


HCP Community D22-1528871 HCP Program Assurance Community of Practice User Guide

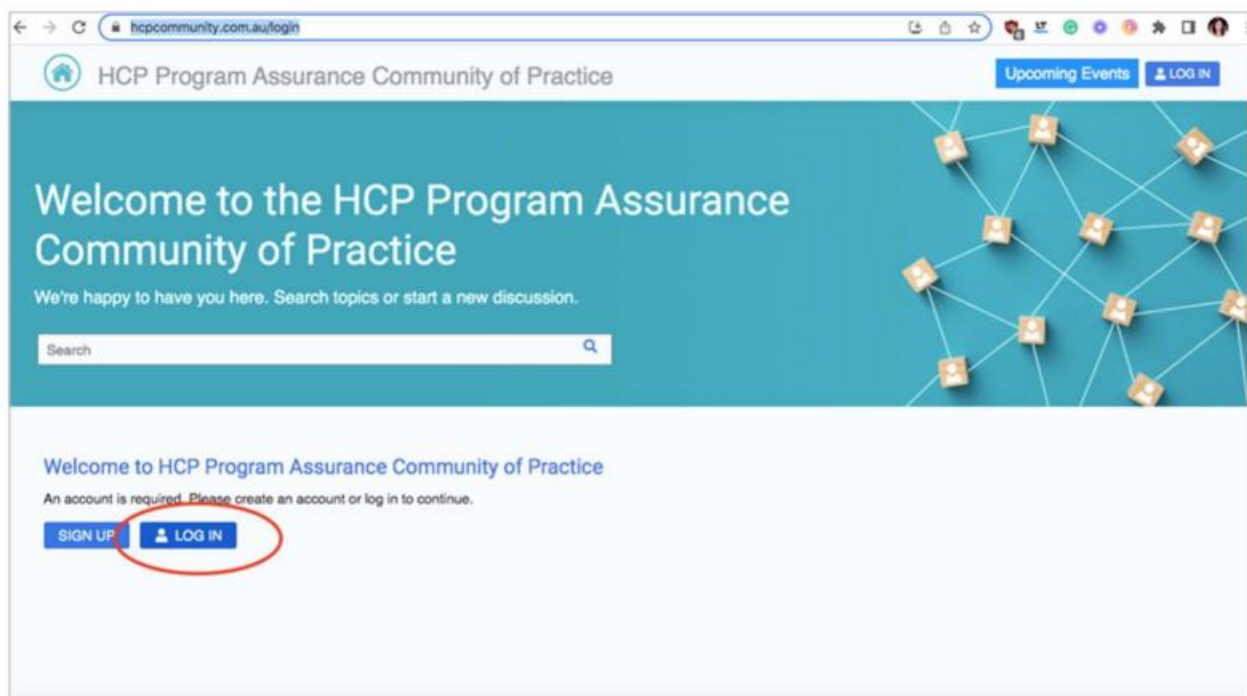
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HCP Community D22-1528871 HCP Program Assurance Community of Practice



Product Information

HCP Program Assurance Community of Practice

- The HCP Program Assurance Community of Practice (CoP) is a platform established to support HCP-approved providers and the Commonwealth Department of Health and Aged Care. It aims to facilitate engagement, share findings, lessons learnt, and better practices to improve the delivery of the Home Care Packages (HCP) Program. The CoP is funded by the Department and is accessible to HCP providers, peak bodies for consumers and providers, and representatives of the Department.
- For more information, please visit www.hcpcommunity.com.au.
- Product Usage Instructions: HCP Program Assurance Community of Practice

Registration Process

To access the CoP, HCP providers, and peak bodies must register by signing up at www.hcpcommunity.com.au. During registration, users will receive a copy of the Terms of Use that must be read, understood, and agreed to before progressing with the registration.

How to Log In/Out

To log in, follow these steps:

1. Go to www.hcpcommunity.com.au.
2. Click the "Log In" button on the home page.
3. Enter your username and password.

To log out, follow these steps:

1. Click your avatar located at the top right of the page.

2. Click the person icon underneath your avatar.
3. Click “Logout”.

Passwords

- How to Reset Your Password
 - To reset your password, follow these steps:
1. Click your avatar.
 2. Click the person icon in the top right of the page.
 3. Choose “Preferences” from the drop-down menu.
 4. Click “Security” on the left-hand side.
 5. Find the option to send a password reset email and click it.
 6. An email will be sent to your registered email address with instructions to reset your password.

Forgotten Password

If you forget your password, follow these steps:

1. Click the “I forgot my password” link on the login screen.
2. Enter your username or email address.
3. Click the “Reset Password” button.
4. A password reset email will be sent to you.
5. Click the link in the email to be taken to a screen where you can choose a new password.

Navigation

- To navigate within the CoP, follow these steps
- To go back to the home page, click the home button and site title at the very top of the screen.
- Your menu and avatar are located at the top right of the page.
- To access your settings, click your avatar and then click the person icon.
- For more detailed information and instructions, please visit www.hcpcommunity.com.au.

Introduction to the Community of Practice

- The Home Care Packages (HCP) Program Assurance Community of Practice (CoP) has been established to support HCP approved providers (providers) and the Commonwealth Department of Health and Aged Care (the Department) to engage with each other about HCP Program Assurance Reviews, including to share findings, lessons learnt and better practices to improve delivery of the HCP Program.
HCP providers, peak bodies for consumers and providers, and representatives of the Department are eligible to register to access the Community of Practice.
The site is funded by the Department. For enquires please contact the Department at HCPProviderEducation@health.gov.au.

Basic Terms

- Here are some basic terms that are used on the CoP:

Topic:

- The collection of messages grouped together in a discussion. Topics have a title, are listed in a category, begin with an original post, and include all replies in chronological order.

Post:

- Each element of a topic is referred to as a post. Each post has its own author and can be moved to a different topic if necessary, or even become the start of a new topic.

Original Post:

- The first post in any topic. This is key since it determines the focus of the topic and what the title and tags will link to.

Category:

- The primary means of organising topics. Each topic is placed in exactly one category.
- Categories have permissions which can restrict which users can create and reply to topics.
- You can also configure your notification preferences as explained in the 'Notifications' section.

Tag:

- A marker placed on a topic to describe it. While a topic can only have one category, it can have multiple tags. New tags can be only created by moderators.

User:

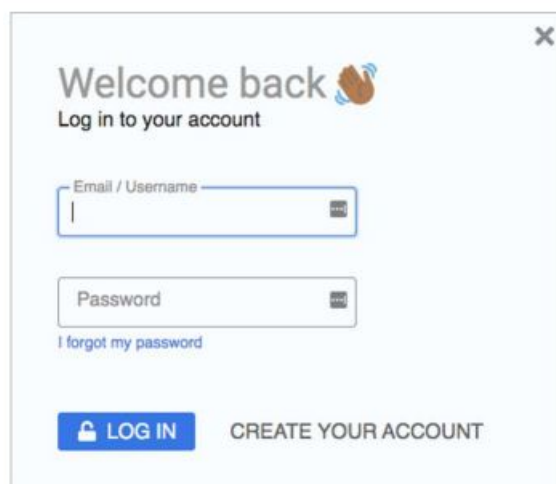
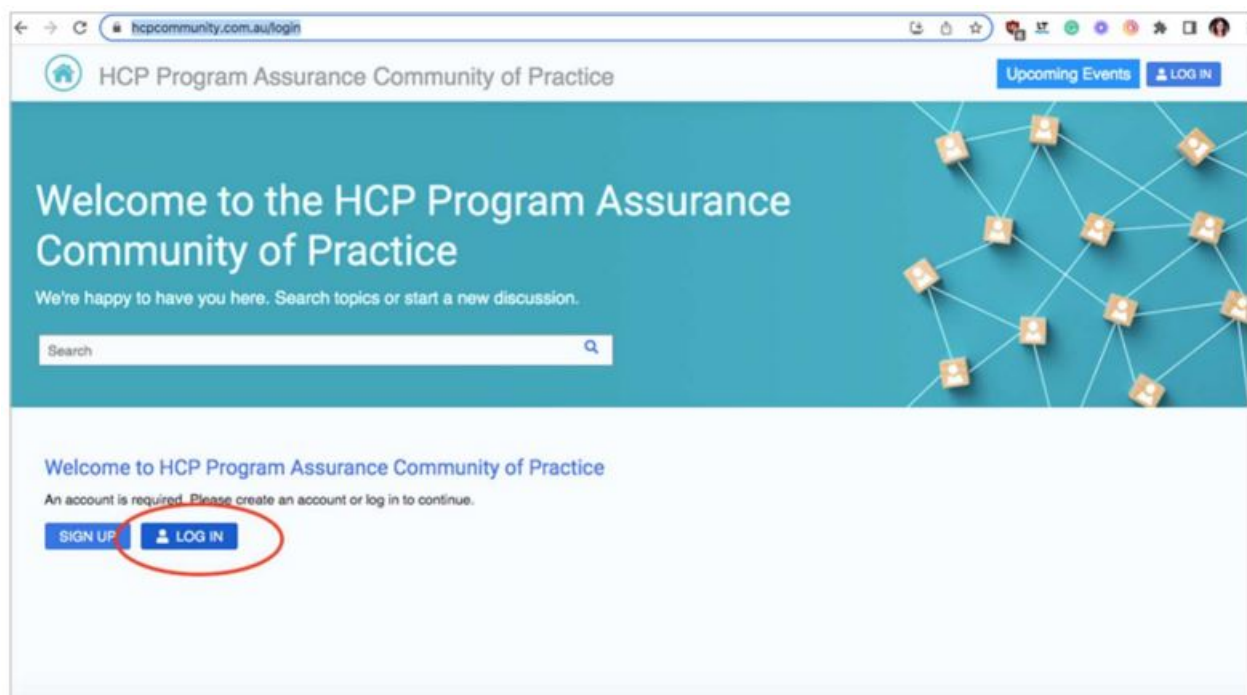
- The CoP is a private site and only registered users can access the CoP. You must be logged on as a registered user to create posts and record any actions, such as bookmarking, liking, tagging and flagging.

Registration Process

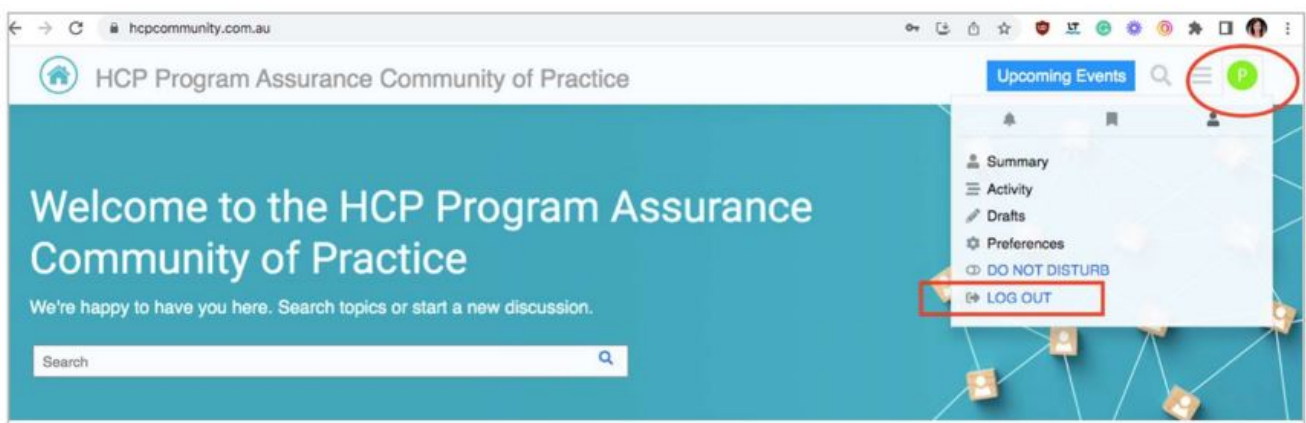
- Providers and peak bodies must register to access the CoP by signing up at www.hcpcommunity.com.au. Providers and peak bodies who sign up will be provided with a copy of the Terms of Use which will need to be read, understood and agreed to prior to a registration being progressed.
- When registering, please consider using an alias for your username, and do not use photos that may identify you or your avatar (coloured circle icon with your initial in the top right of the screen). The CoP is hosted on the Civilised Discourse Construction (Discourse) platform (<https://www.discourse.org>). Discourse's terms and conditions can be found at: <https://www.discourse.org/standard-hosting-terms>.

How to log in/out

- To log in, go to <https://www.hcpcommunity.com.au>.
- Click the log in button on the home page and enter your username and password:



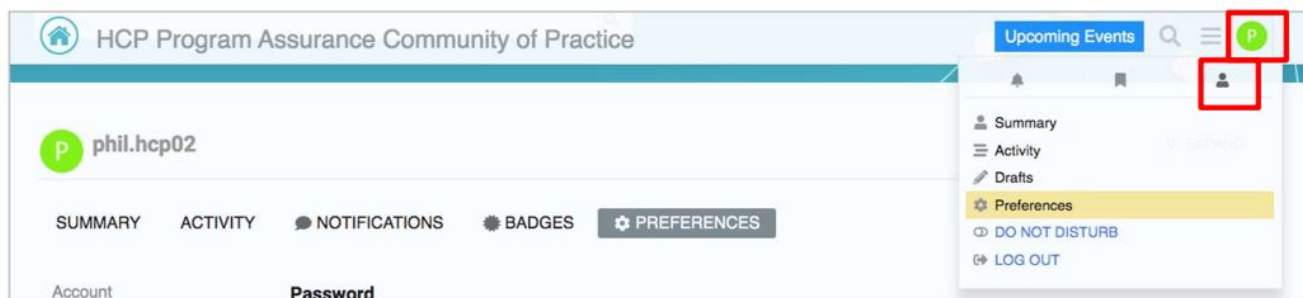
- To log out, click your avatar located at the top right of the page, click the person icon underneath then click logout:



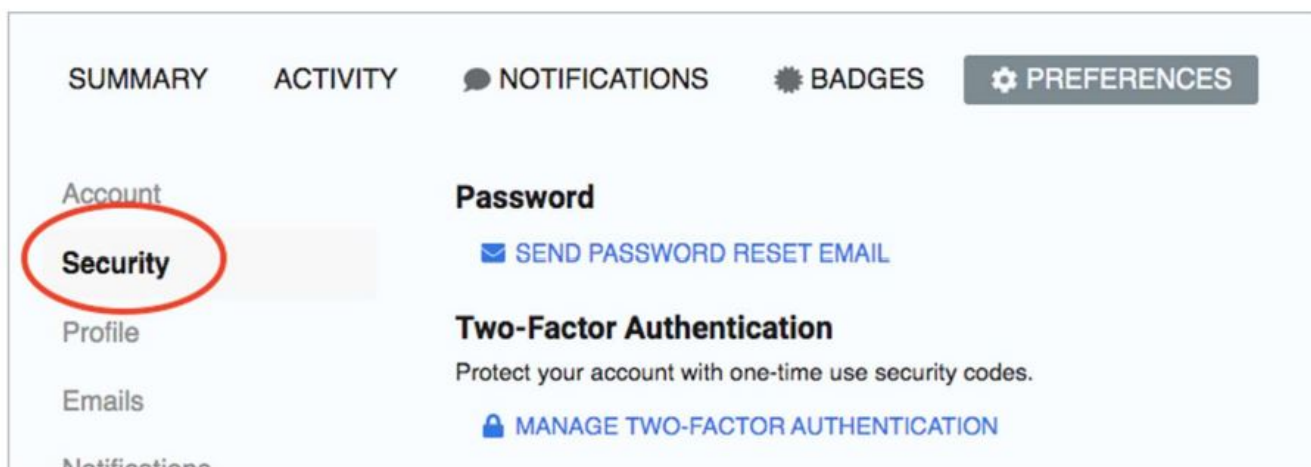
Passwords

How to reset your password

- To reset your password, click your avatar, then click the person icon in the top right of the page, then choose 'Preferences' from the drop down menu:

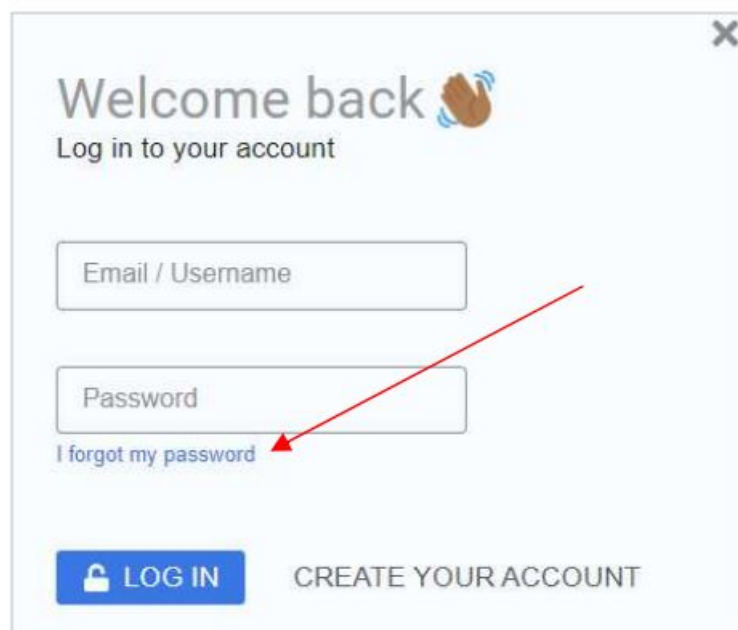


- Click 'Security' on the left hand side, so you can find the option to send a password reset email. An email will then be sent to your registered email address to allow you to reset your password:



Forgotten password

- If you forget your password, click the 'I forgot my password' link on the log in screen:



- Enter your username or email address, and click the 'Reset Password' button:


Password Reset

Enter your username or email address, and we'll send you a password reset email.

Email / Username

RESET PASSWORD

- A password reset email will be sent to you. Click the link to be taken to a screen to choose a new password:

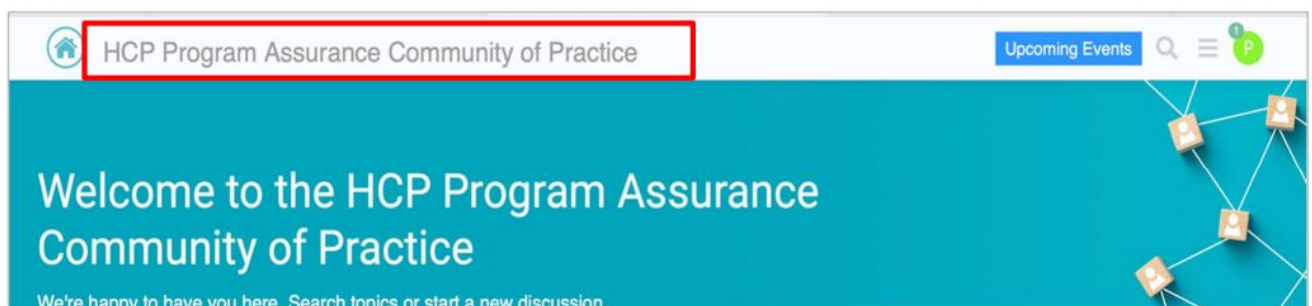



Choose a password

SET PASSWORD

Navigation

- You can navigate back to the home page at any time by clicking the home button and site title at the very top of the screen (shown below):

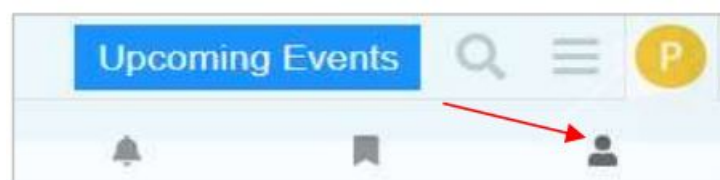


Your menu  and avatar  are located in the top right of the page.

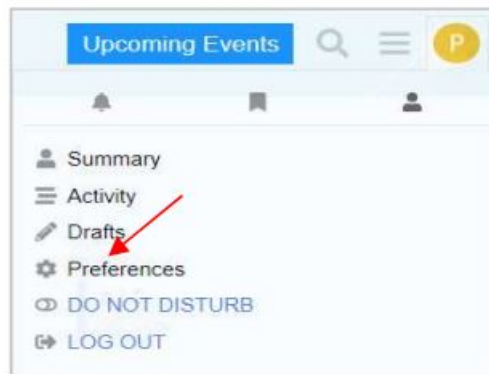
- To access your settings, click your avatar:



- Then click the person icon:



- Then click 'Preferences':



- Once you are in preferences you can change your avatar by clicking the pencil icon under 'Profile Picture' and uploading the photo of your choice. Do not use photos that may identify you.
- You can also change your notification preferences, including how often you would like to be emailed and if you would like to track a topic – please see Section 11 'Notifications'.
- For more information please visit www.hcpcommunity.com.au


Browsing the Forum

- You can access the CoP through the web or download the CoP app from Google Play (for Android devices) or the CoP Hub app on the App Store (for Apple devices).

Topic lists

- The CoP homepage will show the 5 most recent 'News' and 'Latest Discussion' category topics. Below this section is the 'HCP Program Assurance Discussion' category and the other categories of 'News', 'Events', 'Resources' and 'About HCP Program Assurance' categories, pictured below.
- **Please Note:** The 'HCP Program Assurance Discussion' is the only category that users can post topics and replies.


HCP Program Assurance Discussion




Ask questions, share information and participate in discussions about program assurance

[all categories ▶](#)
[all tags ▶](#)
[CATEGORIES](#)
[LATEST](#)
[START A DISCUSSION](#)


Resources, Events and Other Information




News
Read the latest news on HCP assurance reviews



Resources
Links to useful documents, templates and resources



Events
HCP Program Assurance events




About HCP Program Assurance
Information about HCP Program Assurance

You can filter through the discussions by:

- category
- tag
- activity level
- what's new
- unread topics and posts
- Please see below for details of each way to filter.
- Filter by category: On the home page, the menu line is located below the HCP Program Assurance Discussion tile:

HCP Program Assurance Discussion

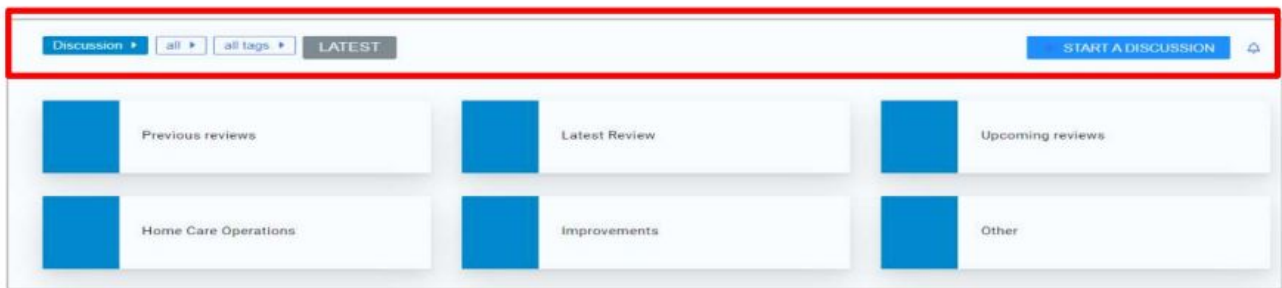


Ask questions, share information and participate in discussions about program assurance

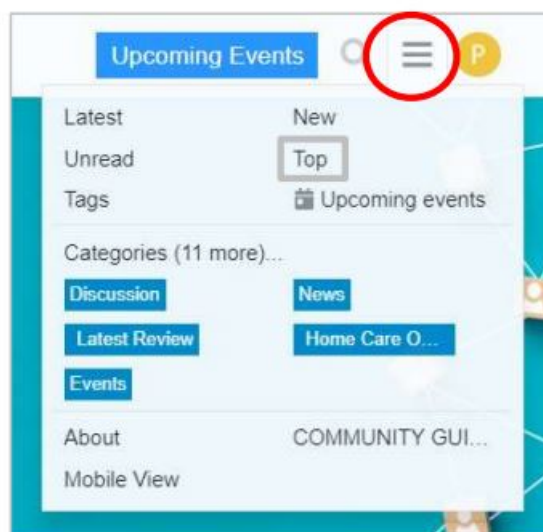
[all categories ▶](#)
[all tags ▶](#)
[CATEGORIES](#)
[LATEST](#)
[START A DISCUSSION](#)

- Click on the 'all categories' and 'all tags' buttons on the left to navigate to categories, or posts with certain tags.

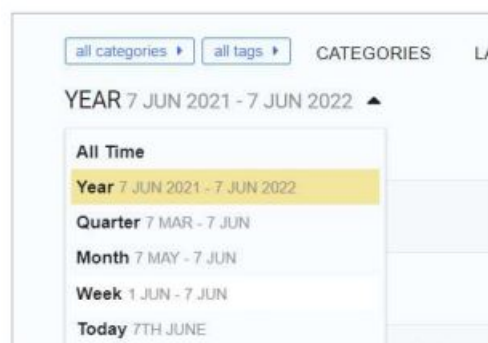
- On a category page, the menu line is at the top of the category:



- Click the blue button on the left of the menu line to display a list of all categories. Click the 'all' button to display a list of sub-categories in that category.
- Filter by tag: In the menu line click the 'all tags' button on the left hand side to display a list of tags used. Click on a tag to be taken to a list of all the posts with that tag.
- Filter by level of activity: Click on the menu next to your avatar and choose "Top".



- Topics will be listed in order of most activity (views and replies) for a specific time. You can choose whether this is for a specific period such as quarter, month, week or today, on the top left hand side:



- Filter by what's 'New' to you: Click on the menu next to your avatar and choose 'New'. New topics are those created in the last 2 days that you have not opened yet. New topics show a small blue dot next to the topic title on the home page.
- Filter by what topics are 'Unread': Click on the menu next to your avatar and choose 'Unread'. Unread topics show a number in a blue circle indicating how many new posts are in the topic.

See who is participating

There are several ways to see who is involved in topics.



In each topic, you will see a selection of avatars of:

1. the user who started the topic (always the first photo)
2. a selection of the most active participants
3. who created the most recent post (usually the last photo)
4. in some cases, the first photo has a blue border or blue halo to indicate that the original poster is also the most recent poster.

The box at the bottom of the original post tells you who created the post and when, gives a count of the replies and views in this topic to date, and a display of the avatars of the most frequent participants:



Reading Topics

- We encourage providers and peak bodies to be active participants in the CoP and share their points of view, lessons learned from program assurance activities, and examples of better practice.
- The intent is that this engagement will enhance the understanding by providers of their responsibilities under the HCP Program, and also provide an important opportunity for the Department to receive feedback from providers and peak bodies to support improvement of the HCP Program and the assurance review process.

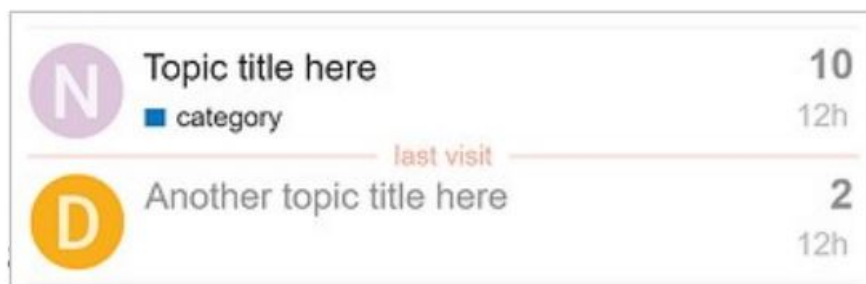
Scrolling

- Click a topic title and read down the list of replies in chronological order, following links or previewing replies and quotes as you go. Use the mouse to scroll the screen, or use the timeline scroll bar on the right which also shows you how far through the conversation you've read.
- On smaller screens, select the bottom progress bar to expand it.

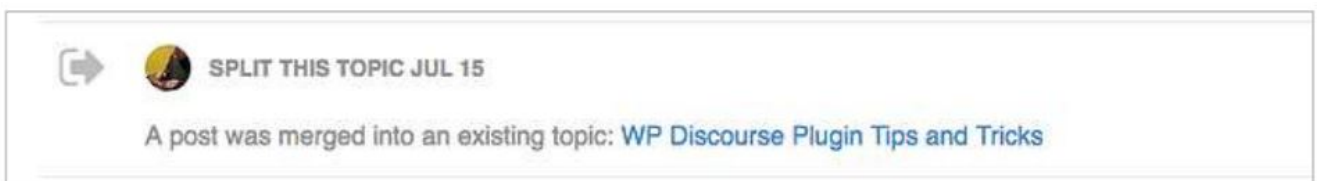


Revisiting posts

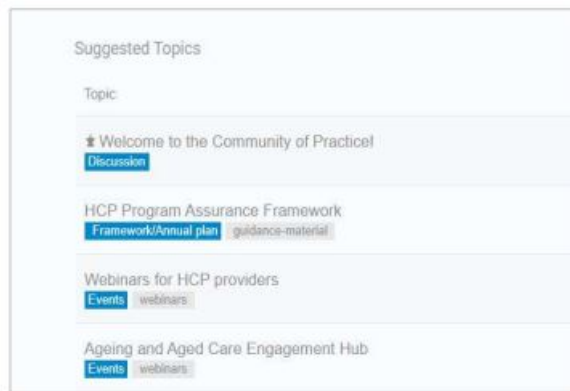
- Selecting a topic title will take you to your last read post in the topic.
- Topics above the light red line on a list are new or updated since your last visit.



- Sometimes conversations are clearer if topics are split, where posts are moved to a more appropriate topic, or two related topics are merged. If a post is moved, a link will appear that will allow readers to jump to that post wherever it has been moved to, and the person who posted it will also be notified.



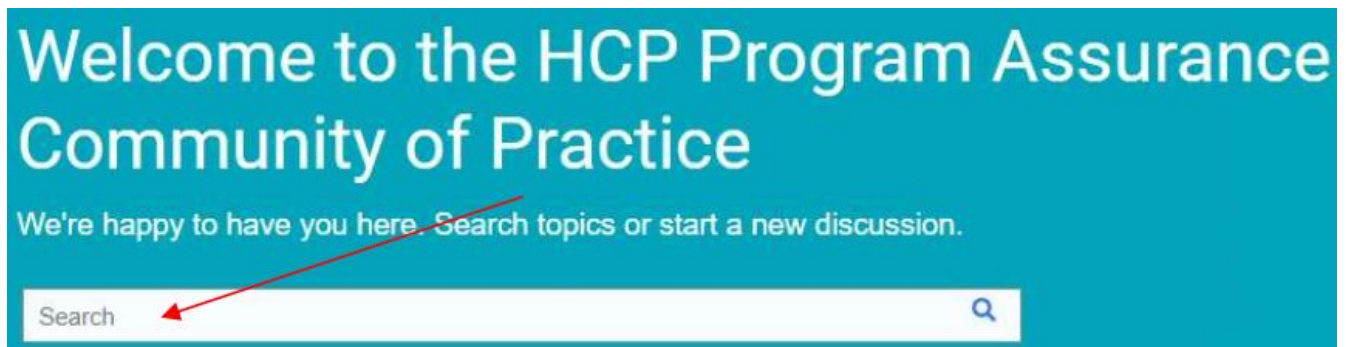
- At the end of the topic, you will also see lists of suggested topics that link to the one you are reading (see example below). This function is used to limit duplicate posts when the answer/information is already there:



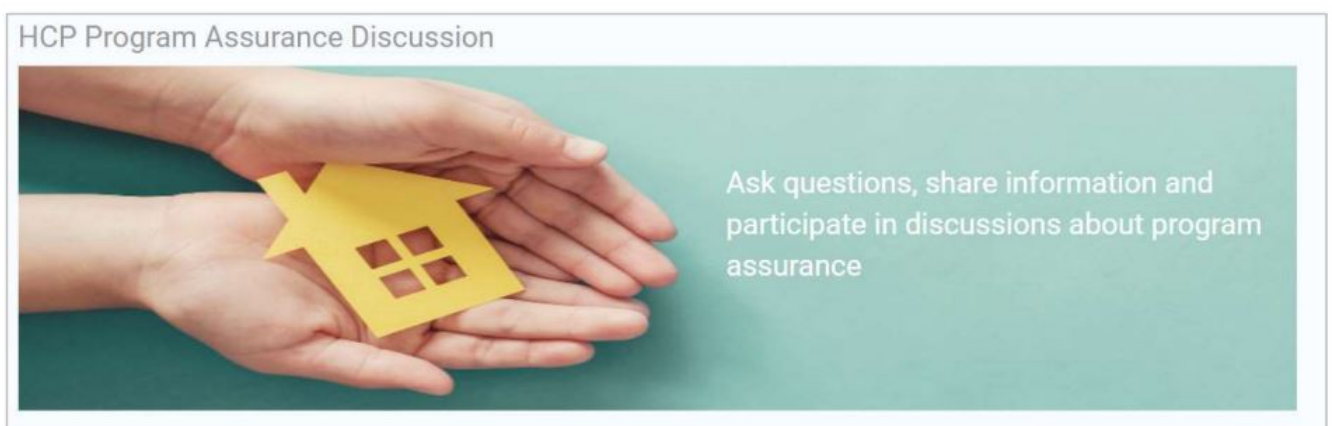
Taking Part in Discussions

Creating a new topic

- Before you create a new topic, try entering your topic title into the search bar on the home page to see whether a discussion is already occurring on the topic:



- If there is no discussion already occurring, create a new topic by making your way to the category that your topic relates to. For example, click anywhere on the 'HCP Program Assurance Discussion' category on the homepage:

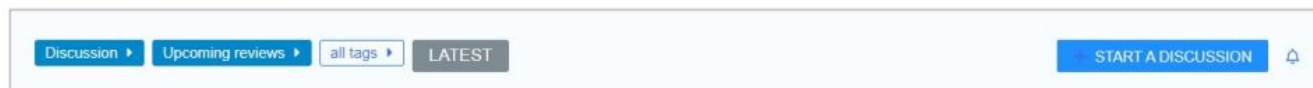


- Then click on a sub-category that your new topic relates to:

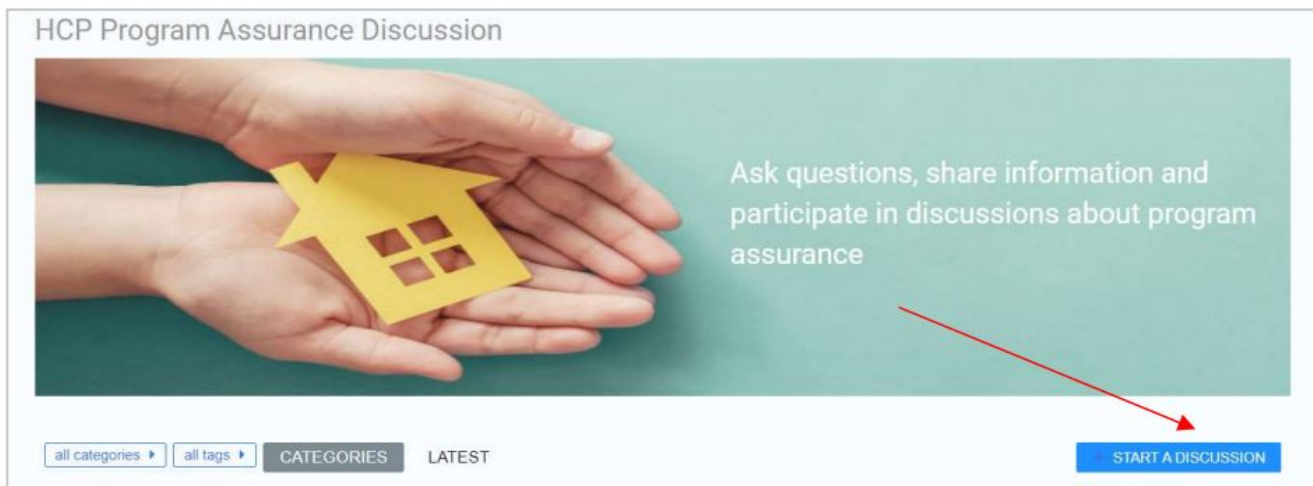


- Then click on '+Start a Discussion' on the right hand side of the page at the top of the topic list. The category

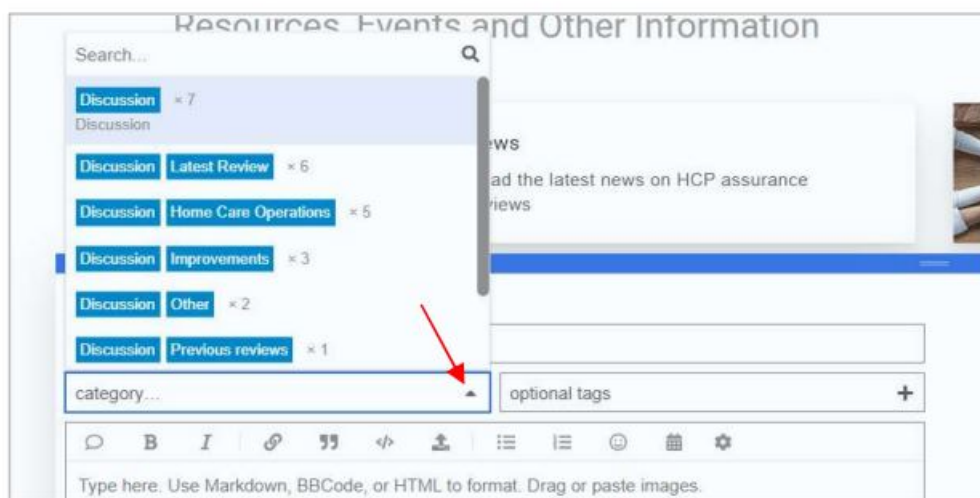
and sub-category names will be displayed on the left hand side in blue:



- If your topic does not relate to any category, you are able to start a discussion by clicking on the '+Start a Discussion' button located on the homepage, or at the top of any category:



- **Please note:** New topics cannot be created in the News, Resources, Events or About HCP Program Assurance categories, located at the bottom of the homepage.
- When creating a new topic from the home page, consider choosing a category to locate the topic in, so topics with similar themes are grouped together. To do this, click '+Start a Discussion', then click the down arrow in the category box and choose a category:

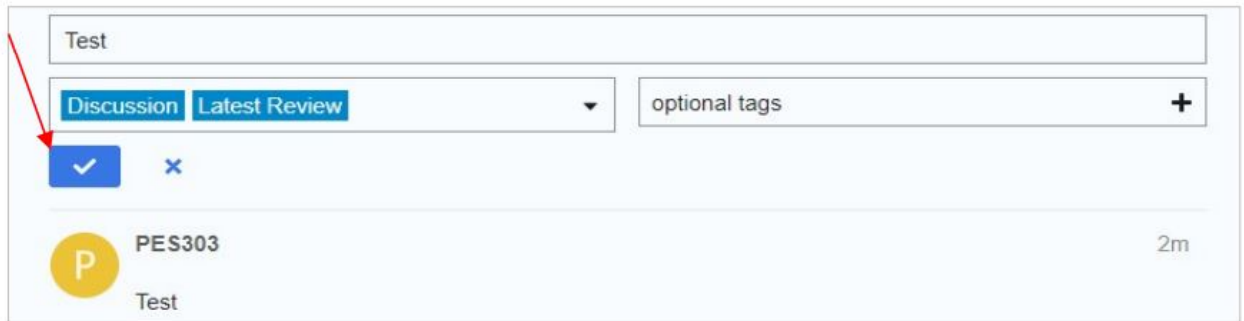


Editing a post

1. To edit your topic title, category or tag, click the black pencil icon next to the topic title



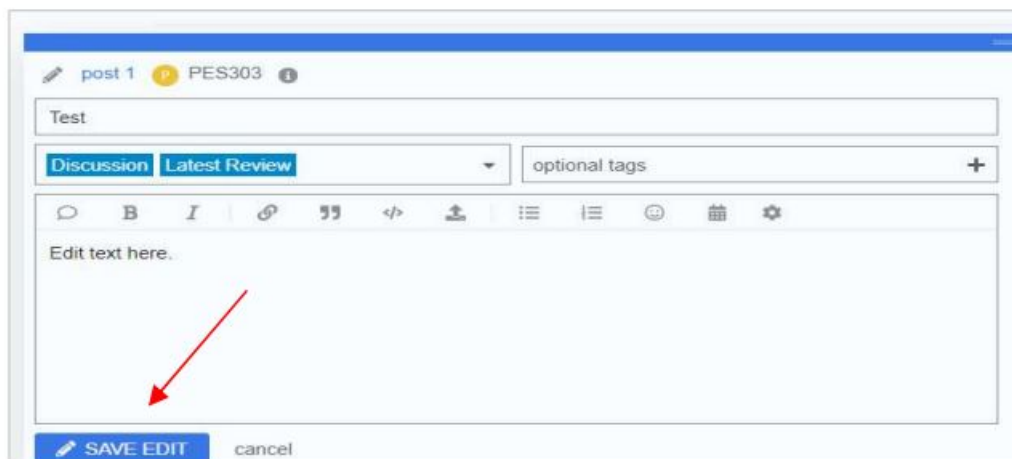
- Edit the topic title, category and tags, then press the blue box with the tick to save:



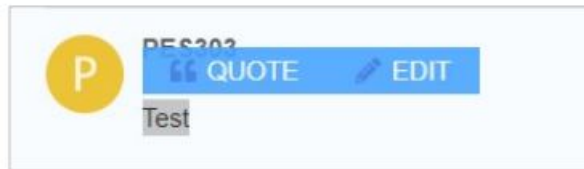
2. To edit the text of your topic or post (as well as the title, category or tag), click on the pencil icon at the bottom of the post:



- Edit the title, category, tag and text, then press the 'Save Edit' button on the bottom left:



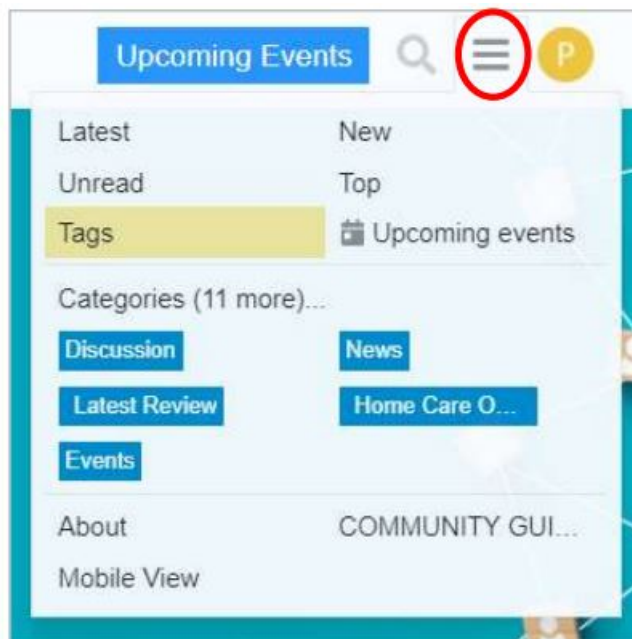
3. Alternatively, to edit the text of your post, highlight the text in the post you would like to edit, and click on the 'Edit' button that pops up, then click 'Save Edit':



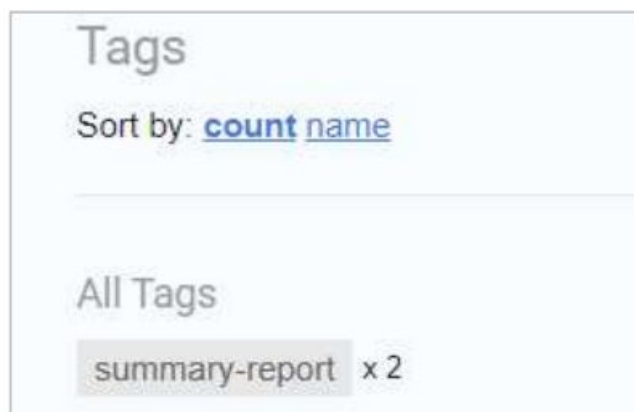
Add a tag

Consider adding a tag to your topic, so that other users can search for topics around a similar theme. To do this, click on the + in the optional tags box, and choose a tag for your post:

- View all of the posts with the same tag by clicking on your menu, then 'Tags' to go to the tags page:



- Click on a tag name to go to all posts with that tag::

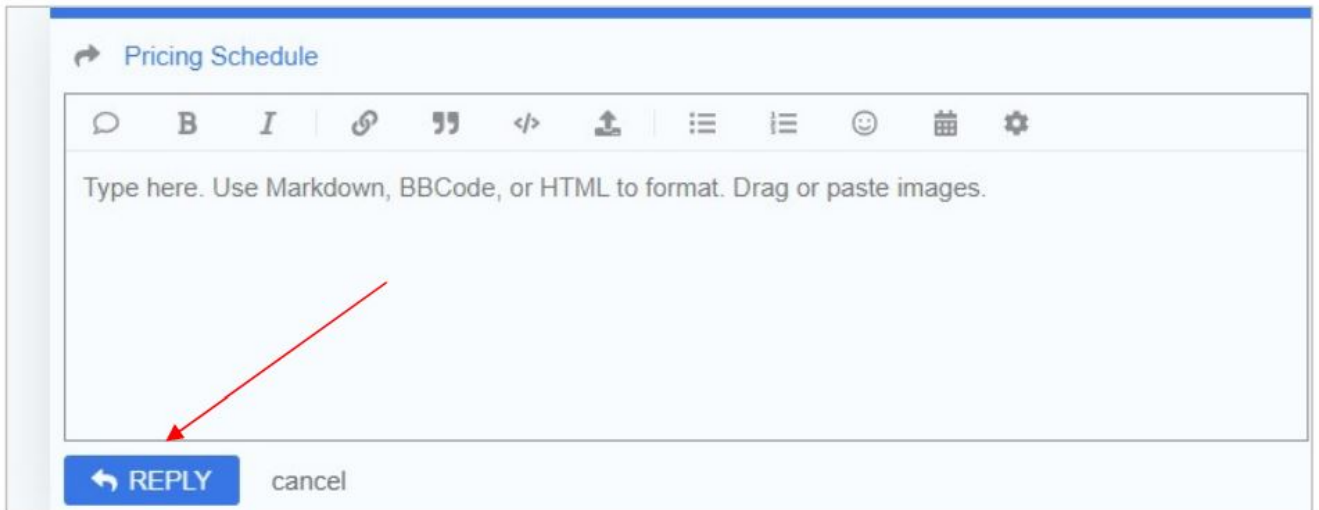


Replying to posts

- To reply to a post, press the  Reply button at the bottom of the post:



- After you have typed your reply, click the blue reply button to post your reply:

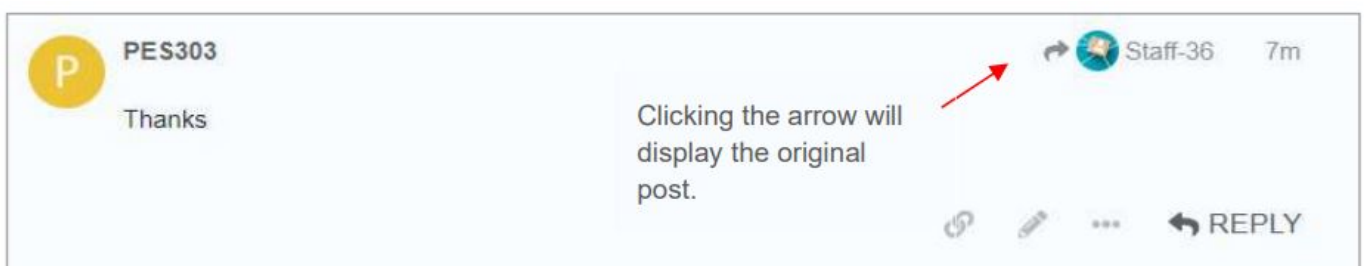


- Please note:** All posts are displayed in the order they are created.
- This means if you are replying to the last post in a discussion, your reply will be shown below that post.
- However, if you are replying to a post that is not the last post of a discussion, then a link will appear in the post you are replying to, and your post will appear at the bottom of the discussion with a link to the post you replied to.

Original post:

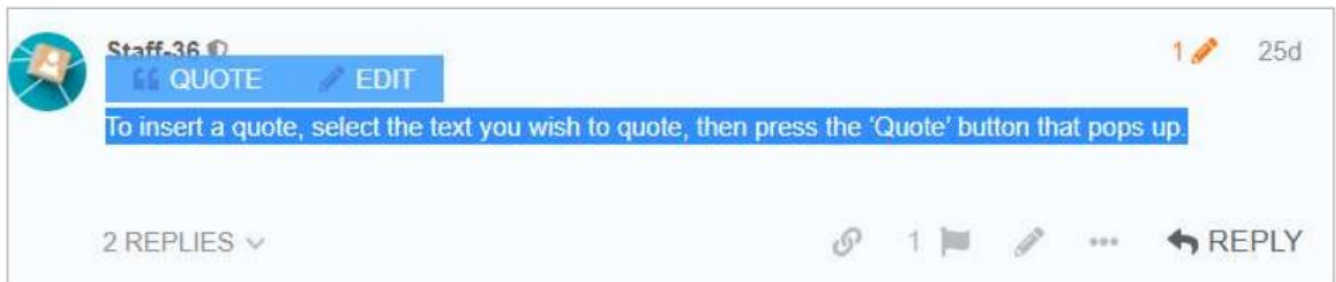


Reply post:



- To include details from the post you are replying to, highlight the text in the post, then press the 'Quote' button that pops up. Your reply will appear at the bottom of the discussion, but it will reference the quoted text, so other users will know what you are replying to.

Post you want to reply to:



- Reply post:

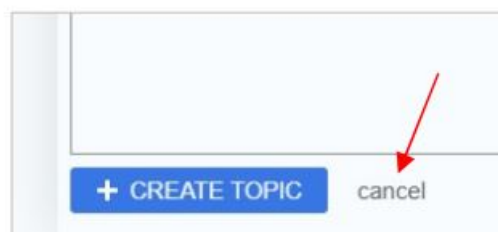


Drafts

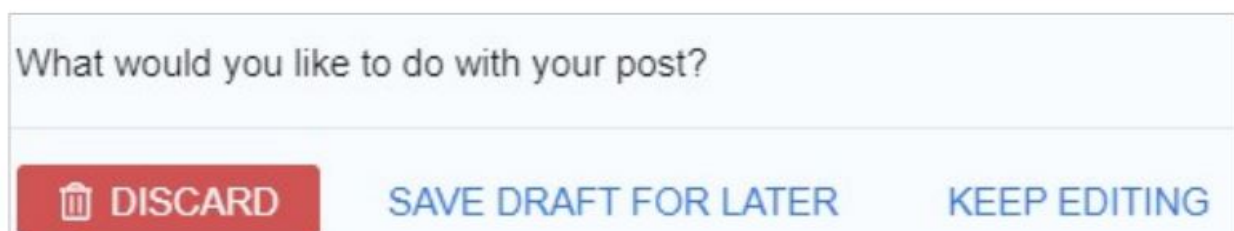
- Drafts will automatically save as you write. If you minimise the discussion box editor or navigate to a different topic, you can open your draft and continue by clicking the highlighted bar at the bottom of your browser:

Post draft in progress. Tap to resume.

- To discard the draft, click cancel at the bottom of the discussion box:



- A pop up box will appear. Choose 'Discard' to delete the draft:



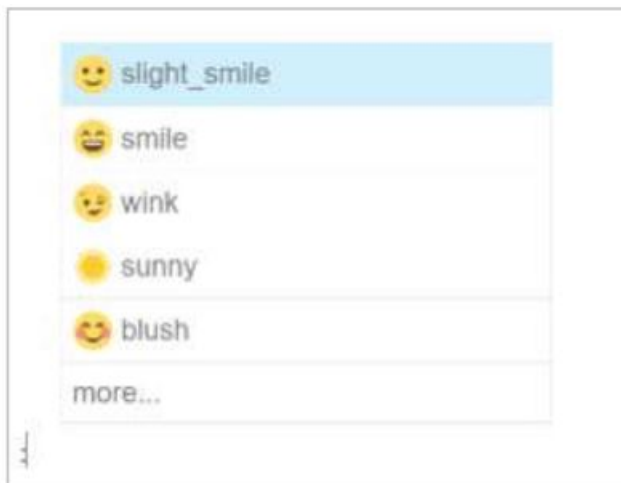
- If you choose 'Save Draft For Later', the draft will disappear from the bottom of your browser, but will reappear when you click the '+ Start a Discussion' button, which will have changed its name to '+ Open Draft' button.

Mentioning

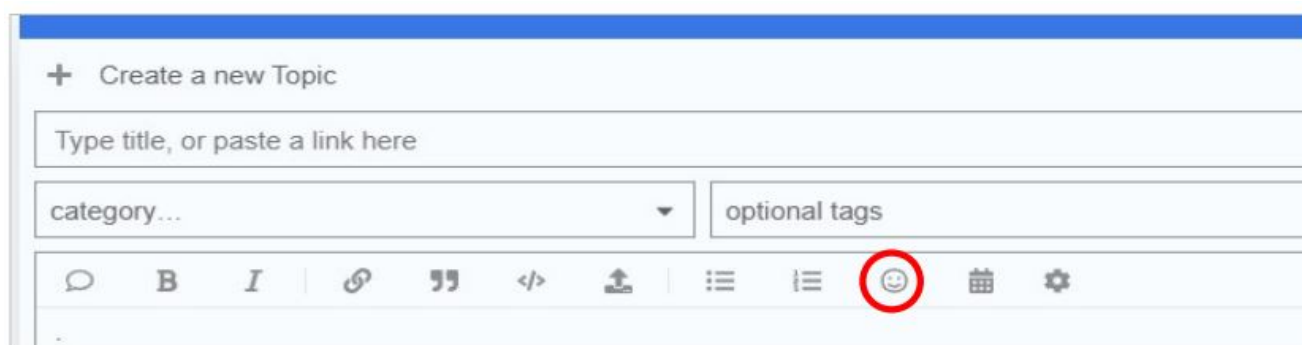
- To notify someone about your reply, mention their name. Type @ to begin selecting a username.

Emojis

- To insert an emoji into a post, type : in the text box and choose an emoji. Click on 'more...' to see a complete list of emojis to select from:

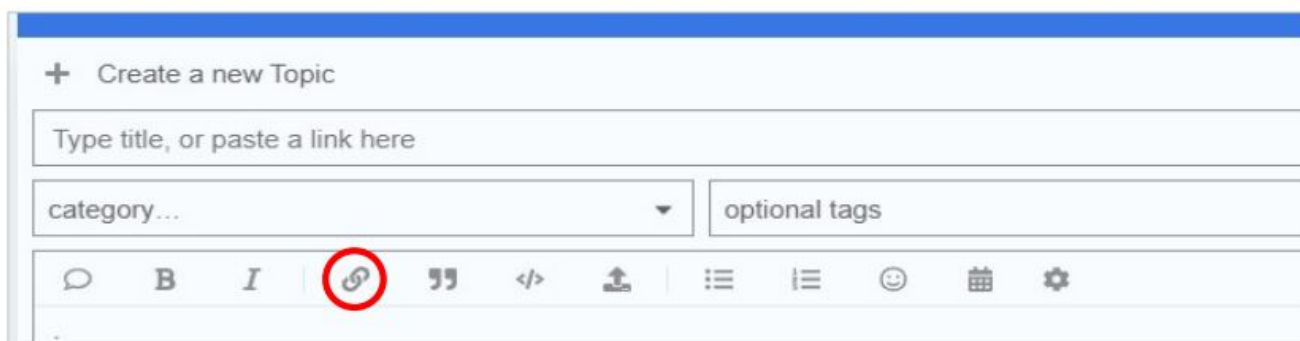


- Alternatively, click on the emoji at the top in the text box of a new post:



Adding hyperlinks and link previews to posts

- The easiest way to add a link to a post is to just copy and paste the URL, for example, www.hcpcommunity.com.au or www.health.gov.au.
- You can also add a link by clicking the hyperlink button in a new post and entering the hyperlink details in the pop-up box that appears:



- To generate a summary for a link, paste it on a line by itself. To start a topic with a link, paste the link into the title field.

Solving posts

- If you create a topic which asks a question, you are able to mark the post as solved if another user answers your question.
- **Note:** only the user who posts the topic, or a moderator, is able to mark the topic as solved.

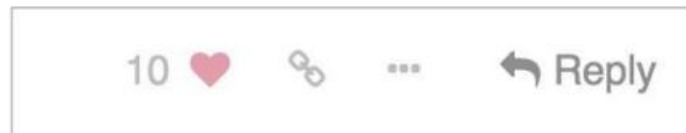
To solve a post:

- At the bottom of the post that has solved the topic question, click the '...'
- Click 'Solution'
- The text from the post will be included in the original post that asked the question:



Actions and Reactions

- There are action buttons at the bottom of each post:



- To let someone know that you enjoyed and appreciated their post, use the like button (love heart).
- Share the link to a post via the link button.
- Use the '...' button to reveal more actions. Here you will find the Flag button to privately let the moderators know about a problem (see Alerting Moderators below), and the Bookmark button to find this post later by clicking on your avatar and then the bookmark icon.

Notifications

- A blue number will appear over your avatar at the top right of the screen when someone is replying to you, quoting your post, mentioning your @username, or even linking to your post:



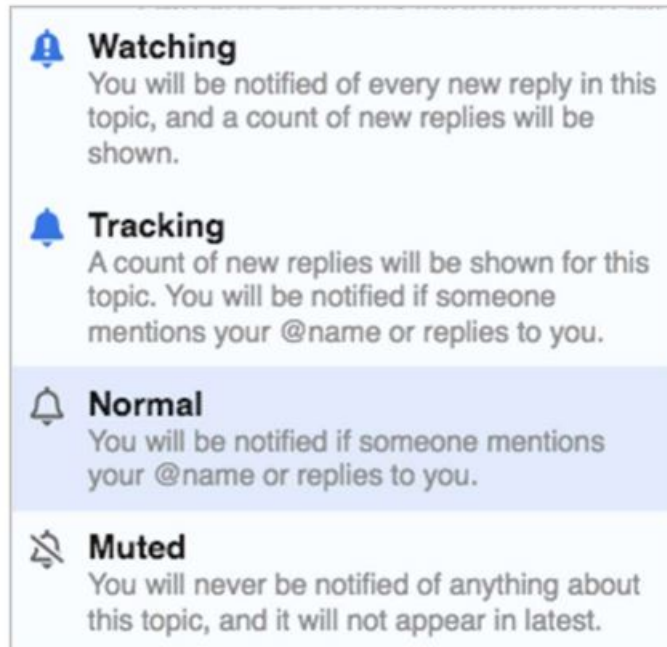
- Click your avatar to scroll through all your notifications.
- You can also be notified by email when someone mentions you or replies to your post, or when any reply is posted in a particular topic you are interested in – please see below.

Topic notifications

- You can change when you would like to be notified via the notification control at the bottom left of the topic.



- When in a topic that you want to receive notifications for, click the bell and choose whether you want to be watching, tracking or mute the topic. The normal notification is the default.

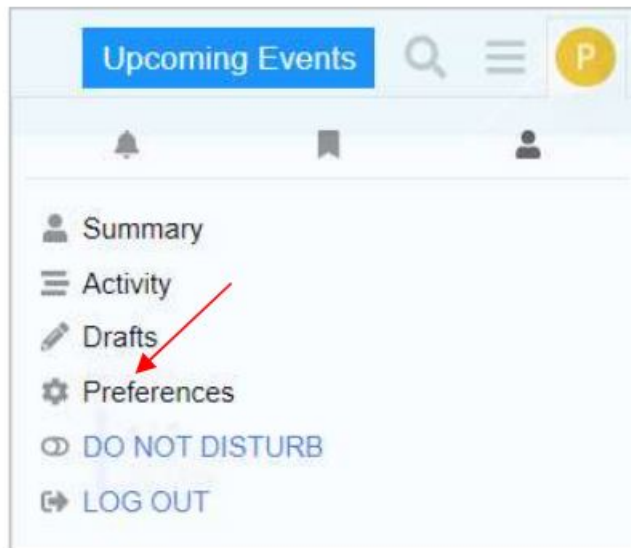
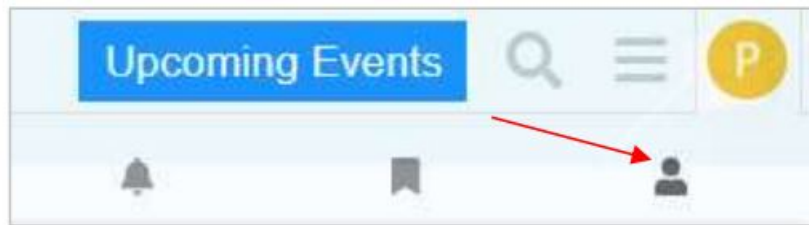


Category notifications

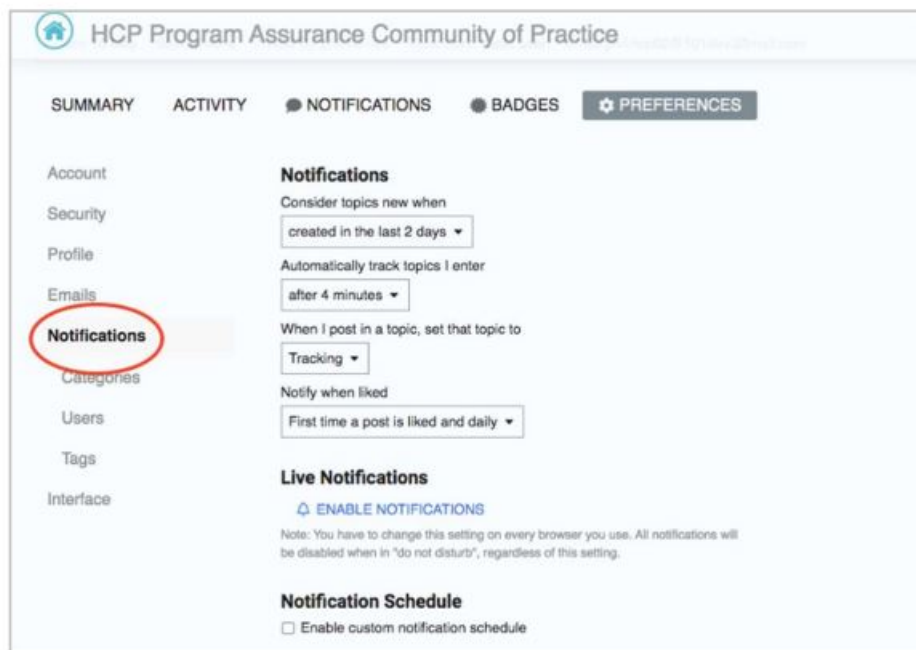
- Notification level can also be set per category. To change any of these defaults, go to your user preferences by clicking your avatar:



- Then the person icon and choosing 'Preferences':



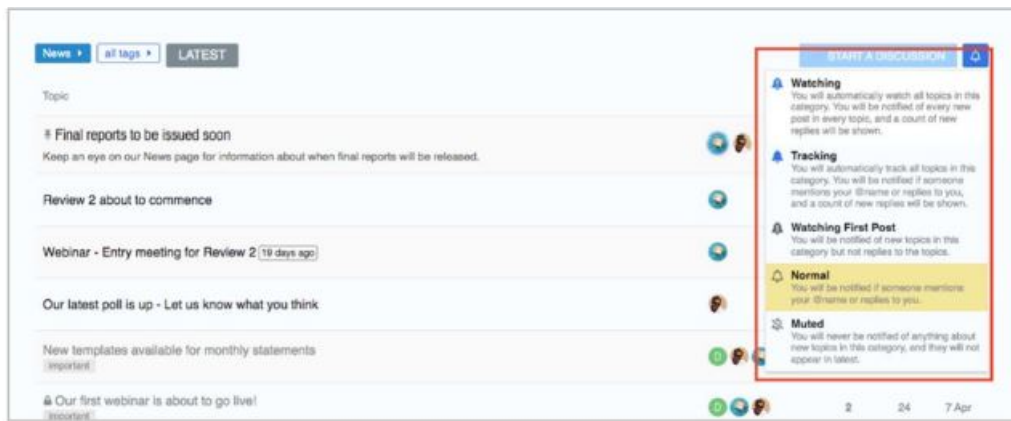
- Then choose 'Notifications' from the menu on the left hand side:



- You can also click on the HCP Program Assurance Discussion category from the home page, or any of the sub-categories, and use the notification control bell icon on the top right hand side:

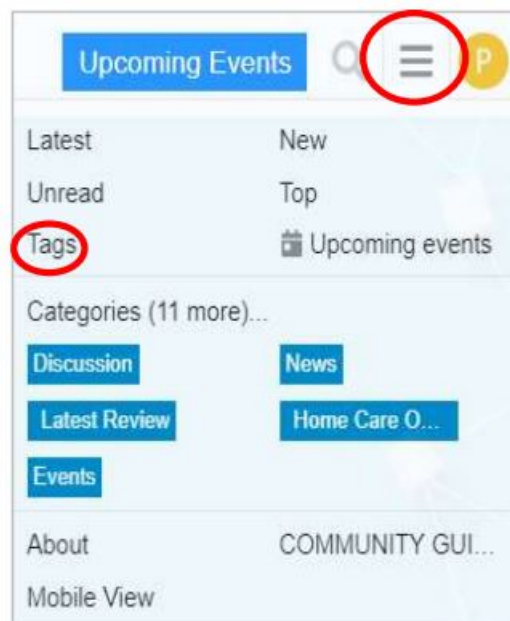


- Then choose when you would like to be notified:



Tag notifications

- Notification level can be set by tag. To change any of these defaults, go to the tag page by clicking on the menu and clicking tags:



- Click on the tag you want to change the default notifications of and then click on the bell icon in the top right hand corner:



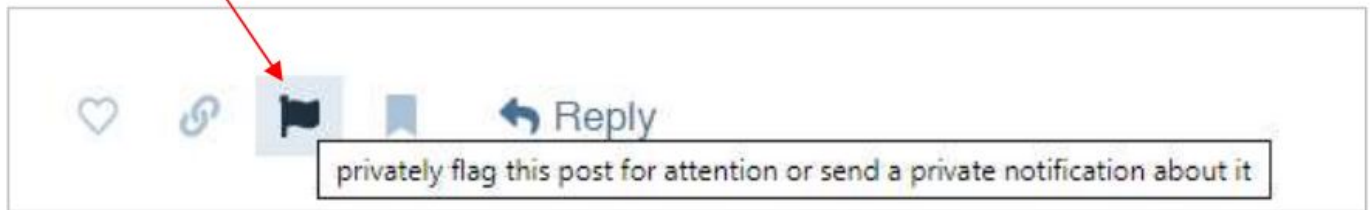
Alerting Moderators

Flag a post

- You can privately flag any post for a moderator's attention by clicking the flag icon at the bottom of the post.

To flag a post:

- Click the “...” icon to reveal the flag icon:



- When you click the flag icon you can select a reason for flagging the post (shown below), which will be sent privately to moderators who will review the post:

Thanks for helping to keep our community civil! ✕

☐ **It's Off-Topic**
This post is not relevant to the current discussion as defined by the title and first post, and should probably be moved elsewhere.

☐ **It's Inappropriate**
This post contains content that a reasonable person would consider offensive, abusive, or a violation of our [Community Guidelines](#) and [Terms of Use](#).

☐ **It's Spam**
This post is an advertisement, or vandalism. It is not useful or relevant to the current topic.

☐ **Something Else**
This post requires staff attention for another reason not listed above.


Deleting Your Account

- If you are new to the CoP and have not posted, you are able to delete your account by clicking on your avatar, the person icon, 'Preferences' then choosing 'Account' from the menu on the left hand side. 'Delete my Account' will be at the bottom of the page.
- Users who have made multiple posts and are not new to the CoP are not able to delete their account.
- If you would like to delete your account, please email the moderators at
- HCPProviderEducation@Health.gov.au who will be able to delete your account for you.
- For more information please visit www.hcpcommunity.com.au






Version number	Changes	Date	Author
1.0		08/06/22	HCP Provider Education Section

www.hcpcommunity.com.au

Documents / Resources

 <p>HCP Program Assurance Community of Practice User Guide July 2022</p>	<p>HCP Community D22-1528871 HCP Program Assurance Community of Practice [pdf] User Guide</p> <p>D22-1528871 HCP Program Assurance Community of Practice, D22-1528871, HCP Program Assurance Community of Practice, Program Assurance Community of Practice, Assurance Community of Practice, Community of Practice, of Practice, Practice</p>
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References

-  [Discourse is the place to build civilized communities | Discourse - Civilized Discussion](#)
-  [HCP Program Assurance Community of Practice - HCP Program Assurance Community of Practice](#)
-  [Australian Government Department of Health and Aged Care](#)
-  [Discourse Standard Hosting Terms | Discourse - Civilized Discussion](#)
-  [HCP Program Assurance Community of Practice - HCP Program Assurance Community of Practice](#)
- [User Manual](#)