

Community Connect

Usage Guidelines

Community Connect is a connection program that pairs older adults living in Western Australia for a free chat. *Community Connect* is a free virtual networking program delivered by Injury Matters. The intent of the program is to:

- Reduce social isolation
- Improve mental health
- Share coping strategies

We will never ask you to financially contribute to participate in the program. If you are ever requested to do so by someone you are paired with, please notify Injury Matters immediately.

Like any group or network, it is important that participants conduct themselves appropriately and ethically in line with the intent of the program. Injury Matters has developed *Community Connect* as a mechanism for maintaining connections among older adults, while physical distancing practices are implemented in Western Australia. Below outlines some considerations to ensure that all participants get the most out of *Community Connect* in a safe and respectful manner.

Personal Details

Upon registration for *Community Connect*, participants provide their contact details to Injury Matters. Only the participant's first name, email address and communication preference will be shared with your paired connection based on information provided in the *Community Connect* Expression of Interest. For further information on privacy, please refer to our [Injury Matter's Service Charter](#).

All personal information gathered will remain confidential and secure, except when:

- It is legally subpoenaed,
- Failure to disclose the information would place you or another at serious and imminent risk,
- We have your prior written approval to discuss the material with another (e.g., family member),
- Disclosure is otherwise required or authorised by law.

Staying Safe with Community Connect

Networking/Connecting typically involves sharing information. It is intrinsic to the intent of the program. It is up to the individual participant how much is shared with their paired peer. Injury Matters discourages participants from sharing personal information with other members that may place you at risk such as; physically meeting in person, your home address, passwords or financial details. Participants can opt-out of *Community Connect* at any time. For more information about staying safe online visit <https://www.esafety.gov.au/seniors/staying-safer-online>

Reporting Inappropriate Behaviour

Should anyone behave in a way that is not in accordance with the intent of *Community Connect* or [Injury Matter's Service Charter](#), they should be reported to Injury Matters by contacting 08 6166 7688 or info@injurymatters.org.au.

Non-adherence

Any reported or known violation of these guidelines by a *Community Connect* participant may result in suspension or termination from the network. The right to terminate members remains at the discretion of Injury Matters.

Injury Matters Liability

Injury Matters does not verify participants of *Community Connect*. Injury Matters does not accept legal liability should a participant disclose personal information or act in a manner that conflicts with the spirit of the *Community Connect* program, nor if an issue arises from information being shared during a connection between participants.

The above information is outlined to ensure that all participants get the most out of *Community Connect*, as well as protecting participants from harm. Injury Matters values everyone's participation in *Community Connect* and appreciates your adherence to these guidelines.

Additional Support

Lifeline: 13 11 14 or www.lifelinewa.org.au/

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au/