciplinary action. That includes being terminated from employment.

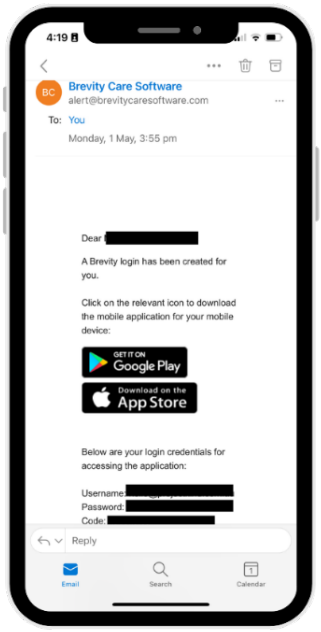
Is Employee Consent Required For geolocation?
Yes, employee consent is required for geolocation. We will provide information about our **Geolocation policy** and obtain employees' written consent before rolling out the new scheduling system. Then moving forward, employee consent will be indicated within any onboarding employee via their employment contract.

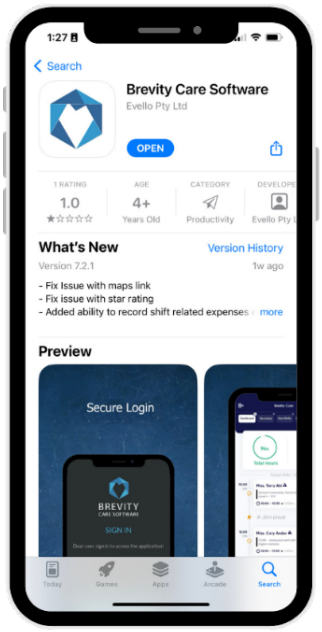
How do I know if my geolocation is on?
See 'Setting Up Notification Settings'

Set Up & Navigation of Brevity Care App

Setting Up Your Employee Login Procedure

Upon onboarding with NCC, employees will be activated by People + Culture Team. 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.

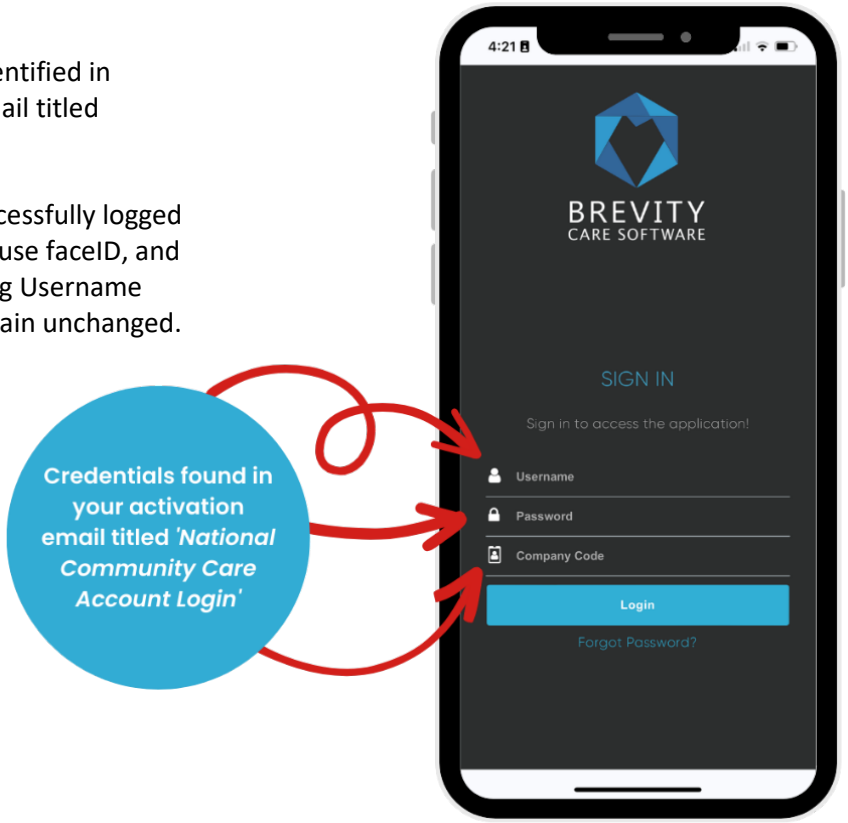
Once the application is downloaded to the employee device, it can be activated.

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.



Brevity App Support worker features

The Brevity Care mobile app allows the support worker to:

- Review the details of the clients profile, which subject to your organisation policies on client confidently, cam include the clients electronic contact details and street address at where the service is being delivered. The availability of client information is controlled settings maintained on the Branch record within the Brevity web application.
- Receive notifications related with the delivery of supports and services to the client.
- Review and complete shifts as well as review past and upcoming shifts.
- Register new service requests
- Prepare progress notes related with the service.
- Register periods of leave request in full or partial days.
- Register periods either as days or hours of availability or unavailability.
- Review client documentation subject to the support workers access rights as determined on the client profile within the Brevity Core application
- Review organisational documentation.
- Register an incident that occurred on shift.
- Update the password used to access the mobile application.
- Attach images and files to a client shift

Setting up Support Worker Access

Granting your support workers with access to the Brevity Care mobile app is undertaken either through the Brevity CORE Login on the employee profile or Email Credential link. See ***Brevity CORE Onboarding*** as this is undertaken by management team only. Employee Availability - Brevity User Guide 2021 - Confluence (atlassian.net)

Turning on Location

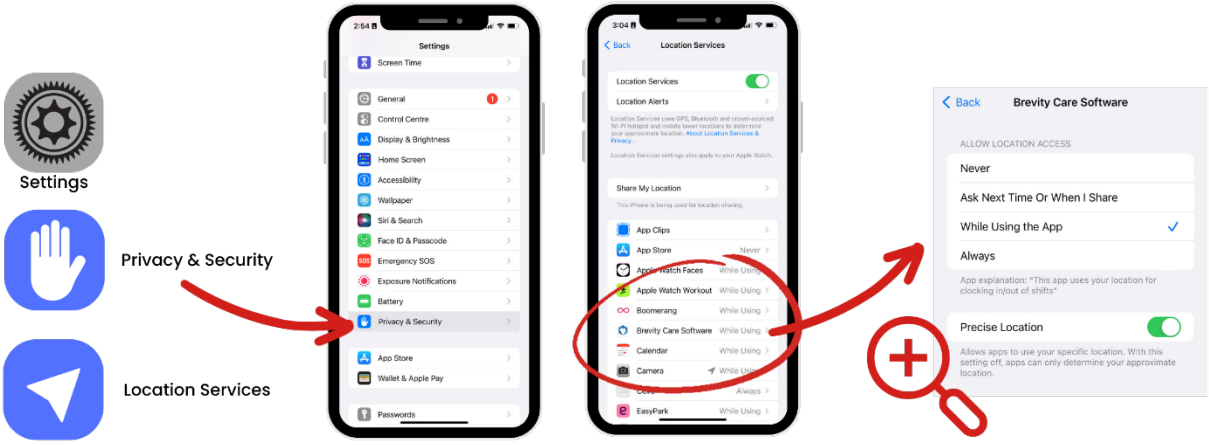
While on shift, all employees are required to have the minimum option of '*While using the App'* selected. This means a pinpoint of clock in and clock out times can be established to ensure prompt shift confirmation and payment can occur.

iPhone Procedure

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

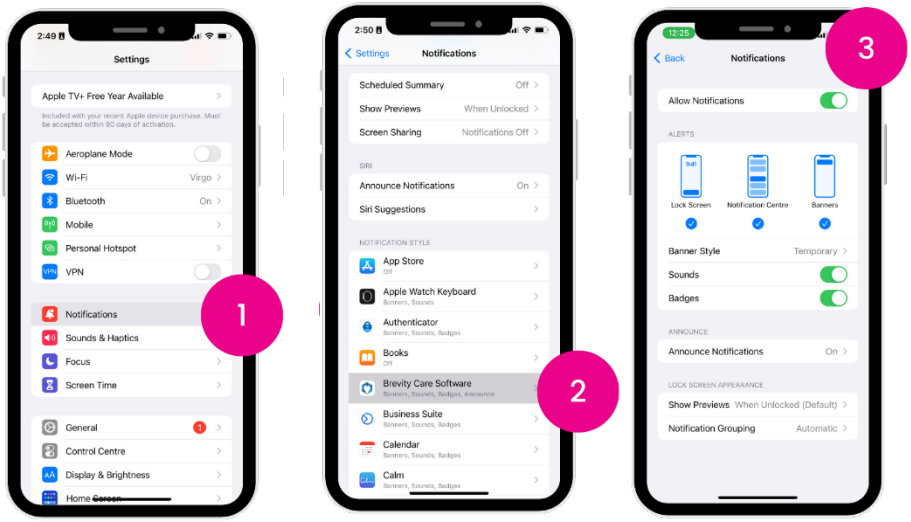
Once in Location Services you have the ability to select her app and set your preferences. Options are:

- 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.



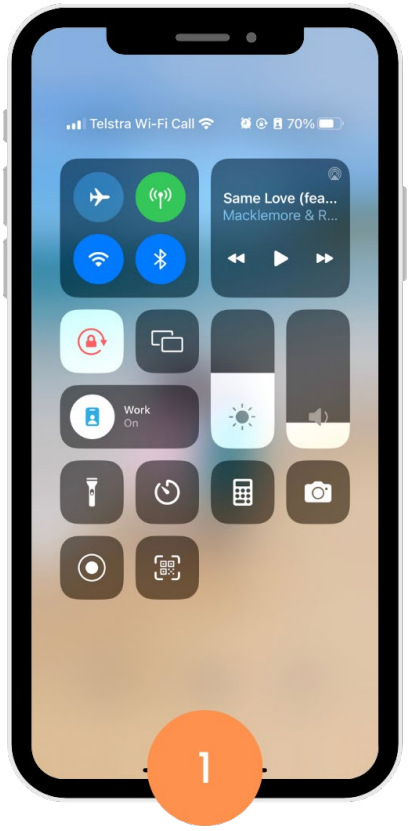
Setting up Notification Settings(iPhone)

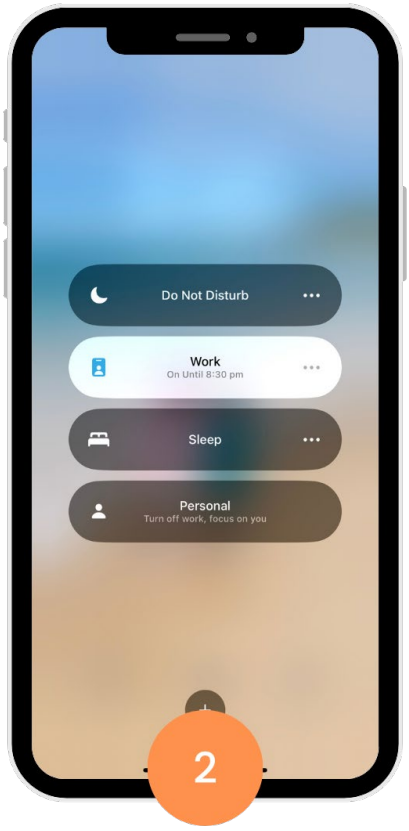
1. In **Settings**, scroll down to the Applications at the bottom of the Settings Page. Select ***Brevity Care Software***
2. Ensure the appropriate accessibility options are selected.
   Location
   – minimum requirement 'while using'
   Microphone
   – if you wish to do voice to note
   Speech recognition
   – 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

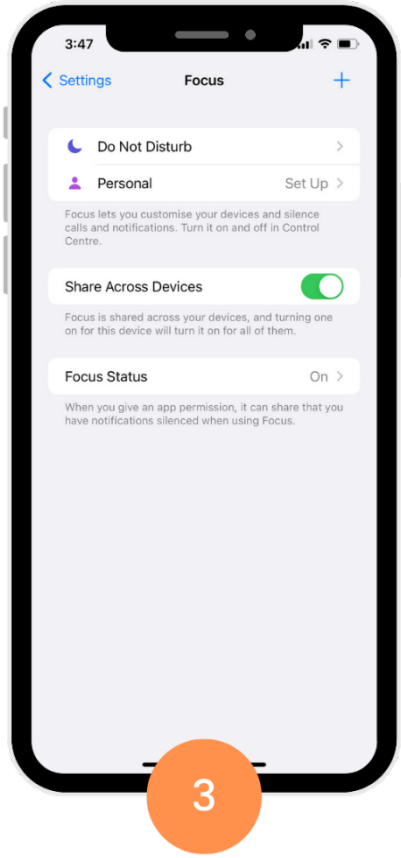
iPhone – focus modes / do not disturb modes

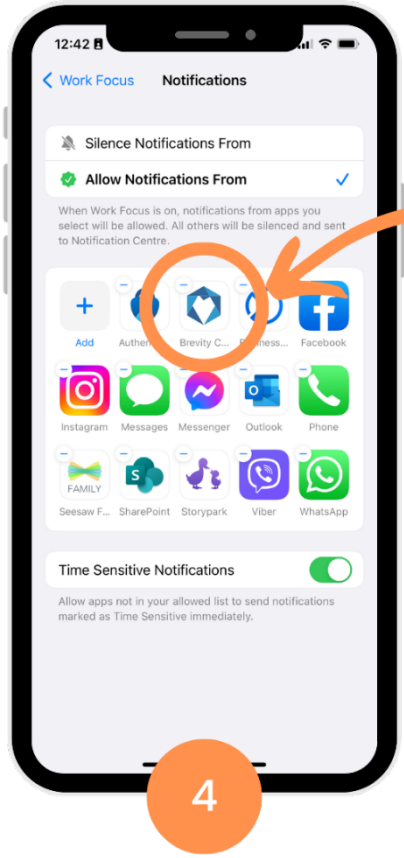
These modes are considered like your phone being on silent. It is your responsibility to ensure you are across your assigned shifts. Failure to do so may be detrimental to the participants health and wellbeing and will result in noncompliance processes.

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.**







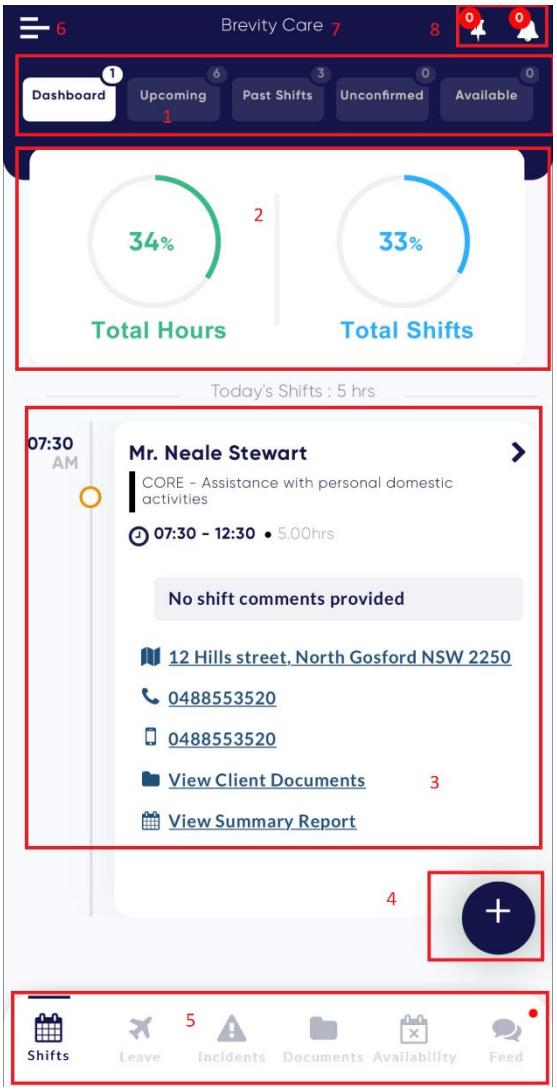


Ensure Brevity is included in your FOCUS groups to ensure you remain complaint with our availability and rejection of shift policies.

Navigating the Dashboard

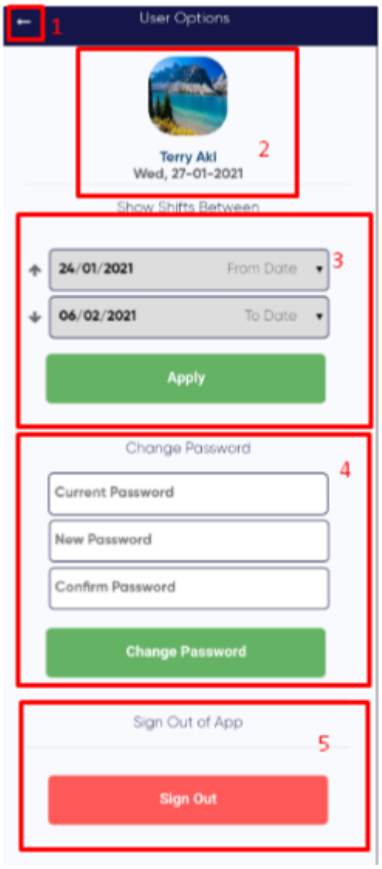
The following information will assist you in navigating the Support Worker Dashboard

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.



Navigating User Options

The following information will assist you in navigating the User Option screen.



1. **Back arrow:** Tapping the arrow icon will return you to the Dashboard.
2. **User name and Date:** This information lists the name of the user as well as the current date.
3. **Show shifts between:** Comprised of the From Date, To Date and Apply button. These fields are used to display the number of current, past and pending shifts within the Dashboard. Tap the apply button for your changes to take effect and for the shift details in the dashboard to refresh.
4. **Change Password:** Comprised of three fields and the Change Password button. These fields are used to define a new password that will be used by the Support Worker or Client to access the Brevity Care mobile application. If setting a new password ensure you specify the existing password in addition to the new password plus the confirmation password both of which would be identical. Ensure you select the change password button for your changes to take effect.
5. **Sign out:** Tapping this button will sign you out from the Brevity Care application.

Updating Employee Personal Information

The function can only be updated by authorised management through the Brevity CORE Web Application only. Employees do not have access to their details via the app, however, should you need to make a change to any of the below personal details should be put in email and set to info@nationalcommunitycare.com.au

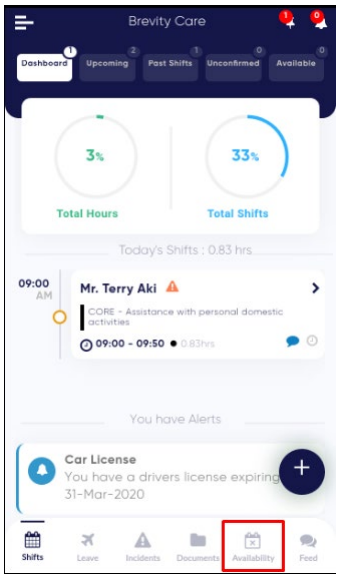
- Change of Name
- Change of address
- Change of bank account (+ in the **Xero Me App**)
- Change of contact number
- Change of emergency contact
- Change of Superfund (+ in the **Xero Me App**)
- Updates to Qualifications and Training

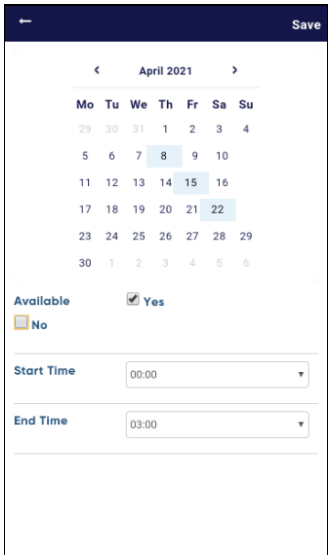
See ***People + Culture Processes.***

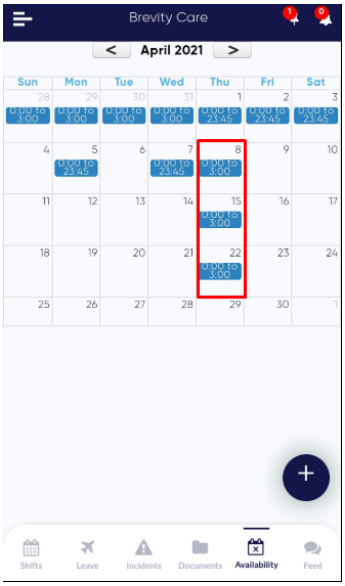
Setting Availability Procedure

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.







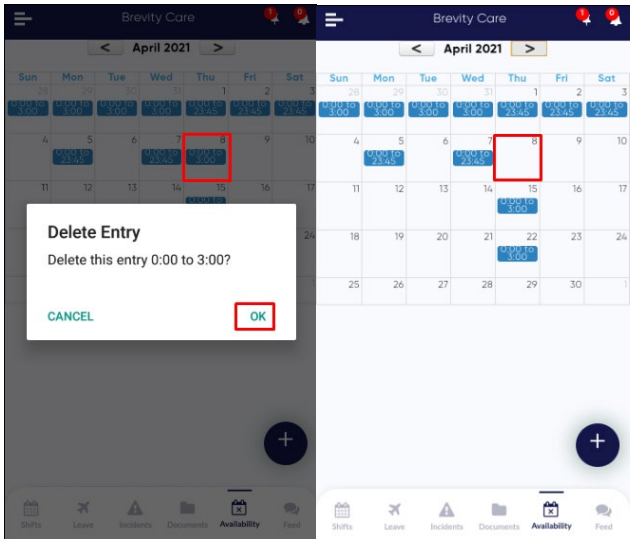
The plus button in the bottom right can be used to record availability or unavailability. The support worker can individually select the days and they want to set the availability or unavailability for, as well as the related times. The updated availability or unavailability periods as set through the 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.

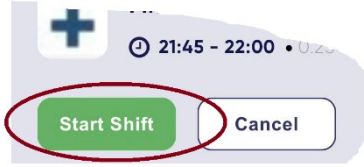
On-shift App Use

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.

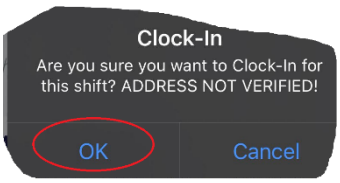
Complete Shift – Clocking In and Out of Shift

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.

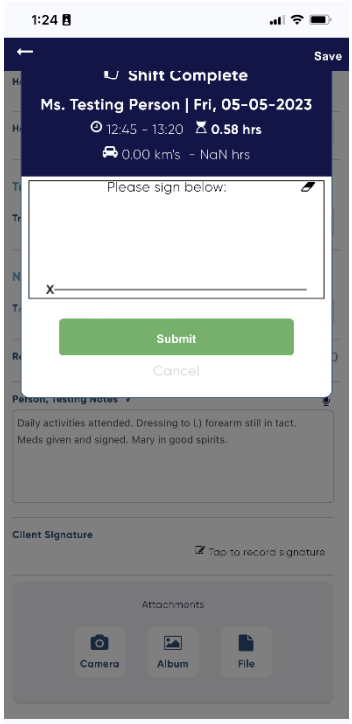


3. To allow location access click OK on the prompt.

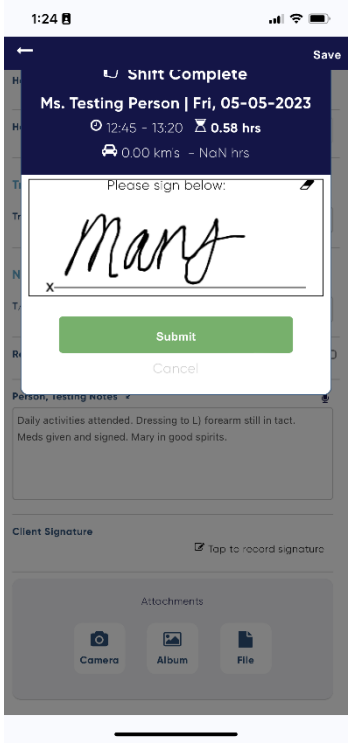


4. To end the shift, select End shift button. Once done, the shift page will be presented.

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.

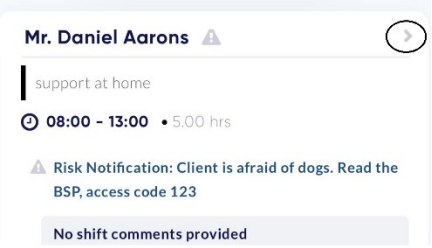
Notes, Documentation and Incident Reports within App

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)

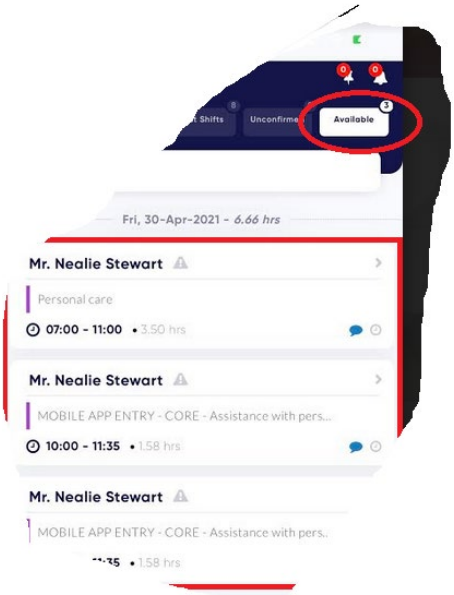
4. To update the shift with the progress note and to exit back to the dashboard select the Save button located at the top right of the shift screen. You will observe on the shift panel a :thought: icon that confirm the presence of a note on the client shift.

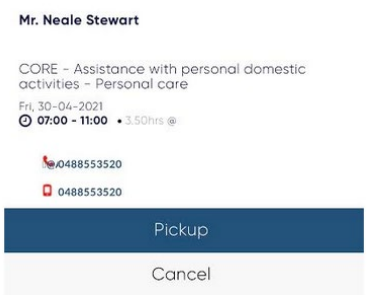
Picking up Available Shifts

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.

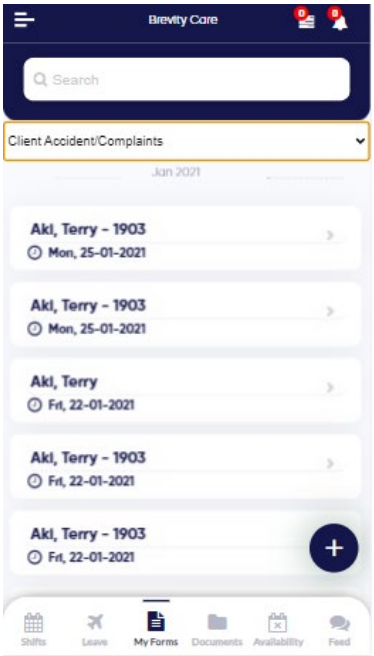
Incidents related with the support worker can be viewed through the Incident tab if they have been either.

- 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

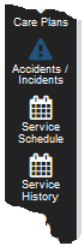
To view an incident record through the Brevity Care mobile app the Support Worker will need to observe the following steps.

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.

W Within the Brevity Care CORE web application support worker incidents related with the client can be managed either through the accident menu within the Care Management module or through either the client or employee module(s), by selecting the Accidents/Incidents icon located within the left navigation panel.



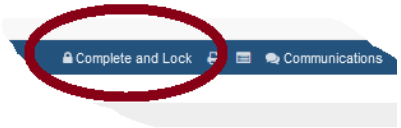
Within the Brevity CORE Web Application, support worker incidents related with the client can be managed either through the accident menu within the Care Management module OR through either the client or employee module(s), by selecting the Accidents/Incidents icon within the left navigation panel.

Resolved Incidents

Incidents that have been resolved within the Brevity Care CORE web application 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

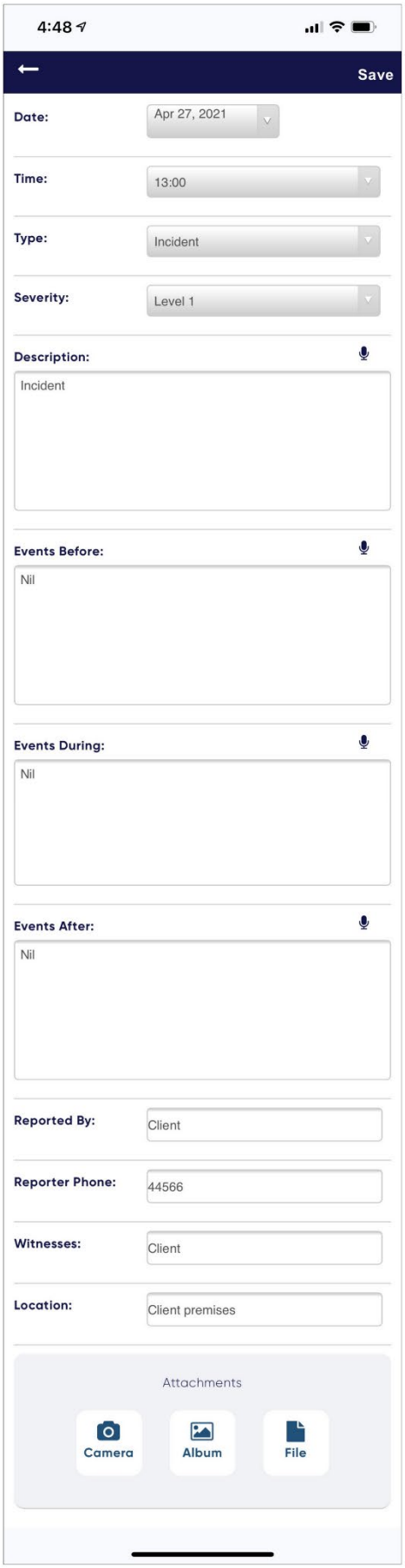
The following is a summary of record types that can be used to categorise the record.

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

Permanent Employment Leave Requests

The Brevity Care mobile app enables the support 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.

Checking Leave Status

Leave requests registered through the Brevity Care mobile app are identified with one of two statuses as follows. If a status is not listed against your request for leave this will mean that it is '**Awaiting Approval**'.

:approved_leave: This icon will indicate that the request for leave has been approved.

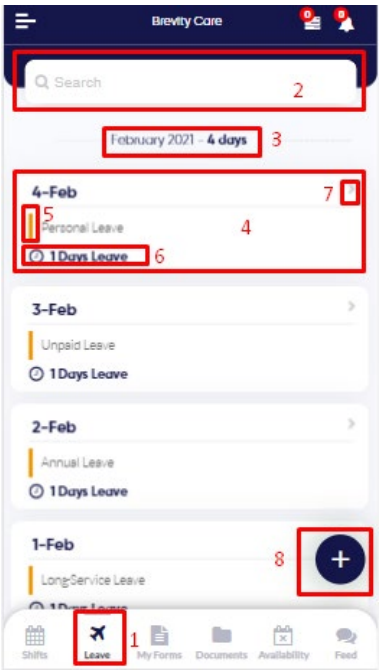
:napproved_leave: This icon will indicate that the request for leave has been rejected

To check the status of a leave application through the Brevity Care mobile app observed as follows:

1. Login to the mobile app using Support worker's credentials.
2. Select the leave tab listed within the bottom navigation panel.

Navigating the Leave panel

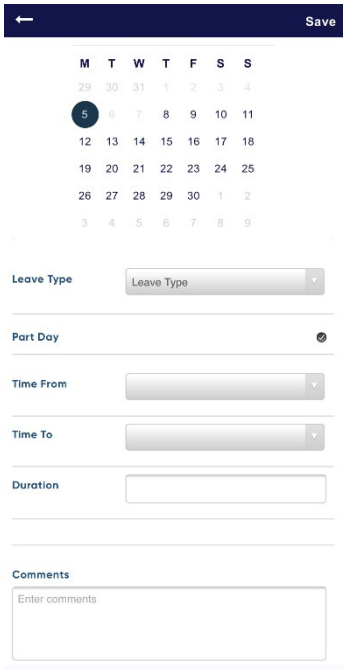
The following is a summary of the features that comprise the Leave panel and leave application page.



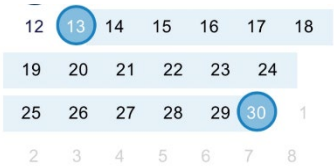
1. **Navigation:** Navigate to the leave section using bottom leave tab.
2. **Search Leave:** Search for a leave request by typing related text.
3. **Leave Month:** It displays the month name and year.
4. **Leave Details:** It displays the leave details which includes leave date, the number of days applied for within the leave period, leave type and leave description.
5. **Leave type:** It displays leave type.
6. **Leave total:** It displays total number of days applied for.
7. **Open the Leave request:** To open the leave request click on small arrow at rightmost side of the leave summary.
8. **Request Leave:** Click on the '+' Icon to request a leave.

Navigating the Leave page

The following is a summary of the features that comprise the Leave application page.



Calendar: The calendar is used to select either an individual day of leave if it relates with either a single/partial day of leave or a period of leave. For a period of leave greater than a day, firstly ensure the part day field has not been selected and secondly select the first and last day of leave to set the period, as shown below.



Leave type: This is a drop-down field that lists the type of leave being requested.
Part day: This field is used to specify if the leave relates with a part day request. Selecting this field allows the from time and to time to be specified.
Time from: This field is used to specify the start time for the partial day leave request
Time to: This field is used to specify the end time for the partial day leave request
Duration: This field automatically calculates the total time covered by the partial day leave request
Comments: This field is used to specify additional information that will assist with regards to approving the leave request.

Request Leave

To apply for Leave, you must firstly be on a permanent contract with leave accrual. Second, you must apply via Brevity to ensure your roster is amended, AND in Xero Me to ensure you access your leave payments.

To register a leave request, observe the following steps:

1. Click on :add: button located at the bottom right of the leave tab
2. If your leave application is a part day request, select the checkbox.
3. Select the leave date or the leave period (specifying the start and end dates to set the period) from the calendar.
4. Select leave type from the dropdown.
5. For a partial leave period input a value into the time from and Time to fields.
6. Enter the Comments.
7. Click Save to create the leave record and be returned to the leave panel.
8. Reflect the same leave period within your **Xero Me App** also