

INFORMATION CONSENT FORM

INFORMATION ABOUT THE ONLINE GROUPS

My Social Support Network (MSSN) is Australia's first social inclusion program aimed at connecting and supporting injured workers (Members). The program has three available groups to join online as well as the opportunity to work with an individual qualified Consultants.

My Social Support Network Online Groups are a service of MSSN. The MSSN Online Support Groups are administered by professional Rehabilitation Counsellors (Group Leaders) with experience and specialised training in the areas of social, physical and mental health.

The purpose of MSSN is to provide online support to help you get back to work, reconnect to your local community and be able to meet some new friends.

As a member of MSSN, you will have access to a:

- Job Seeking Masterclass.
- Personal Development Group.
- Social Group.

These sessions are spaced out over the week so that you can attend as many sessions as you are able to. We would love to see you in all the sessions, but we know that you will also have medical appointments or other therapy appointments that might get in the way from time-to-time.

Once you join the MSSN Membership site you will be able to find links to Zoom sessions, resources attached to your MSSN Programs and other job-seeking tools and resources our previous Members have told us they need.

Our online support and individual support services are based on the information you choose to share with us. Whilst MSSN staff make every effort to assist you with any issues or problems you identify, you are in the best position to determine how relevant this information is to your situation. Services provided by MSSN are not intended as a substitute for independent professional advice from your own or another treating health professional.

Nothing contained in the Membership site is intended to be used as medical advice or to diagnose, treat, cure, or prevent any disease.

My Social Support Network does not accept any liability for any injury, loss or damage incurred by use of or reliance on the information.

Privacy and Security

My Social Support Network operates within Australian legal requirements and standards for privacy and information management. These frameworks are intended to safeguard access and use of your information. For further information, please read our Privacy Policy.

Confidentiality

When you are using the My Social Support Network Online Support Groups your personal information is kept confidential. We will not share your information with any other organisation without your express permission, except where we are required to do so under law. This may apply in circumstances where we have a duty of care; that is when you are at serious risk of harming yourself, harming someone else or there is a child protection concern. De-identified transcripts and demographic data may be used for the purposes of training or clinical supervision or to evaluate the services provided by My Social Support Network.

PARTICIPATION RULES – MSSN PROGRAMS

Acceptance of these Rules forms part of the Terms and Conditions of participation in MSSN Programs.

Age Limit of Sixteen

You must be aged sixteen or over to participate in MSSN Programs. If you are under sixteen, please do not enter the online support room.

Introduce yourself

When you first enter the MSSN Online Support Group Zoom, please announce your presence by introducing yourself, just as you would if you had just walked into a physical room, instead of a virtual one. You may like to give your first name, or just be known by the nickname you have created for entering the service.

Be guided by the Group Leaders

Please note that, in the MSSN Online Support Room, there will always be at least one (but usually two) MSSN Group Leaders. The role of the Group Leader is to provide support and guidance within the group context, to ensure the rules for participation are understood and kept by all Members and to ensure that the MSSN Online Support Group is a safe place for all Members.

Respect other Members

Open and honest communication is encouraged within the MSSN Online Support Group, however, always be aware of how your words may impact on others. The 'no go' areas listed below have been chosen with the aim of keeping conversation at all times safe, non-triggering and recovery focused.

At all times, please be patient and kind with other Members and try to respect other individuals' opinions, statements, ideas, and shared story or experiences, even when they may be quite different to your own.

Please also be respectful of conversational space and try not to dominate the conversation.

Offer support, not advice

The MSSN Online Support Group is a space where trained and compassionate MSSN Group Leaders can support you and provide guidance; it is also a space where, if you want to, you can provide really valuable support to other people who have experienced similar issues to you. However, we ask you to remember that you are there to provide support, not advice, to those around you. Everyone's experience of social isolation, injury, illness, disability or unemployment is unique, and what worked for you will not automatically work for someone else, no matter how similar their experience may sound to you. The most helpful thing you can do for them is to let them know "what worked for me" and let them decide for themselves if it might work for them too.

Temporary absence from the Online Support Group room

If you need to leave your computer temporarily for any reason, then please first click on the 'Away' button to indicate you are not available. Be aware that if you are absent for more than

15 minutes, the Group Leader may assume you are not coming back and may log you out of the session.

Say goodbye when leaving

When you are about to leave the Support Group room, whether it is at the end of an MSSN Online Support Group session or earlier, please say that you are about to leave, and say goodbye to the other Members and the Group Leaders. When Members leave abruptly, without saying goodbye, it may be distressing to other users, who may worry that you have left because something has upset you, especially if you have left the group early.

Inappropriate behaviour

Some behaviours are inappropriate and will not be tolerated in the MSSN Online Support Group. Breach of any of the points below will result in your being warned and/or removed from the MSSN Online Support Group without further notice.

- You should use the MSSN Online Support Group with caution if you are affected by drugs or alcohol. If needed, please let the MSSN Group Leaders know that you are under the influence so that they are able to support you and help moderate the group as required to ensure all behaviour is appropriate.
- You must not post any statement which you know is false, inaccurate, misleading, defamatory, libellous, or in violation of any law.
- You must not post any statement, ask questions, or use language which may be construed as offensive, harassing, obscene, pornographic, profane, threatening, abusive or invasive of a person's privacy. This includes no swear words or abbreviated swear words.
- You must not post any statement that may be construed as discriminatory on the basis of race, gender, sexual orientation, religion or any other form of illegal discrimination.
- You must not share information or tips that might be used to promote, encourage, or support suicide or self-harm.

If you believe someone else is behaving or posting inappropriately, please let a MSSN Group Leader know, and they will address the behaviour.

OTHER 'NO GO' AREAS

Some subjects or conversational topics can be unhelpful or even harmful if discussed with people who are suffering from a mental health issue. Please try to follow the guidelines below

when joining in a MSSN Online Support Group discussion. A breach of these guidelines will result in your being warned, and a further breach may result in your being removed from the MSSN Online Support Group.

No sharing links to websites, blogs, journals, or other personal material

Please do not post links to other websites, journals, blogs, or other personal material. If you are aware of a website or have a journal that you think may be helpful to others, please send an email with details to a MSSN Group Leader via info@mssn.com.au. If the information is deemed appropriate, reliable, and accurate, we will make the link available at the next MSSN Online Support Group.

No sharing of personal contact details

Please do not ask for or share personal contact details with others in the MSSN Online Support Group, for your own privacy and safety.

No suicide or self-harm talk

Suicidal or self-harm thoughts and feelings are always serious and require urgent and individual attention. If you are having these thoughts or feelings, rather than joining an MSSN Online Support Group you should seek immediate help from a 24-hour crisis support service such as:

Lifeline: 13 11 14

Kids Helpline: 1800 55 1800

Police or ambulance: 000

Consequences of breaching these rules

If a MSSN Group Leader believes someone has breached the rules for participating, she or he will post a general reminder of the rules to the whole MSSN Online Support Group.

If you have breached the rules by engaging in 'Inappropriate Behaviour' you will be warned and/or removed from the MSSN Online Support Group without further notice.

For other lesser breaches of the rules, your posts may be temporarily blocked so that others cannot read them. The MSSN Group Leaders will then send you an invitation to join them for a conversation in a private room. If the MSSN Group Leader is satisfied you understand what

the problem was and will not intentionally breach the rules again, you will be able to return to the MSSN Online Support Group.

If you breach the rules again, you may be removed from the MSSN Online Support Group and banned temporarily or even permanently from returning.

If you have any queries, concerns or require further information relating any information contained in this document, you are invited to email info@mssn.com.au or call Caroline Howe on 0406 990 816.

INFORMATION CONSENT FORM

My Social Support Network is a Specialised Social Recovery and Job-Seeking Provider committed to working towards encouraging and enabling all people to achieve the health and wellbeing benefits of work (*The Royal Australasian College of Physicians- Australia Health Benefits of Work*). The purpose of MSSN programs is to manage the recovery and reemployment process involving early intervention with appropriate, adequate and timely services based on an assessed need and aimed at social support, community participation maintaining employees in, or returning them to, suitable employment.

I consent to My Social Support Network acting as my rehabilitation support provider and being able to talk to my Nominated Treating Doctor, my potential new Employer, the Insurer, other Treating Practitioners, relevant Government Body, union and/or solicitor if applicable, to exchange information for the purposes of managing my injury, Workers Compensation claim and rehabilitation. I understand this information will be used by My Social Support Network to fulfil their function as a Specialised Social Recovery and Job-Seeking Service assisting in my return to community and or work.

I understand that I can withdraw or change this Information Consent at any time.

Consent to use photos / film footage
Information provided
MSSN Privacy Policy
(available for download at
www.mssn.com.au)

Member's

Name: _____

Address: _____

Signature: _____

Date: _____

Please note that is MSSN Information Consent Form is valid for 12-months at the time of signing or until you confirm in writing your intentions to leave My Social Support Network.