



## TERMS AND CONDITIONS – ONLINE SUPPORT SERVICE

Thank you for visiting the Sands Australia Online Support Service. The Online Support Service is delivered via a peer support model, by trained, experienced volunteer Sands Parent Supporters and monitored by professional Sands staff. By using this service, you agree to the Terms and Conditions outlined below.

The aim of the service is to provide bereaved parents and families with accessible, short-term peer-support through the opportunity to chat online with trained, experienced volunteer Parent Supporters who are able to engage in empathic, non-judgmental conversations to assist with grief and loss.

Please note that as our Parent Supporters are volunteers, it is Sands Australia policy that pregnancy losses that resulted from/included traumatic events such as violence or abuse are outside the scope of our Program and our volunteers will be instructed to recommend engagement with a professional service. This is to protect the rights of all parties.

This service is offered to people 18 years and over. This is in recognition of young people requiring a specialised response from services able to provide specific therapeutic support, such as KidsHelpLine ([www.kidshelp.com.au](http://www.kidshelp.com.au)) phone 1800 55 1800.

In using the Sands Australia Boldchat on-line service, you agree to engage in a manner which is respectful and safe for all parties.

### **Please Note:**

Sands Australia may securely store transcripts from the chat sessions and then use (de-identified) transcripts for evaluation or training purposes. Personal details and transcripts will not be stored together. In accordance with the Privacy Act, Sands Australia will not sell, distribute or use personal details.

### **Prohibited uses**

#### **You must not:**

- impersonate or falsely claim to represent a person or organisation;
- name or defame others including medical staff/hospitals;
- abuse, stalk, harass, threaten or otherwise violate the legal rights of others, including without limitation, rights relating to privacy and publicity;
- post, communicate or distribute any inappropriate, profane, defamatory, indecent or unlawful material or information, or engage in a manner which is unlawful or would infringe the rights of another person
- post, link to, or otherwise distribute any information, material or items
- engage in any commercial activity including marketing, advertising or commercial promotion of goods or services

### **Termination**

Sands Australia may immediately terminate, at any time, a person's access (and restrict future access) to their BoldChat Website or any feature of the Sands Australia Website due to a breach or alleged breach of these terms of service to its sole discretion and without prior notice.