

SPEAQ Website

User Info and Signup Procedures - Organisations

The 4 main categories of membership on the SPEAQ website are: 1. Individual; 2. Organisation; 3. Employee, and 4. Invited Participant. Each member type has a different level of access to website functions, and procedures for activating your membership on the site and completing your profile are slightly different.

Organisations

Function of Organisational Members on the website

When logged in as the contact person for your **Organisation**, your role is primarily an administrative one. The main functions of Organisational members on the SPEAQ website are:

- To create a vehicle for Employees to register as users on the site
- To be included in the list of programs and services on the website
- To maintain administrative control over service listing details (via your organisation's profile information).
- To post Employment notices under your organisation's name.
- To assist the SPEAQ secretariat to maintain up to date details on the membership database.

Note:

- When you are logged in under your organisation's username, you can view member-only content on the website in the same way as other members. However you will not have the ability to interact with other users, so you would generally only use this login for administrative purposes – i.e. updating profile information, or posting [Employment](#) notices. When you post an Employment notice, the website administrator is notified, the notice is then approved, and an email can also be sent out to all members to advise that a new notice has gone up.
- If you are the *SPEAQ website contact person* for your organisation and you are also a *nominated participant* of SPEAQ, you will have a separate username and login for yourself as an Employee, to allow access to social networking functions, the discussion forum and commenting.

Username, Password and Logging in

To log in as your Organisation's contact person for the first time:

1. You will have received an email from SPEAQ advising your organisation's username and Initial password. You will need this to log in for the first time. Ensure that you have notified SPEAQ Website Admin as to who is the SPEAQ website contact person for your organisation / branch (you must provide name and email address).

Note: The **username** and **account email address** assigned to each organisation (or branch) will remain the same regardless of who the contact person actually is. The account email address is a proxy email address set up at [speaq.org.au](https://www.speaq.org.au) e.g. *myorganisation@speaq.org.au*, and all account-related emails are forwarded to the contact person's email address. You must notify SPEAQ Website Admin of any change of contact person, so that emails can be redirected to the new contact person's email address. You can also specify more than one contact person/email address if you wish.

2. Log in at <https://www.speaq.org.au/login/> using the Username and Password provided. Tick the "Remember Me" box to minimise the need to log in again in subsequent sessions.
3. The initial password provided to you is a strong password and is automatically generated. You might find it easiest to copy and paste from the email, being careful not to pick up a space before or after. There is no need to change it, however, if you wish to change your password, go to the **Profile menu** on the top right of the page, and select **Settings**. ***Please ensure you use a strong password (at least 16 characters including upper and lower case letters, numbers and symbols), as this username has the ability to post information that will be viewed publicly under your organisation's name.***
4. If you have **forgotten or lost your password**, click on the [Lost your password or want to change it?](#) link below the **Log In** button. Once you have submitted your username, an email will be sent to the nominated contact persons to allow password reset. Please allow a minute or two for this to arrive in your Inbox, and make sure to check your spam/junk folder in case it has been mis-classified as spam by your email system. If you have a problem with this step, contact SPEAQ Website Admin for assistance.
5. When you are logged in, the website will show the following additional features which give you access to member-only content and functionality:
 - a) The main menu at top of page will now include the **Members** sub-menu.
 - b) The top right hand side of the page shows your **Username**, and the **Profile menu**.

Your Organisation's Profile/s and what the information is used for

Completing the Organisation's **User Profile** is essential to allow the features and functions described above to work properly for your Organisation.

Employee registration

The organisation's username includes a sponsor code (or 'discount code'), which employees must use to register as members on the website. You'll see this code when you are viewing or editing the organisation's user profile. Once you have completed setting up your profile, you will need to send the code or registration link to all relevant employees to allow them to "activate" their membership on the site. A separate Procedures document is available for Employees with all the details.

Organisational info for the benefit of other members

Your full organisational profile is visible to other members to promote understanding of other organisations and to facilitate contact and interaction.

Service/Program Information

- Services and programs information displayed on the SPEAQ website is drawn from selected information stored under each organisation's User Profile.
- The list of programs and services is located on the "Where to get help to change" page <https://www.speaq.org.au/seeking-help/where-to-get-help/>
- This page in turn links to individual Program Details pages for each organisation or branch.

Why has it been set up this way?

- Drawing information from user profiles gives the responsibility for and the power to each service provider for managing their own information updates, rather than having to go through the 'middle man' of SPEAQ Website Admin. You can still get support from SPEAQ if you're not sure how to proceed.

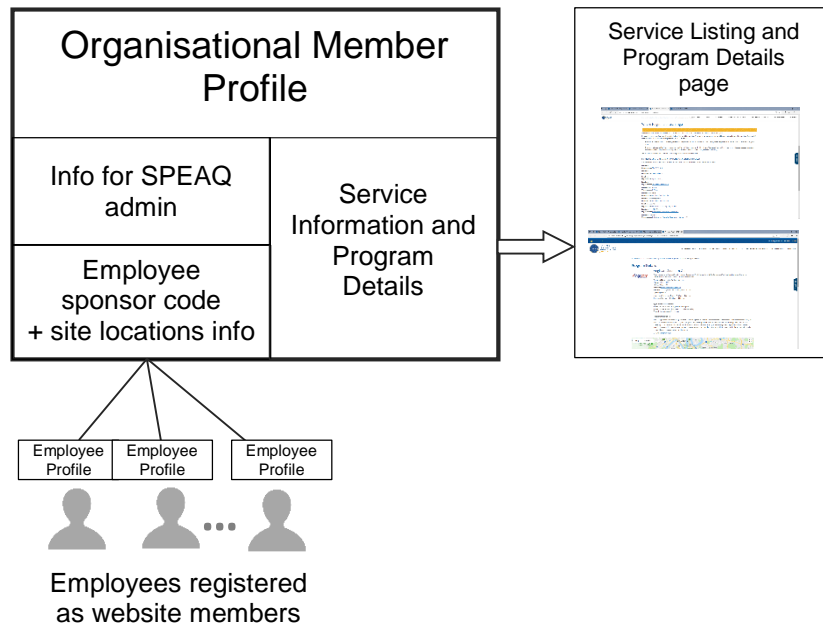


Fig 1. User Profile information for an Organisation and how it relates to Employee registration and service listing

Multiple locations

If you operate in multiple locations, there are some additional details to be aware of.

1. You will need to enter location and address info for all relevant sites (including a 'head office' if there is one) - employees need to associate themselves with one of those sites when they register as website members.
2. Consider what service information you wish to have displayed on the SPEAQ website. You can provide info about multiple locations under a single profile if you wish, but be aware of how this will be displayed in the list of services and your program details page. The two main considerations are:
 - a) how easy it will be for website visitors to find their location in a list of all services
 - b) how similar the program info is for each location
3. If you have programs operating at multiple locations, website visitors may find them more easily if each location has a separate service listing.
4. If program information is significantly different between locations, it may be clearer to have them listed separately.

Multiple service listings

If you wish to have more than one listing (e.g. if you have multiple branches or program locations), you will need to advise SPEAQ Website Admin to have this set up. Each location (i.e. each listing) will need a **separate Username**. This creates a separate Profile for each location, allowing you to specify the program details for each location separately.

Whether you use the same contact person; email address and password for each branch/location username, or different ones, is entirely up you. You can do whatever works best for your organisation administratively.

Figs 2 and 3 illustrate how this could be used for organisations operating in multiple locations.

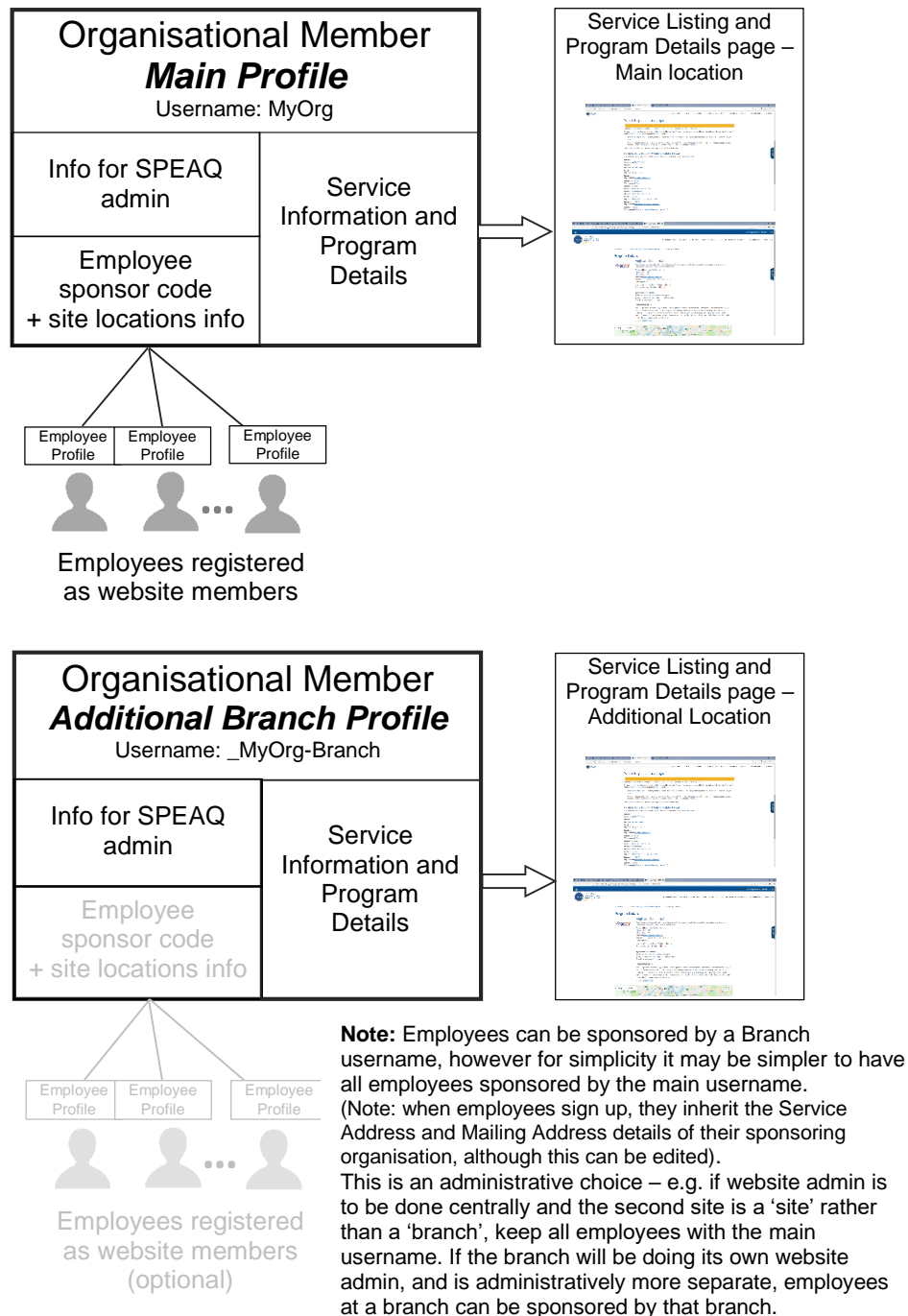


Fig 2. User Profile information for an Organisation with one additional branch or location, and how it relates to Employee registration and service listing.

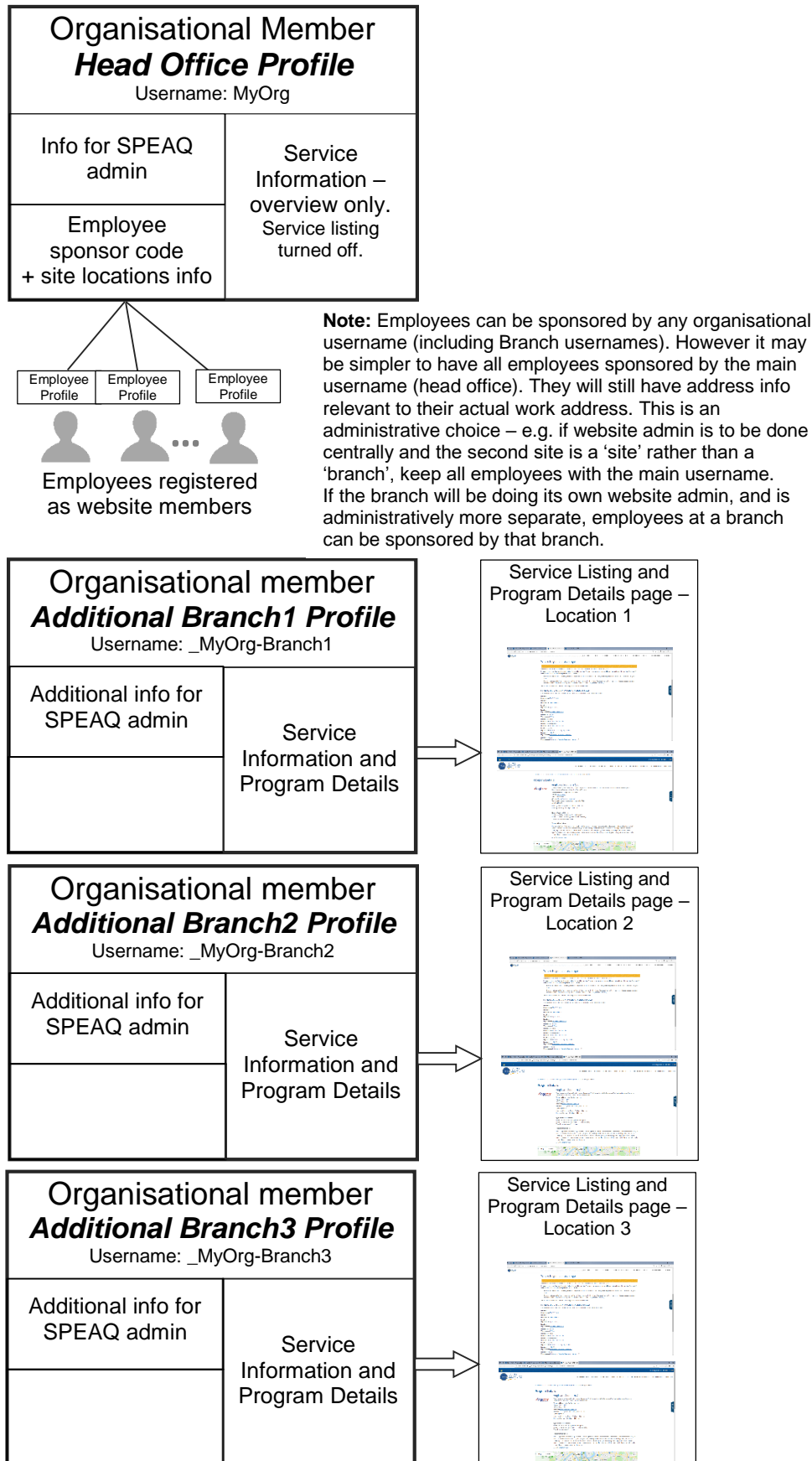


Fig 3. User Profile structure for an Organisation with a Head Office (which does not provide direct client services), and multiple branches providing relevant services.

Completing/Updating your Organisation's Profile

Editing your Organisation/Branch Profile

The procedure is the same, whether you are editing the main user profile, or a branch user profile. The information you enter will be different. To edit your organisation's profile:

1. Once logged in, select **Edit Profile** from the **Profile** menu in the top right hand corner of your browser window.
2. There are comments under most fields to explain what they are used for. Some fields have a slightly different purpose depending on the member type, in which case read the comments pertaining to **Organisations**.
3. Ensure information under **Basic Details** is correct, and update where necessary. Be sure to click on the **Save Changes** button at the bottom of the page when you are done.
4. Click on the **Service Details** tab. Check and update where necessary. Be sure to click on the **Save Changes** button at the bottom of the page when you are done.
5. The "Social" tab is optional.

Profile fields used for Employee registration

Employees will register themselves on the site, however they will use the site locations you specify to choose which site to associate themselves with.

The *Employee Site Locations* field is used to specify the list of site locations that Employees will choose from to show where they work. Fig 4 shows where information relating to employee registration is located.

The screenshot shows the profile page for @anglicaresouthernqld. The 'Profile' tab is selected in the top navigation bar. Below the profile header, a red box highlights the registration code and direct link: "Give this code to your employees to use when signing up: XYZ1234ABC" and "Or give them this direct link to register: https://www.speaq.org.au/membership-account/membership-checkout/?level=2&discount_code=XYZ1234ABC". A red arrow points from this box to a text box on the right that says "Provide this info to employees to allow them to register under this organisation's username." Below the profile header, the 'Service Details' tab is selected. The 'Organisation Name (required)' field is filled with "Anglicare Southern Qld". A red box highlights this field with the text "This field is copied to Employees when they register". Below this, the 'Employee Site Locations' section is shown. It contains two entries: "Brisbane South" with address "221 Logan Rd, Woolloongabba, Qld, 4102" and "Brisbane North" with address "6 Babarra St, Stafford, Qld, 4053". Red arrows point from these entries to a text box on the right that says "Employees must choose from one of these sites. You only need to add the sites relevant to employees sponsored by this username." At the bottom, there is an "Add Site Location" button and a small note: "Enter details for each site with which Employee members are to be associated. This information is used when Employees register as users on the website, as they need to select a site in their Profile. If this is a Branch user profile set up solely for displaying a Program Details page, this field should be left blank."

Fig 4. Profile information relating to Employee registrations on the website.

Profile Fields used for Service Listing

- You can choose whether or not to have a public listing. In general, if you are providing direct client services, we strongly encourage you to do so. Use the *Public Profile Visibility* field under the *Service Details* tab to turn the listing off if required.
- A selection of profile fields are used to create the Program Details page for your org. Any field that you leave blank is not displayed. The fields that are used are:
 - Under the **Basic Details** tab:
 - a) Contact Email address **See note below.*
 - b) Work Phone
 - c) Website
 - d) Fax
 - Under the **Service Details** tab:
 - e) Organisation Name
 - f) Program Name
 - g) Service Address
 - h) Google map display
 - i) Opening Hours
 - j) Type of Services Offered
 - k) Program Description
 - Other:
 - l) User profile photo (avatar) ***See note below.*
- The visibility of your Service Address is completely under your control. Info shown in the public Program Details page can be specified in the Public Profile Visibility field. Info visible to other SPEAQ members can be changed in Settings / Profile Field Visibility.
- * To avoid attracting spam, the Contact Email address is not displayed directly. Instead, a Contact form appears below the map of your service location, through which site visitors can send a message to the Contact Email address.
- ** To display your organisation's Logo on the Program Details page, upload it as the Profile Photo (also known as an avatar - the image used as your public 'face').
- To check how your details appear on the website, go to <https://www.speaq.org.au/seeking-help/where-to-get-help/>, find your organisation/branch, and click on the organisation name to go to the Program Details page. You might want to bookmark this page for later reference.

Other profile information

There are a couple of other profile fields which are not used for the Service Listing pages. If you could please fill these out, as they assist the secretariat to maintain up to date information about SPEAQ members.

Examples

Check out the [Profile](#) and [Program Details](#) pages for Anglicare Southern Qld, as well as Anglicare's entry in the [Where to get help to change](#) page, to get an idea what needs to go in the profile fields and how they are displayed.

The following images show how profile fields are related to info shown on the publicly accessible Service Listing page and Program Details pages. These public pages draw information from different parts of the profile, so the order of the profile fields doesn't line up exactly with the info on those pages.

"Edit Profile" page
Anglicare Southern Qld

Give this code to your employees to use when signing up: SEC [redacted]
Or give them this direct link to register: <https://www.speaq.org.au/membership-account/membership-checkout/?level=2&c>

All information here is for the organisation (Anglicare Southern Qld) itself, NOT your personal details.

View Edit Change Profile Photo

Please complete the information in all three tabs below:

Basic Details **Service Details** Social

Organisation Name (required)
Anglicare Southern Qld

Service Location for Public Listing
Brisbane (Southside)

This location may be displayed in 2 places: (1) the public listing of services under [Where to Get Help to Change](#). To make it quicker for people to find in the name such as Brisbane (North), Gold Coast or Rockhampton; rather than a suburb or minor location name such as Stafford, Broadbeach or Frenchville. Service Location in public listing" in the Public Profile Visibility field, it will also be displayed in the Program Details page for this organisation/branch. Consider a suburb if you are using this option e.g. Gold Coast (Southport).

Service Listing page - <https://www.speaq.org.au/seeking-help/where-to-get-help/>



Domestic and Family Violence Behaviour Change Services

Yes indicates that at this location, the organisation is an Approved Provider under the Qld Domestic and Family Violence Act 2012.

Location	Organisation	Yes
Beenleigh	Domestic Violence Prevention Centre Beenleigh	Yes
Brisbane (Northside)	Anglicare Southern Qld	Yes
Brisbane (Southside)	Anglicare Southern Qld	Yes
Bundaberg	Edon Place Domestic & Family Violence Centre Inc	Yes
Caboolture	UnitingCare Community	Yes
Charleville and Cunnamulla	Lifeline Darling Downs & South West Qld	Yes

Fig 5. Profile fields used for the service listing page "Where to get help to change".

On the Service Listing page "Where to get help to change", the organisation name links to the **Program Details** page (see following page):

Fig 6. Info on the **Program Details** page is drawn from the following fields in the organisation's Profile:

"Edit Profile" page

Anglicare Southern Qld

Anglicare Southern Qld
@anglicaresouthernqld
4 minutes ago
Membership Level: Organisation

Give this code to your employees to use when signing up: SEC681111
Or give them this direct link to register: <https://www.speaq.org.au/membership-account/membership-checkout/?level=2&disco>

All information here is for the organisation (Anglicare Southern Qld) itself, NOT your personal details.

View Edit **Change Profile Photo** 1 Click here or here to upload logo

Please complete the information in all three tabs below:

Basic Details Service Details Social

Name (required)
Anglicare Southern Qld

Contact Email (required)
MHPW@anglicaresq.org.au This email address used for Contact Form

Employees/Individuals: This is your Contact Email Address, visible to other members. Your Account Email Address, used for administrative messages from you, can use the same email address for both if you wish. **Organisations:** This is the contact email address used for public enquiries via your Program Details page email address.

Work Phone (required) 3
1300 114 397
Employees/Individuals: Best contact number for you during work hours. **Organisations:** This is the contact number displayed in the Program Details page.

Website 4
<https://anglicaresq.org.au/>

Service Details Basic Details Social

Program Name (required) 2
Living Without Violence

Public Profile Visibility (required)
Show full service address in public listing

Service Location for Public Listing 5 is drawn from either of these depending on this choice
Brisbane

Service Address (required)
221 Logan Rd, Woolloongabba, Qld, 4102

"Program Details" page for Anglicare (linked from Service listing page)

Anglicare Southern Qld (Same name as in Service Listing)

This organisation is an Approved Provider under the Domestic and Family Violence Act 2012. The Domestic and Family Violence Intervention Program or Counselling provided by this organisation is an Approved Program.

1 **Program Name:** Living Without Violence

2 **Phone:** 1300 114 397

3 **Website:** <https://anglicaresq.org.au/>

4 **Address:** 221 Logan Rd, Woolloongabba, Qld, 4102

5 **Opening Hours:**
Monday, Wednesday, Friday - 9:00 am - 5:00 pm
Tuesday, Thursday - 12:30 pm - 8:00 pm

6 **Type of Services Offered:**
Men's DFV Behaviour Change - Group Program
Men's DFV Behaviour Change - Individual Counselling
LGBTIQ Specific DFV Behaviour Change Program or Counselling
Court Information and Assistance

7 **Program Description:**
The Living Without Violence program has been helping men in Brisbane to create safe and respectful relationships for nearly 30 years. Established in 1990, the program has grown and developed in that time, and we have recently expanded the service, operating on both the northside and southside of Brisbane. We are currently experiencing a very high demand, and have a significant waiting list. Men who are required by court orders to attend the program will be given priority. Further details can be provided when you contact our Intake team.
View the [program flyer](#).

8 **Map:** Map Satellite Brisbane New Farm

Contact Anglicare Southern Qld

Name
First Last

Email
Email Phone

Message

SUBMIT

6, 7 and 8 are also contained under the Service Details tab