

COREmpower Respecting our Community Guidelines

About COREmpower Online Forums, Blogs and Peer Chat Facilities

COREmpower forums, blogs, Peer to Peer Chat facilities (Facilities) are a moderated, online discussion space for the Australian, American and UK communities, 18 years and over who have accepted COREmpower's *Terms of Use* and have registered to use COREmpower's on-line platform.

Through conversation, we can share stories and information that help us find positive pathways through our experience.

The Facilities are moderated by professionals of COREmpower. All moderators are identified as a 'moderator'.

COREmpower Facilities are peer-to-peer support services. The information provided is designed to complement, not replace, the relationship between a user and their health care professionals.

They do not provide crisis support or counselling. If you or someone you know is in crisis and needs urgent help please call your local emergency services and ask for an ambulance:

UK	999
USA	911
Australia	000

Community Guidelines

User Engagement

1. COREmpower Facilities can be viewed and engaged in by all COREmpower users - anyone with access to COREmpower can read the discussions.
2. Facilities users can:
 - a) engage discussions,
 - b) comment on discussions,
 - c) reply to posts,

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- d) show your support for posts, and
 - e) get notifications.
3. The COREmpower Facilities are governed by the COREmpower *Terms of Use* and *Privacy Policy*.

Safety

4. As language can be triggering or elicit a negative responses, out of respect for people please:
- a) do not publish content that contains graphic or specific details, or any descriptive account, of:
 - i. your or anyone else's medication or dosages,
 - ii. eating disorder behaviours (recommending diets, descriptive weight loss/gain strategies or any numbers relating to weight, BMI, clothing size, calories or exercise),
 - iii. self-harm methods,
 - iv. suicide methods,
 - v. sexual or physical abuse, or
 - vi. any other content that others may find distressing or harmful in any way.
5. In order to ensure the Facilities are safe for you and other users, please:
- a) avoid remarks that could be considered defamatory or that might break the law in any way,
 - b) avoid posting ongoing / repetitive criticism of a service offering,
 - c) post information that is true and correct to your best knowledge,
 - d) report posts you think are inappropriate or breach these guidelines, and
 - e) report posts if you're worried about the immediate safety of the poster.
6. Although we cannot account for every person's behavioural response, these guidelines aim protect the COREmpower community against common triggers for people with mental health issues and trauma.

7. During your time on the Facilities, please share helpful content, focussed on wellbeing, recovery and help seeking behaviours, from time to time this may include discussion of difficulty seeking help but please keep the conversation away from anything that includes graphic detail, defamatory or private info; focused on your own experience; and for the purpose of gaining support from peers.

Respect

8. We want to ensure everyone who uses the COREmpower Facilities feels welcome and respected. So please do not publish any content that:
 - a) is obscene or offensive,
 - b) is malicious, personally attacking or hostile,
 - c) directly talking about or alluding to another user, Moderator or COREmpower Professional that could be perceived as disrespectful or not inclusive,
 - d) may incite hatred or be seen as discriminatory,
 - e) could be seen to be serving yours or somebody else's commercial interests,
 - f) could be interpreted as professional advice such as legal, medical, or financial advice, or
 - g) is a duplicate of another post or make multiple posts with the same or similar content (cross-posting).
9. Everyone has different beliefs and values. It is okay to share your own, but it's not acceptable to criticise other's beliefs or pressure anyone to follow your beliefs and values.
10. All statements outside your personal experience - for example, about statistics, data, studies or medicine - should have trustworthy sources. Please include a link or reference to the source of the data within your post.

11. Our Moderators may remove any content that is unsourced or could be considered harmful or triggering. If this happens to you, a Moderator will be in touch to help work things out.

Anonymity

12. The COREmpower Facilities are anonymous to help users feel they can share personal experiences without worrying about being identified. Your COREmpower user name must not display your full name and be different to names you have on other social media.

13. Do not publish:

- a) your name,
- b) your addresses - postal or email,
- c) your user names on other social media services,
- d) the name of your workplace, university or school, or
- e) any other information by which you could be identified in real life.

Breaching the Facilities' Guidelines

14. While your action may be unintentional, one of our moderators will contact you via email to let you know which guideline your post doesn't meet, and explain why that particular guideline exists.
15. Your post will be taken off the Facilities and you'll be asked to edit it so it meets the guidelines. When you've done that, your post can be published again. We strongly encourage you to edit your post and continue to be part of the conversation.

Removing Forums Access

16. Removing Forums access is a last resort, reserved for users who repeatedly or intentionally breach the Community Guidelines. COREmpower acknowledges that sometimes people may repeatedly breach the guidelines as a consequence of difficulties managing emotions or other life stressors. While we provide on-line coaching support to users to help them engage safely with the community, we are unable to provide one-on-one

counselling or crisis support unless users access COREmpower Professional Support. For this reason, there may be times when the support needs of the individual are not matched by what the Facilities can provide.

17. We acknowledge that the Facilities may not be the best, most appropriate recovery space for everyone at every stage of recovery. When a user's access is removed, it is in the context of repeated breaches and concerns held by COREmpower that the user's use of the Facilities is harmful to themselves and/or the COREmpower community more broadly.
18. In particular, name calling and trolling will not be tolerated.

Procedure for removing a user's access

19. If Moderators notice a harmful pattern of behaviour, a COREmpower Professional will reach out to the user to provide them with tips, advice and support on how they can avoid breaching the guidelines. If, after this support is provided and followed up, a user continues to breach the same or similar guidelines, COREmpower may implement the following three-stage system of access removal:
 - a) Access is removed for 48 hours and the user is reminded to follow the guidelines
 - b) If the user breaches again, access to the Facilities is removed for 1 week and the user is reminded to follow the guidelines
 - c) If the user breaches again, access is removed permanently and the user is invited to apply to have their access reinstated to the Facilities after 12 months.

COREmpower reserves the right to remove a user's access immediately to protect the community from further impact.

Once a user's access is removed, they will not be able to log into the COREmpower Facilities. If the user wishes to provide feedback or make a complaint after this has occurred they can email enquiries@coreadvancedtechnologies.com.

Privacy

20. COREmpower treats your privacy very seriously. For more on what information we collect and what we do and don't do with it, read our *Privacy Policy*.
21. The Facilities are viewable by all COREmpower users.
22. COREmpower has an obligation to pass on your details to emergency services if your safety or the safety of others is deemed as being in immediate risk.