

eFriend Agreement

At eFriend we aim to create a safe space for both you and your eFriend Peer. The following Agreement will help create a space to feel both secure and supported. By participating in eFriend, all participants and eFriend team agree to abide by the eFriend Agreement. This agreement is available on our website, will be sent to you in your Welcome Pack and will be discussed during your first call. During your eFriend sessions, your eFriend peer may refer to this Agreement. If you have any questions about the eFriend Agreement, please refer to our website <https://efriend.org.au/> or contact us at efriend@icla.org.au

1. Duty of Care

- eFriend is a virtual peer support service and offers befriending sessions to connect with people feeling down, stressed, lonely, isolated or worried, and to offer resources and referrals to other services that may benefit participants.
- eFriend is not a crisis service or a mental health service. eFriend staff cannot offer professional clinical treatment and are not qualified to do so.
- Participants who require crisis or specialist support services, which may include people who are currently experiencing suicidality; currently experiencing trauma; in need of greater or more specialised support than what eFriend can provide the eFriend peer will provide details of more suitable services and will encourage the eFriend participant to connect with these services.
- If a participant indicates that they are at imminent risk of harm at any point during their eFriend sessions, the eFriend peer will notify their Shift Supervisor and emergency services will be contacted.
- eFriend staff have a Duty of Care to participants and the wider community and may be required to disclose information to the relevant authority when the following criteria is met;
 - Significant concerns for the health, safety, wellbeing or welfare of a child
 - Imminent risk of serious harm to self or other
 - Commission of serious indictable offences

2. Privacy and Confidentiality

- eFriend is governed by ICLA's policies and procedures, including the [ICLA Privacy Policy](#).
- All information provided to eFriend during service use (via website, email and phone/video sessions) will be kept private and confidential, and will not be made available to anyone other than the eFriend Management Team. An exception to this may be required may be required under conditions where eFriend has a Duty of Care to disclose information to the relevant authority/ies (detailed under Section 1).
- eFriend sessions are 1:1 sessions and will only be attended by the participant and one eFriend peer. Unless previously discussed and agreed upon, no other people should be present during an eFriend session. An exception to this is in the event where a participant is deemed to be at imminent risk of harm, in which instance the eFriend Shift Supervisor will be consulted and may participate in the call to provide guidance and management.
- All eFriend sessions will be hosted securely via the eFriend platform, and all eFriend data will be securely stored on the eFriend website and on ICLA's CRM platform, Salesforce. All data systems are secure and restrict access to data for anyone outside the eFriend and ICLA Management Team. Data is protected under [ICLA's Data and Information Security Policy](#).

- eFriend staff will not provide their personal contact details and are not permitted to continue an ongoing relationship with participants upon completion of eFriend sessions.

3. Voluntary Participation

- All eFriend sessions are voluntary.
- Participants will advise eFriend staff if they do not wish to continue with eFriend sessions.

4. Befriending Guidelines

eFriend sessions are based on trust and mutual respect, which is demonstrated in the following ways;

- Participants and eFriend staff will respect each other's time and will start and finish eFriend sessions on time.
- Participants and eFriend staff will not use vulgar language or participate in discussions which discriminate against people based on their gender, sexuality, culture, race, religious beliefs, etc.
- Participants and eFriend staff will not participate in any discussion which involves profanity, verbal abuse, threats of violence or lewd behaviour.
- Participants and eFriend staff will not be under the influence of any substance (alcohol or drugs) and will not consume substances during an eFriend session.
- Participants and eFriend staff will not participate in discussions which involve graphic details of abuse, substance misuse, trauma experiences or methods of suicide.
- Participants and eFriend staff will respect each other's privacy and will not share personal information outside of the eFriend session.
- Participants and eFriend staff will not provide unsolicited advice or opinions or make judgements.

eFriend staff uphold the right to immediately terminate an eFriend session if a participant engages in inappropriate behaviour during their use of eFriend.

5. Breach of eFriend Agreement

- Any behaviour which creates an unsafe space for eFriend Participants or eFriend staff is not acceptable and may result in termination of eFriend services.
- If an eFriend Peer feels that an eFriend Participant has breached this Agreement, they will;
 - Advise the eFriend Participant during session and outline their concerns.
 - If behaviour continues or is assessed to be a serious breach of Agreement, eFriend staff will notify their Shift Supervisor and seek support and guidance about continuation of the session. The session may be terminated at the discretion of the Shift Supervisor if the breach is assessed to place eFriend staff at risk.
 - If an eFriend session is terminated due to a breach of the Agreement, the eFriend Shift Supervisor will contact the eFriend participant to seek to resolve the concern.
 - If concerns cannot be resolved, eFriend services may be ceased.
- If a participant believes that an eFriend staff member has breached this Agreement, they can ask to speak to the eFriend Shift Supervisor or Manager during the session or can report their concerns by email: efriend@icla.org.au