

## Referral Policy

### Policy Statement

**Connect with Gather My Crew** is committed to providing a high quality and professional service that meets the needs of all members of the **Connect with Gather My Crew** community. The **Connect with Gather My Crew** platform facilitates connections between local people wanting to provide support and people needing support, allowing for an online referral by a professional individual or organisation (**'referrer'**) of eligible clients in accordance with this policy for community-based, voluntary support.

### Purpose

**Connect with Gather My Crew** is committed to full transparency regarding the referral process and ongoing management of 'friends' via the **Connect with Gather My Crew** technology. This policy has been developed to ensure that referral partners engaging with the **Connect with Gather My Crew** platform are (i) aware of the steps involved in making a referral for community support to **Connect with Gather My Crew**, including assessing the suitability of clients for referral through the **Connect with Gather My Crew**, (ii) feel confident in the safety provisions incorporated in the referral process, (iii) are conscious of the ongoing responsibilities they have to client safety, (iv) accept the correspondence schedule as recommended by **Connect with Gather My Crew**; and (v) engaging with their clients in a respectful, dignified and professional manner.

### Scope

This Policy applies to all referrers who register for and use the **Connect with Gather My Crew** platform to identify community support and connection for their clients.

For the purpose of this policy, **'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. **'Client' or 'friend'** refers to community members who are receiving connection and support.



Gather My Crew CEO is responsible for the implementation this policy.

All **Connect with Gather My Crew** interactions with a referrer will be dealt with in accordance with this policy.

## Process for Referral

### 1. Who can be a referrer

An individual or organisation that is providing professional or support services to a client (including doctors, social workers, maternal health nurses, aged care providers and other support services) may register as a referrer through the **Connect with Gather My Crew** platform.

### 2. Referrer verification

To refer a client via the **Connect with Gather My Crew** platform, referrers must (i) register for the platform in accordance with this policy; and (ii) be verified by **Connect with Gather My Crew**.

To register, the referrer must create an account on the **Connect with Gather My Crew** platform (in accordance with the platform's Terms of Use) and provide their organisation details and contact details.

**Connect with Gather My Crew** will then verify the referrer by contacting them by phone and asking a series of questions about the referrer and their organisation, as well as talking through a number of key aspects of the **Connect with Gather My Crew** platform. This is (i) for the safety of our support crew members and (ii) to ensure that referred clients are connected to an existing support ecosystem. **Connect with Gather My Crew** will then activate the account of the referrer.

### 3. Assessing suitability of clients and accessing existing supports

We ask referrers to carefully consider the appropriateness of each client for referral to a community led, informal support crew, where the services being provided are of

a general, low-risk nature (such of meals, garden maintenance and social connection). **Connect with Gather My Crew** cannot provide any specialist services that would normally be provided by qualified professionals, or otherwise meet complex needs of certain clients.

Before referring to **Connect with Gather My Crew**, all referrers must confirm that they have considered all other community and government support services their client may be eligible for (eg. meals on wheels, home care packages, NDIS). **Connect with Gather My Crew** does not want to *replace* existing services, but to *enhance* community support and connection to those needing a little bit extra. Clients are NOT excluded from **Connect with Gather My Crew** if they access other services.

**Connect with Gather My Crew** is not able to accept referrals for clients:

- (i) under the age of 18;
- (ii) with a history of violence;
- (iii) with complex mental health problems;
- (iv) with a serious physical or intellectual disability; or
- (v) with substance abuse problems.

#### 4. Informed Consent

Prior to making a referral, referrers must:

- (vi) explain the **Connect with Gather My Crew** platform and the volunteer services that may be available through a local Support Crew, covering the key issues outlined in the “Key Information for Referrers” document provided to the referrer at the time of registration for the **Connect with Gather My Crew** platform;

- (vii) obtain informed consent of their client to provide the client's name and contact details to a local Support Crew through the **Connect with Gather My Crew** platform; and
- (viii) provide the client with a copy of the "Key Information for Friends" document provided by **Connect with Gather My Crew**.

As the Crew Lead will contact the client directly by phone once the referral has been accepted through the **Connect with Gather My Crew** platform, referrers must ensure that the client is aware that this will occur and has consented to receiving this call.

#### 5. Making a referral – identifying local Support Crew via the **Connect with Gather My Crew** platform

Once the referrer has complied with steps 1 – 4 above, referrers can make referrals to a Support Crew via the **Connect with Gather My Crew** platform. To do so, the steps that the referrer must take are as follows:

- (i) search for Support Crews via the search function on the **Connect with Gather My Crew** platform;
- (ii) complete an online **Connect with Gather My Crew** referral form (through the platform); and
- (iii) once matched with a local Support Crew, provide all necessary details to the Crew Lead to enable the Crew Lead to arrange for the provision of support services to the client by the Support Crew.

The **Connect with Gather My Crew** platform facilitates connections between local people wanting to provide support and people needing support. The platform does not manage volunteers nor supervise the arrangements made.

#### Correspondence and feedback

**Connect with Gather My Crew** is committed to keeping all referral partners informed of the progress of engaging their client with the community support crew. Subject to the referrer obtaining consent from the client, referrers will receive email contact from the Crew Lead



updating them at 1 week, 1 month and 3 months post referral acceptance date. Contact may also be initiated by the Crew Lead at other points during the support relationships.

#### 'Return referral'

For the safety of all clients and community support crew members, **Connect with Gather My Crew** requires that all referrers commit to accepting, at any time, a 'return referral'. This will occur if the Support Crew is no longer able to provide the necessary support to their client within the scope of the **Connect with Gather My Crew** platform. This may be due to changes in the physical or mental health of the client or if the relationship between the client and the Crew Members breaks down and providing support is no longer feasible.