

CARE OPINION^{AUST} BE HEARD.

MEMBER USER GUIDE

AGED CARE EXPRESS SUBSCRIPTION

RESPONDER ROLE

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INTRODUCTION

The following information has been provided to aid in undertaking the basic functions as a member of a Care Opinion subscription. The guideline provides information regarding:

- Creating and saving searches
- Setting up alerts for yourself
- Submitting responses from yourself

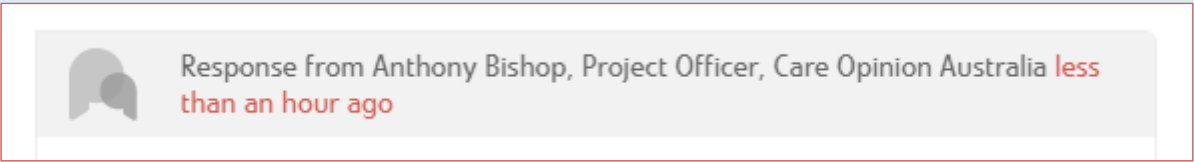
SUBSCRIPTION REQUIREMENTS

Care Opinion aims to create meaningful dialogue between consumers and care providers, and we believe an important part of that is having a face to the organisation – this is often better received by consumers as it shows that an organisation is willing to be transparent and open.

Under each Aged Care Express subscription, your nominated user is required to have their name and role present on their profile. This means that the user to be entered into the system must be a named member of staff (to ensure that Care Opinion has a contact, should we need to discuss a story). However, we are aware that you may like to have a central team email receiving the alerts for your organisation, to ensure that responses are prompt. In this case, you may wish to attribute a named responder, whilst having a central email attached to receive alerts – for example, you may set the user up as follows:

Role	Responder
First name	Anthony
Last name	Bishop
Email	qualityandsafetyteam@careopinion.org.au
Job	Project Officer
Department (if any)	
Organisation	Care Opinion Australia
Phone (not shown on public pages)	(07) 1234 5678

All responses have a banner at the top that indicates who the response is from – it is important that you bear this in mind when choosing who will be your nominated responder, as all responses from your organisation will show this. Carefully consider what the responder’s role is, as some roles may be considered by consumers as an inappropriate person within the organisation for a response to be coming from. The banner appears as:



While it is not required that you attribute your name to the response (banner sign-off options include [name, role, organisation], [role, organisation] or just [organisation]) we **highly** recommend that you attribute a person’s name to the response when given the option of how to sign off, as well as including that person’s photo.

LOGGING ON TO CARE OPINION

All of the functionality that is outlined in this document requires you to be logged in and an active member of a subscription.

1. Head to <https://www.careopinion.org.au> and click on 'Log in' in the top right corner of the page
2. Enter your user name or email address, followed by your password, then click 'Log in' below - you can request that your details are remembered on that computer for future logins

CARE OPINION AUST
BE HEARD.

An independent site about your experiences of care and support services, good or bad.
We pass your stories to the right people to make a difference.

Home Tell your story About us

Search for stories about... Search »
eg Brisbane, elderly care, dementia, 2250

Log in to Care Opinion

Your user name or email address

Your password

☐ Remember me on this computer

Log in

Forgotten your password?

Select Language | Size: A A A Contrast: C C C C

Welcome **Anthony**
Your stories Log out

LOGGED IN

FORGOT YOUR PASSWORD?

If you have forgotten your password, you can click the link at the bottom of the 'Log in' page to request we send you a password reset link. Enter the email address you use for your subscription and click 'Go'. Check your emails, as the password reset link we send you expires in 4 hours.

Forgotten your password?



i **Help:** We will send you an email with a special link to reset your password. The link expires after four hours, so you should use it as soon as it arrives.

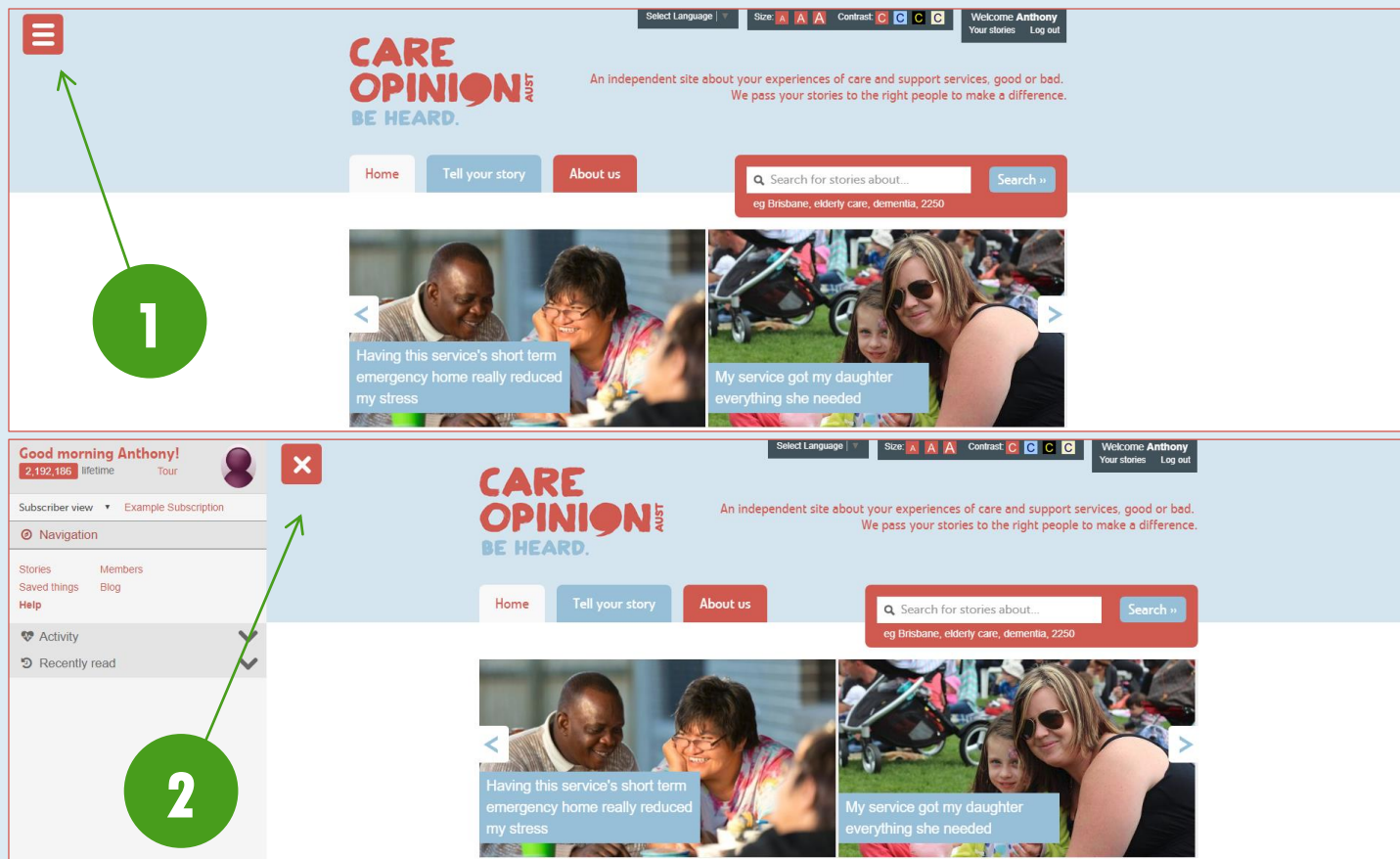
Please enter your email address

Go

NAVIGATING THE WEBSITE

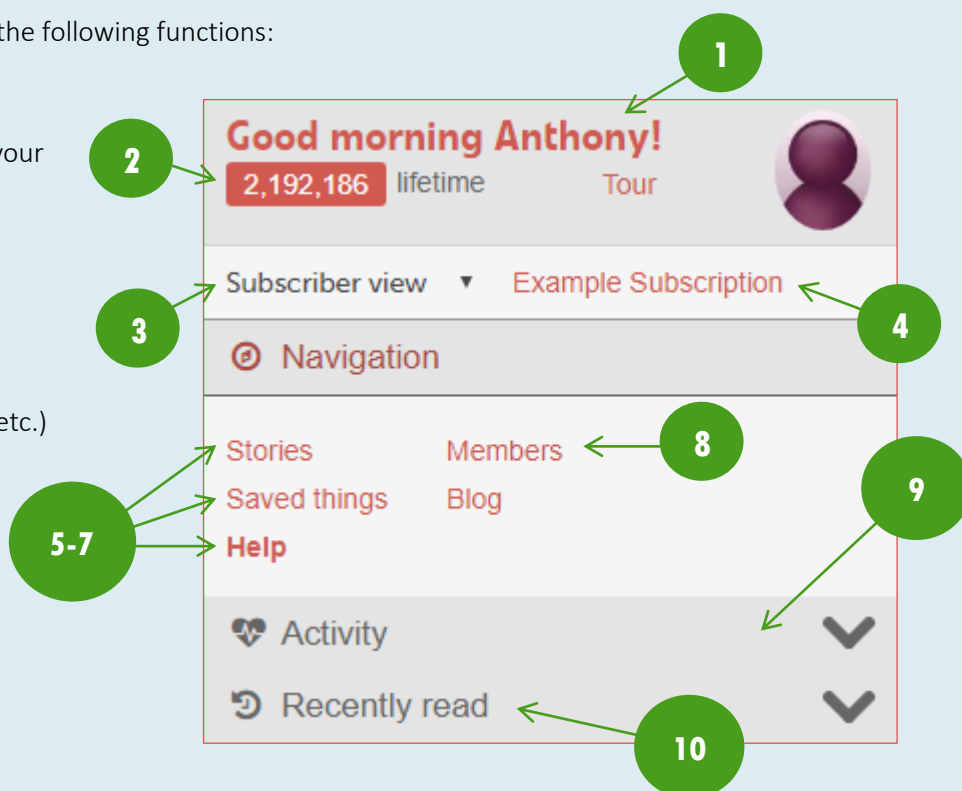
Once logged in you will have access to the navigation drawer. This houses all of the key links to managing your profile in the subscription.

1. The navigation drawer can be accessed by clicking the  icon in the top left corner of any page
2. It can be closed by clicking the  icon at any time.



From the navigation drawer you can access the following functions:

1. Your profile
2. Total public views on stories about your subscription
3. Your view (public or subscriber)
4. Your subscription information
5. Stories about your subscription
6. Your saved things (searches, alerts, etc.)
7. Help pages
8. Your subscription's member list
9. Subscription activity
10. Your recently read stories



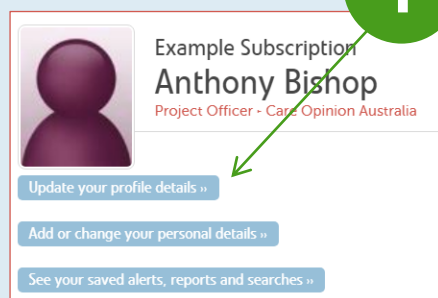
YOUR PROFILE

Your profile can be accessed by clicking your name in the [navigation drawer](#) (shown above) or by clicking your name at the top right of the page – ‘Welcome [YourName]’.

UPDATING YOUR PROFILE DETAILS

These are the details that appear for you in your subscription, such as your name and job role.

1. Click ‘Update your profile details’ on your [profile page](#)
2. Make any changes to your details in the various fields – any changes will be highlighted in green
3. Click ‘Update’ to save the changes, or ‘Cancel’ to leave the page without saving

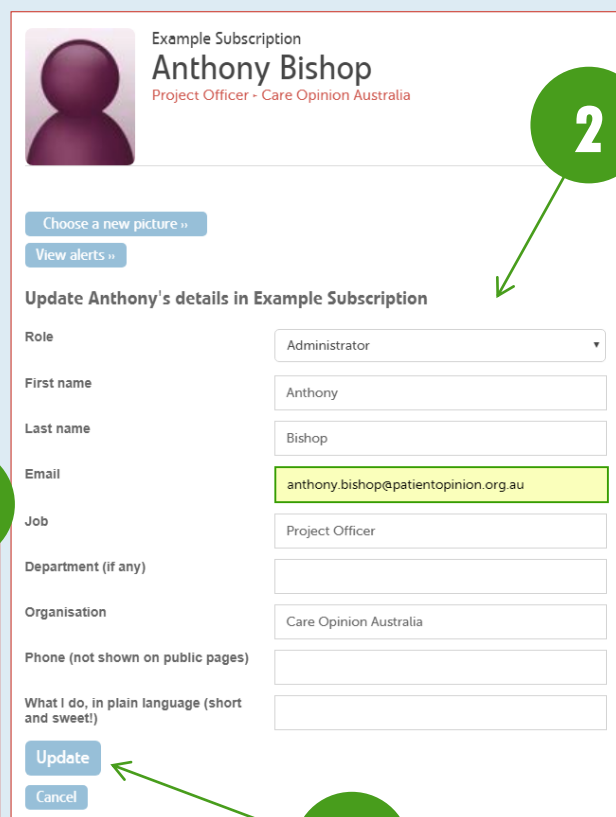


Example Subscription
Anthony Bishop
Project Officer - Care Opinion Australia

[Update your profile details »](#)

[Add or change your personal details »](#)

[See your saved alerts, reports and searches »](#)



Example Subscription
Anthony Bishop
Project Officer - Care Opinion Australia

[Choose a new picture »](#)

[View alerts »](#)

Update Anthony's details in Example Subscription

Role: Administrator

First name: Anthony

Last name: Bishop

Email: **anthony.bishop@patientopinion.org.au**

Job: Project Officer

Department (if any):

Organisation: Care Opinion Australia

Phone (not shown on public pages):

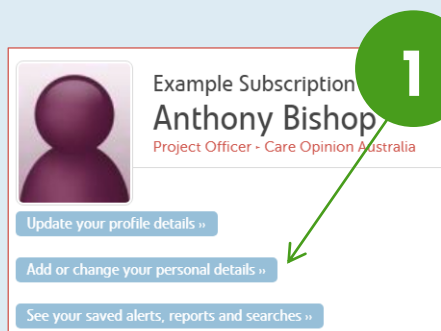
What I do, in plain language (short and sweet!):

[Update](#) [Cancel](#)

UPDATING YOUR PERSONAL DETAILS

These are the details that are independent of your membership in your subscription, such as your password and time zone – meaning these details can be changed whether you are member of a subscription or not. Please note that changing your email address in this section will not affect the email that Care Opinion sends your story alerts to – that can be updated under ‘Update your profile details’.

1. Click ‘Add or change your personal details’ on your [profile page](#)
2. Select any of the various personal settings options to amend and follow the instructions on those pages.

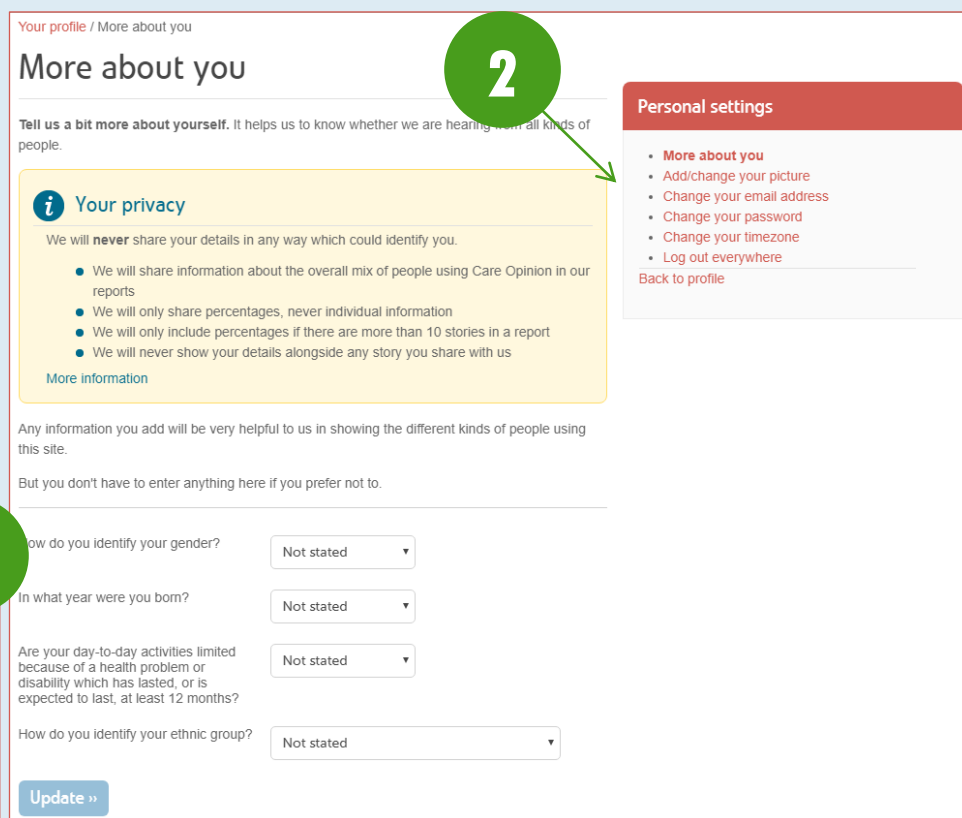


Example Subscription
Anthony Bishop
Project Officer - Care Opinion Australia

[Update your profile details »](#)

[Add or change your personal details »](#)

[See your saved alerts, reports and searches »](#)



Your profile / More about you

More about you

Tell us a bit more about yourself. It helps us to know whether we are hearing from all kinds of people.

Your privacy

We will **never** share your details in any way which could identify you.

- We will share information about the overall mix of people using Care Opinion in our reports
- We will only share percentages, never individual information
- We will only include percentages if there are more than 10 stories in a report
- We will never show your details alongside any story you share with us

[More information](#)

Any information you add will be very helpful to us in showing the different kinds of people using this site.

But you don't have to enter anything here if you prefer not to.

How do you identify your gender? Not stated

In what year were you born? Not stated

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Not stated

How do you identify your ethnic group? Not stated

[Update »](#)

Personal settings

- **More about you**
- Add/change your picture
- Change your email address
- Change your password
- Change your timezone
- Log out everywhere

[Back to profile](#)

ADDING A PICTURE TO YOUR PROFILE

For those that will be responding to stories, it is suggested that you upload a photo of yourself to help add a human face to your responses. This will help the story author and the wider community connect with your responses, rather than seeing you as a 'faceless' organisation. We suggest that the photo be warm, but professional.

1. Click 'Update your profile details' on your [profile page](#)
2. Click 'Choose a new picture'
3. Select your photo from the pop-up file selection screen and ensure that the photo you want to upload has a filename that is all lower case, is an appropriate file type (.png, .jpg, etc.), and that the file size does not exceed 1MB – photos can be easily resized in a program such as 'Paint' to ensure that they do not exceed this size
4. Use the tool to position or centre your photo as necessary to fit the required frame ratio – a preview is available on the right.
5. Once you are happy with the preview, click 'Use this picture' – you can update or remove your photo at any time by coming back to 'Update your profile details'

The sequence of screenshots illustrates the process of adding a profile picture:

- Step 1:** The profile page for 'Example Subscription Anthony Bishop, Project Officer - Care Opinion Australia'. The 'Update your profile details' button is highlighted with a green circle and arrow.
- Step 2:** The profile page after clicking 'Update your profile details'. The 'Choose a new picture' button is highlighted with a green circle and arrow.
- Step 3:** A file selection dialog box titled 'Open' showing the 'Desktop' folder. The file 'anthonybishop.png' is selected, highlighted with a green circle and arrow.
- Step 4:** A photo upload tool showing a preview of the selected photo. The 'Use this picture' button is highlighted with a green circle and arrow.
- Step 5:** The final profile page showing the new photo uploaded. The 'View alerts' button is highlighted with a green circle and arrow.

PUBLIC STORY VIEWS

You can check the total number of public views stories about your subscription have received from the [navigation drawer](#). There are a number of timeframes you can constrain this to, from public views in the last day to the entire lifetime of the platform. You can do this by clicking the number of views to open a drop-down menu of all options, and selecting the desired timeframe.

Good afternoon Anthony!

2,192,624 lifetime

Last day

Last week

Last four weeks

Last six months

Last year

Lifetime

Help

Activity

Recently read

Example Subscription

Subscriber view

Navigation

Stories

Saved things

Help

Members

Blog

Activity

Recently read

SUBSCRIBER VIEW OR PUBLIC VIEW?

While you are logged in to the system, the site will appear differently to that of a public user. You will have access to all of the membership functions that being come with a subscription to Care Opinion. However, things such as the pool of stories you can see by doing a search changes from all stories on the platform, to only those that are about your organisation.

Occasionally, you may want to see what the public sees – all stories being visible in a search, or what a story looks like without all of the extra subscriber only information that you are privy to. To do so, simply click on ‘Subscriber view’ in the [navigation drawer](#) and select ‘Public view’ from the drop down menu. To change back, simply do click on ‘Public view’ and reselect ‘Subscriber view’ again.

It should be noted that if you wish to share your own story on the platform while you are a member of a subscription, that this will need to be done in ‘Public view’ as the system no longer considers you a member of the public while ‘Subscriber view’ is active.

Good afternoon Anthony!

2,192,861 lifetime

Subscriber view

Public view

Subscriber view

Example Subscription

Navigation

Stories

Saved things

Help

Members

Blog

Activity

Recently read

YOUR SUBSCRIPTION INFORMATION

By clicking your organisation name in the [navigation drawer](#), you can access the information for your subscription. This will show you the features that you can access at your subscription level.

To access your subscription information page, click the link in the [navigation drawer](#). From here you can:

1. View your available features
2. Email Patient Opinion – this inbox is monitored daily, however we recommend that you contact our personal emails should you require assistance, as these inboxes are monitored at more regular intervals

Good morning Anthony!
2 192,186 lifetime Tour

Subscriber view → Example Subscription

Navigation

Stories Members
Saved things Blog
Help

Activity

Recently read

My subscription

Example Subscription ▶

Subscription is active

My profile in this subscription

These are your own details in this subscription. Add or update your information by clicking on it. If you change your mind, press "Esc" before you finish editing.

Email

Job:

✎ Project Officer

What I do, in plain language (short and sweet!):

✎ Click to edit

Department (if any):

✎ Click to edit

Organisation:

✎ Care Opinion Australia

Phone (not shown on public pages):

✎ Click to edit

Role (click to change):

✎ Administrator



33rd/ 69

Your subscription level

Current level

Aged Care Express, until 30 June 2019

Features available at this level

Alerting

Responding

Features not available at this level

API (basic)

API (enhanced)

Blogging

Custom service pages

Digests

Member freezing

Reporting on demand

Reporting on schedule

Responding for another

Responding with images

Smart alerting

Story tagging

Subscriber-only resources

Support and advice

Visualisations

More information

1

▶ API access

▶ Custom service pages

▶ Custom service pages

Which stories are in the scope of this subscription?

This subscription includes:

- All stories

This subscription ends on 18 December 2018

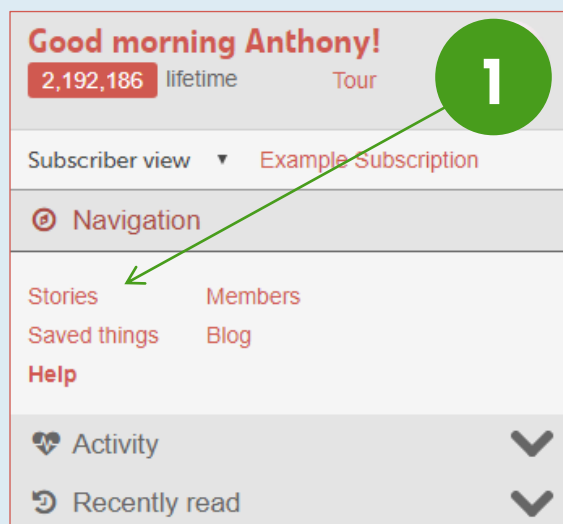
Email Care Opinion »

2

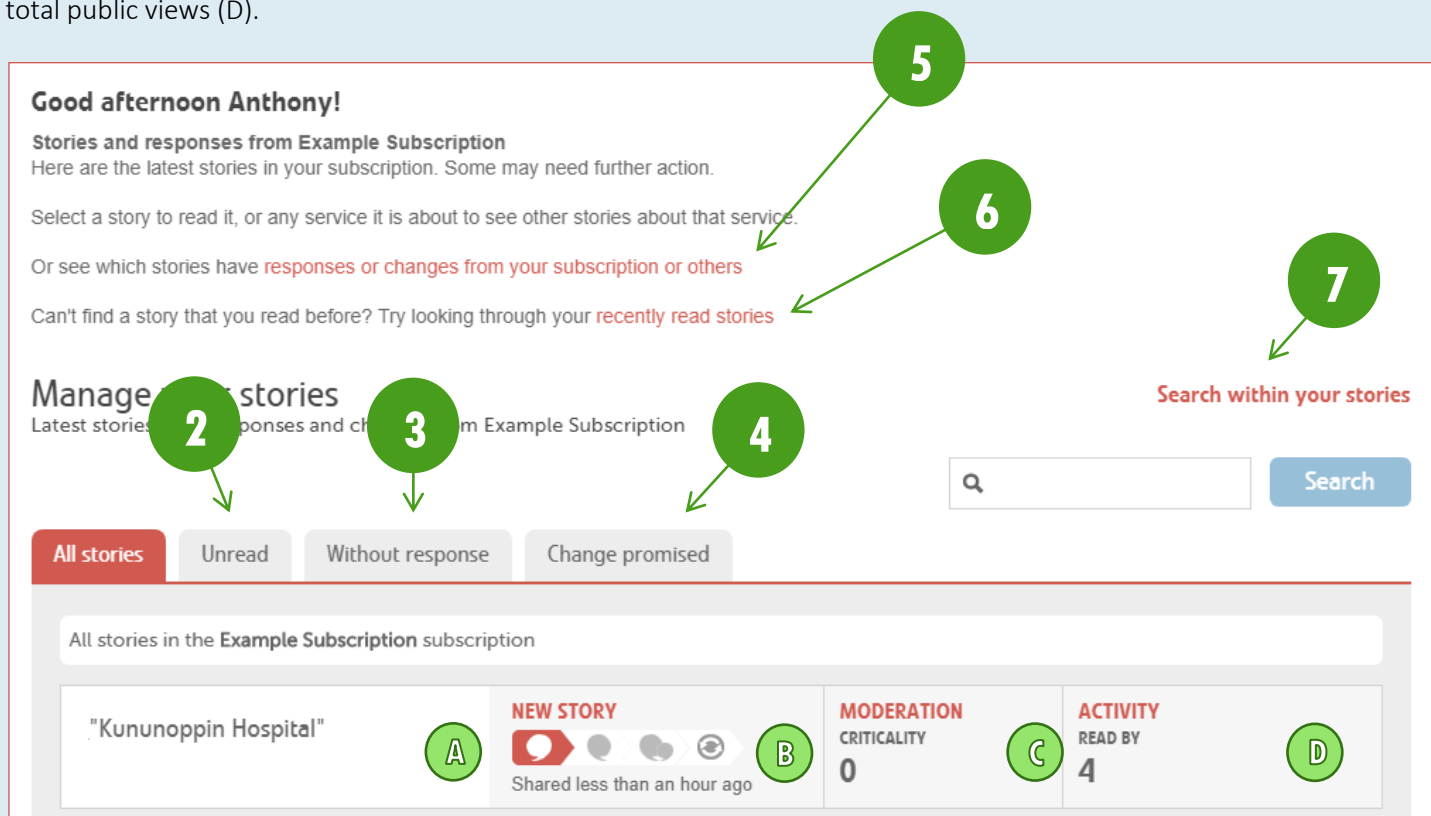
STORIES ABOUT YOUR SUBSCRIPTION

Your subscription will be scoped to include all stories about your organisation. This allows you to quickly access the stories that are relevant to you for response. To access your stories:

1. Click on 'Stories' in the [navigation drawer](#) – this will automatically bring you to a page with a tab showing all stories about your organisation to date
2. Click 'Unread' to see all stories that have not yet been read by anyone in the subscription
3. Click 'Without response' to see all stories from the last 3 years that have not received a response from a member of our subscription
4. Click 'Change promised' to see all stories that have received a response from your anyone in your subscription indicating a change is planned, but that has not then had a follow-up response indicating the change has now been made.
5. Click the link attached to 'responses or changes from your subscription or others' to see a full list of stories about you were anyone from any subscription may have responded or made a change (this is helpful where there is more than one service attached to a story, and therefore another organisation may have responded)
6. Click the link attached to 'recently read stories' to see recent stories that you yourself have read (while logged in)
7. Click 'Search within your stories' to filter the stories shown here by various tags or keywords



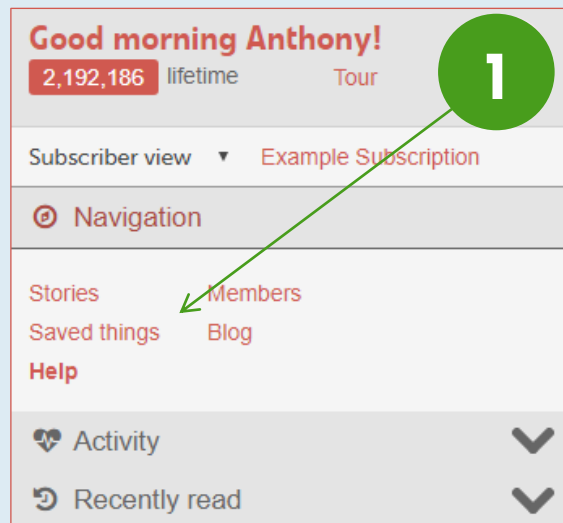
Key information for each story is shown such as the title (A), the progress (B), the moderation level (C) and the number of total public views (D).



YOUR SAVED THINGS

This holds all of the searches, reports, alerts, visualisations and digests you have saved for later use for your user. To access your saved things:

1. Click on 'Saved things' in the [navigation drawer](#) – this will automatically bring you to a page with a tab showing your alerts (which trigger your email notifications of relevant stories)
2. Click 'Searches' to access all saved searches – this is helpful for accessing searches you run on a regular basis that have multiple filters



Your saved searches, alerts and reports

Here are the things you've saved in your **Example Subscription** subscription.

[Return to your profile page](#)

Your saved things

[Alerts](#)[Reports](#)[Searches](#)[Visualisations](#)[Digests](#)

Here are your **alerts** in this subscription. You can turn each alert on and off or delete it if you no longer need it. ([Help with alerts](#))

If I respond, alert me

- when my response is published
- when my response is found helpful by the story author

▶ [Available triggers](#)

Create a new alert »Turn all my alerts on

Alert: All stories tagged with ED - emergency department ([edit alert](#) or [view the original search](#))

- when a story is published
- when a response is published
- when a story has no response from anyone in my subscription after 1 week
- when a change is planned but not yet made by this organisation after 4 weeks

▶ [Available triggers](#)

HELP PAGES

You can access further guides to using the site from our Help pages – available by clicking ‘Help’ in the [navigation drawer](#).

MEMBER LIST


Each subscription has access to a page listing all its members. Under the Aged Care Express subscription, you will only have access to one user login; however this page will still allow you to update this user’s details. You can view details for each member or pull reports on all members collating things such as how many stories they have read and how many stories they have responded to. To access the member listing page, click ‘Members’ in the [navigation drawer](#).

Good morning Anthony!

2,192,186

lifetime

Tour



Subscriber view ▾

Example Subscription

ⓘ Navigation


Stories


Saved things

Help

Members

Blog


 Activity

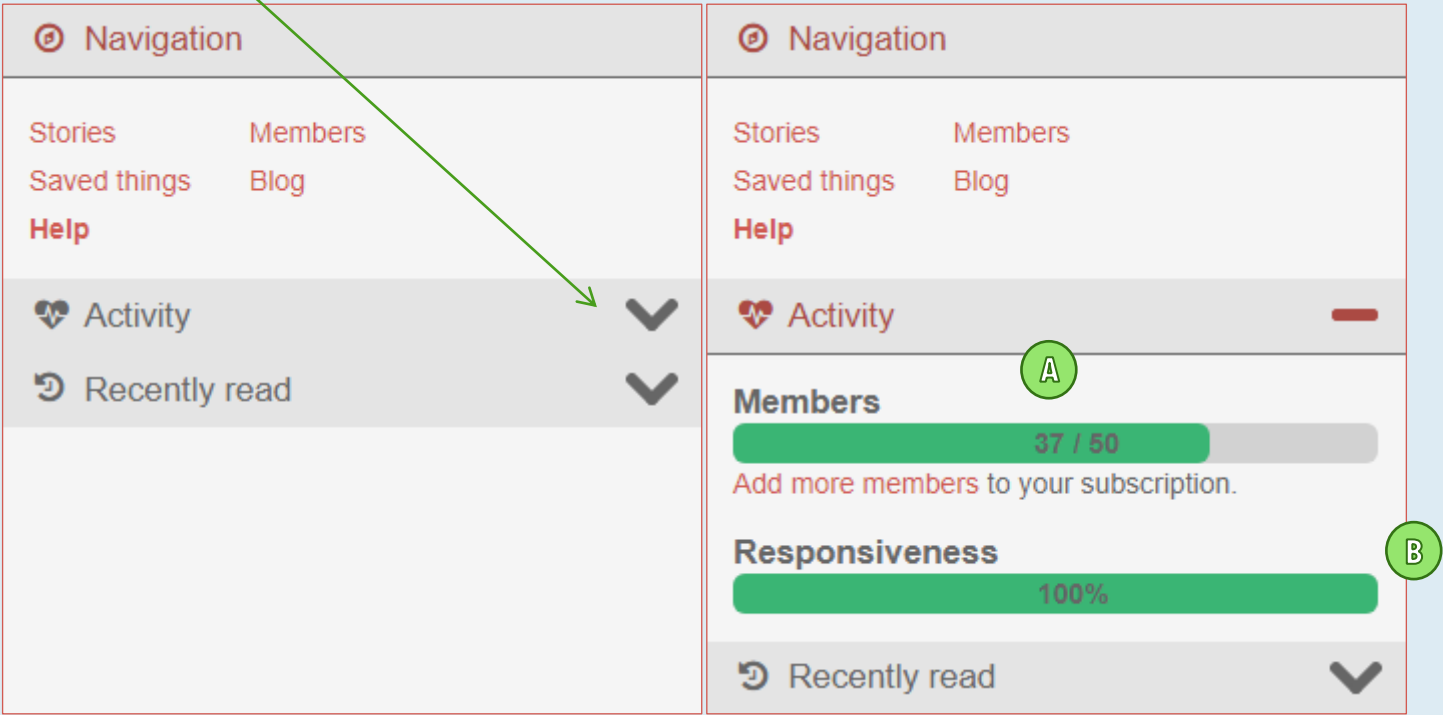
 Recently read

▼

▼

SUBSCRIPTION ACTIVITY


From the [navigation drawer](#), you can see a quick overview of the details in your subscription. To expand the activity section, click the  icon.



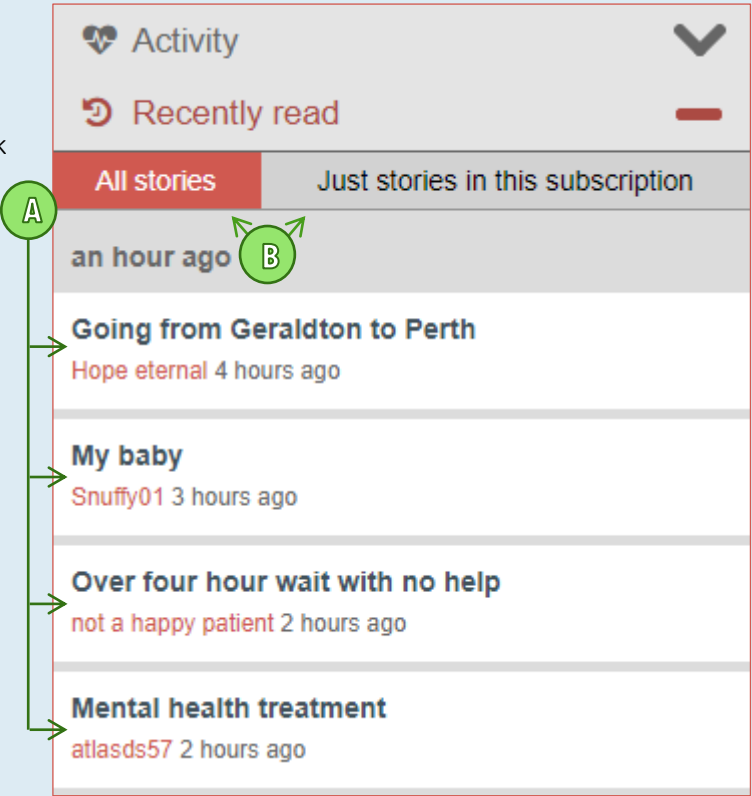
It includes the following information:

- (A) Number of active members out of your subscription’s total capacity
- (B) Your responsiveness – percentage of total stories about your subscription that has received a response from any member of your subscription

RECENTLY READ STORIES

From the [navigation drawer](#), you can see a list of stories that you have recently read. To expand the section, click the  icon. It includes the following information:

- (A) List of stories in order of how long ago you read them
- (B) Ability to swap between recent stories you have read that are about your subscription’s services, or any service on the platform



SEARCHING STORIES

Searches are the basis for all alerting, and generating reports and visualisations on the platform - to set a story alert, you will define what stories you want to receive notification of by creating a story search; to pull a report, you will define the data set of stories by creating a story search. You may run reports on the same search on a regular basis, perhaps as a monthly or quarterly report, and as such you can save your search (especially those with lots of filters, or where you may have lots of different searches you need to run) to make it more efficient to run later.

1. Type a search term (the name of a service, medical condition, emotion tag, etc.) into the search bar and click 'Search' – the search bar is accessible from almost every page of the website and will match what you write as you type with terms and services already in the system; select them from the drop down for better search matching
2. Refine your search further by adding one or more filters – options available include both story and response parameters and a full list is below

The screenshot shows the Care Opinion website interface. At the top, there's a navigation bar with 'Home', 'Tell your story', and 'About us'. A search bar is located on the right, with a dropdown menu showing 'support'. A green circle with the number 1 points to the search bar. Below the search bar, there's a sidebar titled 'Refine your search' with a green circle with the number 2 pointing to it. The sidebar includes sections for 'Your current search', 'Filtered by your subscription', 'Stories tagged with', and 'Story search options'. The main content area shows '2,332 stories have been told' and a list of stories with filters like 'Latest stories', 'Latest responses', and 'Latest changes'. The stories listed include 'My wife', 'Care at Eastern Health-Lilydale', 'Care at Glenarm Nursing Home', and 'Eye operation'. Each story has a status indicator (e.g., 'NEW STORY', 'STORY HAS A RESPONSE') and a timestamp.

CARE OPINION AUST
BE HEARD.

An independent site about your experiences of care and support services, good or bad.
We pass your stories to the right people to make a difference.

Select Language | Size: A A A Contrast: C C C C Welcome **Anthony**
Your stories Log out

Home Tell your story About us

support
support

Refine your search

▼ Your current search ADD/REMOVE

Filtered by your subscription

Stories tagged with

▶ support (any) -

Add a search term +

▼ Story search options

All stories ▼ by anyone ▼ +

Submitted on or after +

Submitted on or before +

Criticality equa ▼ 0 | ▼ +

Aboriginal Health Care ▼ +

the patient ▼ +

Read by me ▼ +

Explore tags related to: support

2,332 stories have been told

Latest stories Latest responses Latest changes

"My wife" NEW STORY
Shared 18 hours ago

About: Gilgai Home Care Packages

"Care at Eastern Health-Lilydale" STORY HAS A RESPONSE
Response less than an hour ago

About: Yarra Ranges Health

"Care at Glenarm Nursing Home" STORY HAS A RESPONSE
Response 21 hours ago

About: Glenarm Nursing Home

"Eye operation" STORY HAS A RESPONSE

SAVING SEARCHES

1. Once the appropriate search terms and filters have been added, click 'Save my search as...'
2. Click the 'Search' tab
3. Enter a name for your search and click 'Save' – saved searches are added to and can be accessed through your ['Saved things'](#) and a link to this is located in the [navigation drawer](#) and below the 'Save' button
4. You can click 'Back to search results' if you would like to alter your search

The screenshot shows the 'Save my search' interface. On the left, there is a sidebar with search filters and a 'Save my search as...' button. The main area shows a list of search results. A green circle with the number 1 points to the 'Save my search as...' button. A green circle with the number 2 points to the 'Search' tab. A green circle with the number 3 points to the 'Save' button. A green circle with the number 4 points to the 'Back to search results' button.

Refine your search

▼ Your current search ADD/REMOVE

Filtered by your subscription

Stories tagged with

▶ support (any)

Add a search term

▶ Story search options

▶ Response search options

Save my search as... »

Need a little help?

- Help with searching
- Creating an alert
- Creating and sharing reports

[Tweet](#) [Like 0](#) [Share](#)

[Email](#)

Save my search

Alert Report **Search** Visualisation Digest

Saved search

Create a **saved search** if you think you might want to run this same search again in the future

Enter a name for your search [Save](#)

You'll find all your saved searches listed on your [saved things](#) page.

[Back to search results](#)

ALERTS

You can save any search as an alert, and this will define what stories you receive email notification of. This allows you to control story alerts by relevance to the person that is receiving them. This means that you could set an alert up of all stories in your subscription, or be very specific, for example, by setting up an alert for only stories tagged with 'ED – emergency department'. To save an alert for yourself:

1. [Create a search](#) with the relevant filters
2. Click 'Save my search as...'
3. Click the 'Alert' tab
4. Enter a name for your alert and click 'Save for me' – saved alerts are added to and can be accessed through your 'Saved things' and a link to this is located in the [navigation drawer](#) and below the 'Save for me' button

The screenshot displays the 'Refine your search' sidebar on the left and a list of search results on the right. The sidebar includes a search filter for 'support' and a 'Save my search as...' button, which is highlighted with a green circle and the number '2'. The main content area shows a list of stories related to 'support', with the first story titled 'Request for an appointment following doctor's referral'. The interface also features a 'Need a little help?' section with links to 'Help with searching', 'Creating an alert', and 'Creating and sharing reports'. The bottom of the sidebar has social media sharing options (Twitter, Like, Share) and an email subscription link.

Refine your search

Explore tags related to: **support**

Your current search ADD/REMOVE

Filtered by your subscription

Stories tagged with

▶ support (any) −

Add a search term +

▶ Story search options

▶ Response search options

Save my search as... »

Need a little help?

- [Help with searching](#)
- [Creating an alert](#)
- [Creating and sharing reports](#)

[Tweet](#) [Like 0](#) [Share](#)

[Email](#)

2,303 stories have been told

Latest stories | Latest responses | Latest changes

"Request for an appointment following doctor's referral" **NEW STORY** Shared less than an hour ago

About: Fiona Stanley Hospital

"Positive physio experience" **STORY READ** Read less than an hour ago

About: Sir Charles Gairdner Hospital

"Visiting Club Kinross." **NEW STORY** Shared less than an hour ago

About: Amana Living Club Kinross (Day Centre)

"Returning to my local health service" **STORY READ** Read less than an hour ago

About: Beechworth Health Service Acute Unit

"My wife" **NEW STORY** Shared yesterday

About: Gilgai Home Care Packages

3

Refine your search

▼ Your current search

ADD/
REMOVE

Filtered by your subscription

Stories tagged with

▶ support (any) -

Add a search term +

▶ Story search options

▶ Response search options

Save my search as... »

Need a little help?

- Help with searching
- Creating an alert
- Creating and sharing reports

Tweet

Like 0

Share

Email

Save my search

Alert

Report

Search

Visualisation

Digest

Email alert

Create an **email alert** if you would like us to send you an email whenever we publish new stories like the ones in your search

Enter a name for your alert

Alert: All stories tagged with support

Save for me

You'll find all your saved alerts listed on your **saved things** page.

Help with alerts

As an administrator, you can also save this alert for one or more members of your subscription

Who is this alert for?

Save for member

4

Back to search results

EDITING ALERTS AND SETTING TRIGGERS

When you save an alert, it will automatically be set up with default triggers. These can be updated to suit your needs for that alert, to ensure that the email alerts you receive are only what is relevant. To edit your alerts:

1. [Navigate to the 'Alerts' tab on your 'Saved things' page](#)
2. Go to the alert that you want to edit
3. To remove a trigger, click the --- icon next to it
4. To add a trigger, click 'Available triggers' to expand the list and click the --- icon next to it
5. To cycle through a trigger's options, click the pink text (only triggers with pink text have options)
6. To view a list of stories currently captured by this alert, click 'view the original search'
7. To edit the search filters for the alert, click 'edit alert'
8. To deactivate/reactivate the alert entirely, toggle the switch – green is active, grey is inactive

The screenshot shows the 'My saved things' page with the 'Alerts' tab selected. It displays a list of alerts. Callout 1 points to the 'Alerts' tab. Callout 2 points to an alert titled 'If I respond, alert me'. Callout 3 points to the 'Create a new alert' button. Callout 4 points to the 'Available triggers' link for the first alert. Callout 5 points to the pink text 'anyone in my subscription' in a trigger. Callout 6 points to the 'view the original search' link. Callout 7 points to the 'edit alert' link. Callout 8 points to the toggle switch for the first alert. Callout A points to the first alert. Callout B points to the minus icon next to a trigger. Callout C points to the 'Turn all my alerts off' link.

1 My saved things

Alerts Reports Searches Visualisations Digests

Here are your **alerts** in this subscription. You can turn each on or off or delete it if you no longer need it. ([Help with alerts](#))

A If I respond, alert me

B - when my response is published
- when my response is found helpful by the story author

▶ [Available triggers](#)

3 Create a new alert »

2 Alert: All stories tagged with support (edit alert or view the original search)

- when a story is published
- when a response is published
- when a story has no response from anyone in my subscription after 1 week
- when a change is planned but not yet made by this organisation after 4 weeks

▶ [Available triggers](#)

4 ▼ [Available triggers](#)

+ when a response is marked helpful by anyone
+ when a response is marked unhelpful by anyone
+ when a story remains unread by me after 1 day
+ when a story has no change planned or made by me after 1 day

5

6

7

8

Turn all my alerts off **C**

If you are a person with responding rights, such as a 'Responder' or an 'Administrator' you will also have an alert with triggers for when you post a response (A) – this alert is automatically added to your saved things, and can be deactivated by removing all active triggers (B).

To deactivate all of your alerts (if you have multiple), click 'Turn all my alerts off' (C). This does not include your response alert.

RESPONDING

There are two methods available to respond to a story; you must be logged on to the system in order to respond.

RESPONSE METHOD 1: EMAIL ALERT

When a story is published that is relevant to you, you will receive an email alert ([subject to how you have set up your alerts](#)). Inside this email alert is a web-link to the story – the link also contains a single-use login token that means that the first time you click the link, it will also log you in. The respond via your email alert:

1. Click the story link in the email
2. After reading the story, scroll down to the response box – if the response box is not visible, ensure you are [logged in](#) and that you are in '[Subscriber View](#)'
3. Type your response into the response box
4. Indicate if you are planning to or have made a change
5. Choose how you will sign your response from the drop-down options - you can sign with your [name, role, organisation], [role, organisation], or just [organisation]
6. Provide your consent for your response to be published – you cannot submit the response without this
7. Click 'Send your response'

Anthony, Care Opinion has published a story relevant to you

1

[Care at Glenarm Nursing Home](#)

This is your **personal link**. It will log you in the first time you use it. After that it is safe to share with other people.

You can also [see who we've told about this story](#)

Why did I get this email?

We've sent this email in line with alerts you have set on Care Opinion. You can change or [pause](#) emails you receive from us at any time.

Just log into [Care Opinion](#), and then [change your alerts](#).

If you need help, check our [alerting help page](#)

This response is from

Me



Your reply:

Show me some [guidance on responding](#) and some [responses people found helpful](#)

B

I



Type something

4

Are you planning a change in response?

[\(More about changes\)](#)

☒ Not at the moment

☐ We're planning a change

☐ We've made a change

How would you like to sign your response?

Anthony Bishop, Project Officer, Care Opinion Aust

5

Your consent

☒ I consent to my response being published on Care Opinion and shared online to help learning and change.

6

7

Submit your response »

2


3

RESPONSE METHOD 2: YOUR STORIES PAGE

You can view a list of stories about your subscription from the [‘Stories’ page](#) – accessible from the [navigation drawer](#). To respond to a story this way:

1. Navigate to your [‘Stories’ page](#)
2. Click on the story you want to respond to
3. After reading the story, scroll down to the response box – if the response box is not visible, ensure you are [logged in](#) and that you are in [‘Subscriber View’](#)
4. Type your response into the response box
5. Indicate if you are planning to or have made a change
6. Choose how you will sign your response from the drop-down options - you can sign with your [name, role, organisation], [role, organisation], or just [organisation]
7. Provide your consent for your response to be published – you cannot submit the response without this
8. Click ‘Send your response’

1



Example Subscription
Anthony Bishop
Project Officer > Care Opinion Australia

Good afternoon Anthony!

Stories and responses from Example Subscription
Here are the latest stories in your subscription. Some may need further action.

Select a story to read it, or any service it is about to see other stories about that service.

Or see which stories have **responses or changes from your subscription or others**

Can't find a story that you read before? [Click here](#) to go through your **recently read stories**

Manage your stories

Latest stories, with responses and changes from Example Subscription

Search within your stories


All stories

Unread

Without response

Change promised

Stories not yet read by anyone in the **Example Subscription** subscription

"Positive physio experience"	STORY READ  Read less than an hour ago	MODERATION CRITICALITY 0	ACTIVITY READ BY 40
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About:

This response is from

Me



Your reply:

Show me some [guidance on responding](#) and some [responses people found helpful](#)

B

I



Type something

5

Are you planning a change in response?

[\(More about changes\)](#)

☒ Not at the moment

☐ We're planning a change

☐ We've made a change

How would you like to sign your response?

Anthony Bishop, Project Officer, Care Opinion Aust

6

7

Your consent

☒ I consent to my response being published on Care Opinion and shared online to help learning and change.

8

Submit your response »

ADDITIONAL INFORMATION AND GUIDES

New features are added to the platform regularly – [check out our blog to see the latest updates](#). You can access the [‘Help’](#) pages from your [navigation drawer](#) for further subscriber guides.

If you should have any issues, please do not hesitate to contact us:



(07) 3354 4525



info@careopinion.org.au

For general subscriber enquiries, please contact our Client Liaison Officer, Sue Palmer:



sue.palmer@patientopinion.org.au

For platform IT issues, please contact our Project Officer, Anthony Bishop:



anthony.bishop@patientopinion.org.au