



Code of Conduct – Crew Leads / Crew Members

Purpose of the Code

This Code of Conduct applies to all Crew Leads and Crew Members who have registered through the **Connect with Gather My Crew** platform for the purpose of providing connection and support to members of their community. It outlines the behaviour and conduct expected of all Crew Leads and Crew Members.

Throughout this Code of Conduct, 'Crew Member' refers to the individuals who have come together as a 'Support Crew' to provide local connection and support. 'Crew Lead' refers to the leader of the Support Crew. 'Friend' refers to community members who are receiving connection and support.

Operation of the Code

All new Crew Members, including Crew Leads, will accept the Code of Conduct as a condition of engaging with the **Connect with Gather My Crew** platform and to receive insurance cover in accordance with the Insurance Policy, below.

Breach of the Code

A breach of this Code may constitute misconduct which may result in the removal of the entire Support Crew, a specific Crew Member or 'friend' from the **Connect with Gather My Crew** platform.

For Crew Leads

By registering for and offering support and connection to 'friends' via the **Connect with Gather My Crew** platform, the Crew Lead is agreeing to always:

1. Act in accordance with the Role Description for Crew Lead in the Connect with Gather My Crew Handbook, including meeting all Key Areas of Responsibility;



2. Successfully complete **Connect with Gather My Crew** registration procedures which include a police check, interview, acceptance of this Code of Conduct and the Terms of Use, and completion of Online Training.
3. Handle all personal information confidentially and in accordance with this Code of Conduct (see the “Privacy” section below) and Connect with Gather My Crew’s Privacy Policy.
4. During the initial phone call with the ‘friend’, confirm that:
 - a. consent for the support and connection you are providing has been lawfully obtained from the ‘friend’, or their representative, by the referral partner; and
 - b. the ‘friend’ has received a copy of the “Key Information for Friends” document from the referrer.
5. If the Crew Lead discovers that the ‘friend’ has not provided consent and/or hasn’t received a copy of the “Key Information for Friends” document, then the Crew Lead must receive the ‘friend’s’ consent before proceeding further, and must arrange for a copy of the “Key Information for Friends” document to be provided to the ‘friend’ prior to receiving the services.

For Crew Members

By registering for and offering support and connection to ‘friends’ via the **Connect with Gather My Crew** platform, the Crew Member is agreeing to always:

1. Act in accordance with the Role Description for Crew Member in the **Connect with Gather My Crew** Handbook, including meeting all Key Areas of Responsibility;
2. Successfully complete **Connect with Gather My Crew** registration procedures which include a letter of agreement, interview, acceptance of this Code of Conduct and the Terms of Use, and completion of Online Training.
3. Handle all personal information confidentially and in accordance with this Code of Conduct (see the “Privacy” section below) and Connect with Gather My Crew’s Privacy Policy.

For Crew Leads and Crew Members

By registering for and offering support and connection to 'friends' via the **Connect with Gather My Crew** platform Crew Leads and Crew Members must:

Respect and Dignity

4. Treat 'friends' with respect and dignity. This extends to the family members and representatives of 'friends'.
5. Provide support and connection in a way that is sensitive to the culture, religion and background of the 'friend' and their family members or representatives.
6. Provide support and connection in a safe and ethical manner, free from discrimination, harassment, abuse and exploitation.

Professionalism

1. Act professionally and in the best interests of the 'friend' at all times.
2. Report, to the relevant authority, any concerns you may have about serious risk of harm to a 'friend'.
3. Take appropriate and timely action if an adverse event occurs, to minimise harm to the 'friend' and any other individual involved. This may include having appropriate first aid available, contacting emergency services and reporting the event to the relevant authority.
4. Maintain and keep up to date all: contact details, police checks, training, and agreements.
5. Not provide support or connection while under the influence of alcohol or unlawful substances.
6. Understand the importance of effective communication and communicate openly, and honestly with 'friends', and their family members or representatives.

Ethics

1. Act ethically and honestly at all times when providing support and connection or engaging with a 'friend' you have been introduced to by the **Connect with Gather My Crew** platform.
2. Ensure all representations made, and information provided to **Connect with Gather My Crew**, is honest, accurate, and up to date.
3. Accurately record the support and connection tasks provided via the app.
4. Act in accordance with the terms and conditions of the **Connect with Gather My Crew** platform.

Conflicts of interest

1. Be aware of appropriate boundaries in providing support and connection to a 'friend', and act at all times to protect the boundaries of the relationship.
2. Do not engage in behaviour of a sexual nature with a 'friend'.
3. Do not engage in a sexual or other inappropriate close personal, physical or emotional relationship with a 'friend'.
4. Not act in a vulgar manner, nor expose 'friends' or any member of their household to pornographic, sexually explicit or otherwise inappropriate material.

Financial matters and conflicts

1. Do not financially exploit a 'friend'. This includes accepting gifts, or asking 'friends' to give, lend or bequeath money or gifts to benefit (directly or indirectly) the support crew member.
2. In general, support crew members must not deal with the finances of a 'friend' (if a situation arises where this is necessary, he or she does so ensuring the best interests of the 'friend' are upheld, and that any actions, advice or decision of the support crew member are not influenced by self-interest or of personal gain, or other improper motives).
3. Crew Members undertake to record details (via the chat function in the app) of any occasion where financial transactions are required (eg. a trip to the shop to buy

essentials), or the support crew member otherwise deals with the finances of a 'friend' in any way.

4. Crew Members are not to accept gifts from 'friends' which are, or could be reasonably interpreted as, inappropriate given the nature of the relationship between the Crew Member and 'friends'.
5. In situations where a gift has been received, the Crew Member undertakes to keep a note including details of the gift received via the chat function in the app.

Health and Safety

1. Provide support and connection in a safe manner and with regard to any relevant standards and legislation.
2. Act with appropriate care, respect and safety with regard to all parties involved, including 'friends' and Crew Members.
3. In an emergency, immediately call 000.
4. If a 'friend' approaches the Crew Member to provide support and connection on terms other than those agreed, the Crew Member must notify the Crew Lead of the request.

Privacy and confidentiality

5. When accessing the Platform, you may also access information that we tell you is confidential or which is of a confidential nature, including information relating to 'friends', Crew Members and/or Crew Leads (**Confidential Information**).
6. You agree to keep all Confidential Information confidential and not use or disclose it to anyone else, except as required pursuant to your employment or as required to use the Platform as permitted by these Terms.
7. You must also comply with the **Connect with Gather My Crew** Privacy Policy at all times, and any relevant privacy legislation around health records including the Privacy Act 1988 (Cth) and any relevant state or territory legislation.

8. If we provide you with access to any personal information on the Platform (including personal information relating to ‘friends’, Referrers, Crew Leads and/or Crew Members), you must:
 - a. only use that personal information to provide the Services and for any permitted purpose notified to you; and
 - b. comply with the Privacy Act 1988 (Cth) and any applicable Connect with Gather My Crew policies (including the Code of Conduct and Privacy Policy) regarding your collection, use and disclosure of that personal information.

Social Media

1. Be mindful when using social media to not expose ‘friends’ to risk.
2. Do not share personal details of ‘friends’ on social media. This includes; names, addresses or contact details.
3. Do not post any photographs or other details regarding your involvement with ‘friends’ without their explicit consent.

Not every situation can be detailed in a Code of Conduct. This is because every situation is different. To help you assess a situation, a useful rule is – when in doubt, talk about it. If you are uncertain about any aspect of this Code you should discuss it with your Crew Lead or contact **Connect with Gather My Crew** via support@gathermycrew.org.

Code of Conduct – Friends

Purpose of the Code

This Code of Conduct applies to all ‘friends’ who are receiving support from Support Crews, arranged via the **Connect with Gather My Crew** platform.

By accepting support and connection from a Support Crew via the **Connect with Gather My Crew** platform, the ‘friend’ (and their family members) is agreeing to always:

1. Act at all times professionally, ethically and honestly, and in accordance with any requirements set out in the “Key Information for Friends” document provided to you.
2. Treat Crew Members and Crew Leads with dignity and respect at all times.
3. Respect the personal, cultural, linguistic, religious preferences and background of Crew Members and Crew Leads.
4. Receive support and connection without exploiting, abusing, discriminating against or harassing the Crew Member and Crew Leads.
5. Immediately report any episode or incident which raises concerns with the relevant Crew Lead, **Connect with Gather My Crew** or relevant referral partner.
6. Not act in a vulgar manner, nor do or act in any way, which may expose Crew Members and Crew Leads to pornographic, sexually explicit or otherwise inappropriate material.
7. Avoid situations which may give rise to the Crew Member and Crew Leads having pecuniary or other conflicts of interest.
8. Not offer gifts to Crew Members and Crew Leads which are, or could be reasonably interpreted as inappropriate, given the nature of the relationship between the support crew member and a ‘friend’. For example, the Crew Member must not be a beneficiary of the will of a ‘friend’.
9. Always act with care, respect and safety in regards to the health, safety and wellbeing of themselves and the Crew Member and Crew Leads, and not request the Crew Member or



Crew Leads to undertake any duty or activity that puts themselves, or another Crew Member's health and safety, at risk.

10. Maintain best efforts to provide an environment where the support and connection can be delivered safely.

Not every situation can be detailed in a Code of Conduct. This is because every situation is different. To help you assess a situation, a useful rule is – when in doubt, talk about it. If you are uncertain about any aspect of this Code you should discuss it with your Crew Lead or contact **Connect with Gather My Crew** via support@gathermycrew.org.