

# CheckPoint: Your Pro Mental Health Gaming Community

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CheckPoint is located at:

*164 Kings Way South Melbourne, VIC, 3205 Australia*

By engaging with this community (including but not limited to our website <https://checkpoint.org.au>, Discord “CheckPoint” server, Steam GamerMates community, Facebook CheckPoint group, and any other peer-to-peer community that is occurring under the title “CheckPoint” [in reference to CheckPoint Organisation Ltd]), users agree that they have read, understand, and will adhere to these terms. They also agree they will check this document regularly for changes to policy.

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If you have a dispute with one or more CheckPoint users, you release us (and our officers, directors, agents, subsidiaries and employees) from claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, arising out of or in any way connected with such disputes.

## Duty of Care

Our legal requirements dictate that in any setting, we may need to oblige to national reporting obligations. In certain circumstances, if your communication with us raises safety concerns we will try to contact you to check that you and/or others are safe. If necessary, we may need to pass on your contact information (if you have supplied it) to authorities who can help protect you and/or others, such as a crisis service or the police. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services.

We are obliged to try to protect you and/or others if the information you submit tells us that:

- You are being seriously hurt by someone else
- You are thinking of seriously harming yourself
- Someone else is being, is likely to be, seriously hurt by you or another person.

# CheckPoint GamerMates: Community Guidelines

## Mission

Here at CheckPoint, our aim is to provide a safe, inclusive and pro-mental health online community. To do that, we must ensure everybody is on the same page about what that means. As a new group, this is an iterative process, and be changing dynamically to grow with the community.

## Aims For This Document

It is vital to note that mental health is a very personal experience, and unique to every individual.

*What is considered acceptable to one person, might not be to another, and those two values may even conflict.*

Everybody has different levels of vulnerability. At times, the values we uphold may not align 100% with those of one of our users. When we are discussing sensitive issues around mental health, that is normal, expected, and okay. We ask that all users respect CheckPoint's stance on the definition of a pro-mental health space.

The purpose of this document is to:

- Establish a framework that transparently displays how CheckPoint functions
- Clearly state our community values and where they apply
- Empower staff and mods to advocate for those values
- Promote consistency in our behaviour as a community.

## Goals and Activities

### Our Goals:

- Raise awareness for mental health issues
- Educate about how to recognise and seek help for mental issues

- Support communities that may be more susceptible to mental health issues
- Reduce stigma toward mental health issues

**How We Achieve These Goals:**

- Provide relevant mental health support and direction to appropriate support services
- Advocate for, and provide resources to assist with, self-care
- Promote autonomy and resilience
- Foster a peer-to-peer support community to enhance social wellbeing
- Achieve all of the above by harnessing the power of video games, and supporting the community who love them.

**Activities:**

- Educational articles and online courses
- Downloadable information such as pdfs
- Video content (includes pre-recorded and live streamed)
- Peer-to-peer support, including, but not limited to, the CheckPoint communities on Discord, Steam, the CheckPoint website and Facebook
- Community services, including chill out spaces at pop culture conventions, and the Playing It Safe programme

## Terminology

“Mental health issues”

Including, but not limited to:

- Mood disorders, including depression and bipolar affective disorder
- Anxiety disorders including generalised anxiety, social phobia, panic disorder, OCD and PTSD
- Schizophrenia spectrum and other psychotic disorders
- Eating disorders and body image disorders
- Personality disorders
- Dissociative disorders
- Substance and alcohol use disorders

There are several issues that may be interpreted differently by different people. Whilst the DSM classifies these as mental health issues, CheckPoint acknowledges that many people who experience them do not identify as having a mental health issue.

For example:

- Autism spectrum disorders, including Asperger’s / Asperger Syndrome
- ADHD and ADD
- Intellectual disabilities and learning disorders
- Gender dysphoria
- Neurocognitive disorders including dementias

There are also communities that may be more susceptible to mental health issues.

For example:

- All of the above section
- People impacted by homelessness and poverty
- Minority ethnic and indigenous groups
- Refugees, asylum seekers and similar immigrant populations
- The LGBTQIA+ community
- Victims of trauma, abuse and neglect

We believe that education, support and raised awareness should be offered for these situations, whilst also respecting that individuals have a unique and personal perspective on what it is like to have them. We also ask that users of the CheckPoint community respect others’ experiences, understand that we all have different levels of vulnerability, and abstain from criticising the availability of these resources or limiting others’ access to them.

## Escalation

If a user sees something that makes them feel uncomfortable, we have created this guide to help them know what to do next.

	User action	Moderator action
<b>Green/ Yellow</b>	Browse away from the channel. Employ positive coping strategies, practise self-soothing and resilience techniques. If you are still feeling uncomfortable, contact a moderator and let them know about your concerns.	No action needed unless user gets in touch. Provide validation and support. Encourage self-soothing techniques.

<b>Orange</b>	<p>Remind the user of the CheckPoint guidelines in a friendly and supportive way. For example:</p> <p>“Hi @user! I think that might fall into the “orange themes” of the CheckPoint guidelines. You can read them here [link].”</p> <p>If the user doesn’t acknowledge this you may tag a moderator who will review the situation and respond accordingly.</p>	<p>If you notice/are tagged due to repeated orange themes from one user, DM the user to remind them of this guide.</p>
<b>Red</b>	<p>Tag a moderator immediately who can take action.</p> <p>If necessary, block the user.</p> <p>Ensure you practise self care, and please do seek us out for support.</p>	<p>If necessary and appropriate, delete the message</p> <p>Kick the user</p> <p>DM the user and inform them of why they have been kicked.</p>

### Green/Yellow Themes

These are topics that are considered acceptable to the majority of users. Some users may have a lower threshold for feeling uncomfortable, and that’s okay. We ask that users who bring up these themes do it mindfully, and are respectful of others’ views. We ask those who are affected to act with responsibility for their responses.

- Political, cultural, religious views
- People speaking in non-English languages (*please note that we cannot easily moderate non-English text, but the rules still apply*)
- Reference to smoking cigarettes, drinking alcohol
- Generic gendered language, for example “dude”
- Sharing personal experiences that might be triggering. This can be done **only with a trigger warning**.

### Orange Themes

These things are not allowed, please don’t do them. You’ll be warned as a first instance, and repeated offenses will receive a ban.

- NSFW language, images, or any other media (unless it contains material covered in “red themes”). This includes swearing!

- Use of language that stigmatises mental illness - we'll do our best to keep that out of this space. For example, nuts, insane, mental, crazy, psycho
- Misgendering a user - if it is a genuine mistake a polite reminder is given but if it happens repeatedly it will become a red theme.

### Red Themes

- Racism and xenophobia
- Homophobia, transphobia, sexism (including refusal to acknowledge someone's gender identity after repeated corrections)
- Ageism, ableism
- Offensive use of traumatic experiences as an insult or directed toward any other member
- Bullying and trolling
- Threats against any user, person or group of people
- Impersonating staff
- Giving out medical advice. You may be trying to be helpful, but word it in a safe way: for example, "When I was feeling that way, I did this..." instead of "You should try..." This protects others, and CheckPoint.
- Harassment, doxxing or any similar activity toward anyone, whether they are in the server or not

## The Roles of the Moderators

First and foremost, the mods are here to ensure this space maintains its status as a "pro-mental health" community. That means ensuring that people are following the rules. CheckPoint empower our mods to do this at their discretion.

The mods are also a first port of call for deciding what is and isn't okay. As a mental health space we will all have different levels of tolerance, which don't always align perfectly. The mods' role is to clarify where CheckPoint stands and to promote self-care and resilience.

By participating in this community, users agree to treat the moderators (and their decisions) with respect. Users agree that they understand that:

- Mods are not counsellors, or medically/mental health trained in any way.
- Mods are not employed by CheckPoint or legally representative of CheckPoint.
- Mods do not make the rules - they enforce them. If a user has an issue with a rule this should be flagged in a way that is respectful and communicates a legitimate justification for the concern. The mod will then escalate this to CheckPoint staff.

- By law, mods and staff have to report it if a user says something that implies they are thinking of harming themselves, or somebody else.

## Summary

CheckPoint's goal is not be overly restrictive, nor overly relaxed - we aim to find an appropriate middle ground that suits the majority of users. This might take a while, and we really appreciate everyone's help. If we come together as a community, we truly believe we can change lives for the better, using the power of video games.

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- Redistribute content from CheckPoint (unless content is specifically made for redistribution).

## User Comments

1. This Agreement shall begin on the date hereof.
2. Certain parts of this website offer the opportunity for users to post and exchange opinions, information, material and data ('Comments') in areas of the website and third party communities under the name "CheckPoint". This includes, but is not limited to, Discord, Facebook and Steam. CheckPoint does not screen, edit, publish or review Comments prior to their appearance on the website and Comments do not reflect the views or opinions of CheckPoint, its agents or affiliates. Comments reflect the view and opinion of the person who posts such view or opinion. To the extent permitted by applicable laws CheckPoint shall not be responsible or liable for the Comments or for any loss cost, liability, damages or expenses caused and or suffered as a result of any use of and/or posting of and/or appearance of the Comments on this website.
3. CheckPoint reserves the right to monitor all Comments and to remove any Comments which it considers in its absolute discretion to be inappropriate, offensive or otherwise in breach of these Terms and Conditions.
4. You hereby grant to CheckPoint a non-exclusive royalty-free license to use, reproduce, edit and authorize others to use, reproduce and edit any of your Comments in any and all forms, formats or media.
5. You must not submit, post or upload any material which:
  - is inappropriate, offensive or contrary to any applicable laws or standards, including, without limitation, material which:
    - i. is obscene or indecent, depicts violence, sexual activity or pornography;
    - ii. contains instructions in drug use;
    - iii. instructs or encourages criminal activity; or
    - iv. defames, harasses, menaces, threatens, abuses, offends or embarrasses any person;
  - infringes the copyright, moral rights, confidentiality rights or intellectual property rights of any person, for example, by reproducing songs, poems, articles, logos, trademarks, pictures, photos, music or other material that is not owned by you (or which you do not have a licence to reproduce on the site);
  - infringes any of our rights or the rights of any third person including privacy rights;
  - breaches any laws, regulations, standards or codes as enacted, modified or updated from time to time;
  - impersonates any person or suggests a connection to a group or organisation which is misleading;
  - advocates the use of force or violence towards any person;
  - encourages, endorses, approves or recommends the performance of dangerous or illegal acts including suicide or self harm; or

- contains a virus or other code that has harmful or destructive properties.

### **Hyperlinking to our Content**

1. The following organizations may link to our website without prior written approval:

Government agencies;

- Search engines;
- News organizations;
- Online directory distributors when they list us in the directory may link to our website in the same manner as they hyperlink to the websites of other listed businesses; and
- Systemwide Accredited Businesses except soliciting non-profit organizations, charity shopping malls, and charity fundraising groups which may not hyperlink to our Website.

2. These organizations may link to our home page, to publications or to other website information so long as the link: (a) is not in any way misleading; (b) does not falsely imply sponsorship, endorsement or approval of the linking party and its products or services; and (c) fits within the context of the linking party's site.

3. We may consider and approve in our sole discretion other link requests from the following types of organizations:

- commonly-known consumer and/or business information sources such as Chambers of Commerce, American Automobile Association, AARP and Consumers Union;
- dot.com community sites;
- associations or other groups representing charities, including charity giving sites,
- online directory distributors;
- internet portals;
- accounting, law and consulting firms whose primary clients are businesses; and
- educational institutions and trade associations.

We will approve link requests from these organizations if we determine that: (a) the link would not reflect unfavorably on us or our accredited businesses (for example, trade associations or other organizations representing inherently suspect types of business, such as work-at-home opportunities, shall not be allowed to link); (b) the organization does not have an unsatisfactory record with us; (c) the benefit to us from the visibility associated with the hyperlink outweighs the absence of CheckPoint; and (d) where the link is in the context of general resource information or is otherwise consistent with editorial content in a newsletter or similar product furthering the mission of the organisation.

These organisation may link to our home page, to publications or to other website information so long as the link: (a) is not in any way misleading; (b) does not falsely

imply sponsorship, endorsement or approval of the linking party and its products or services; and (c) fits within the context of the linking party's site.

If you are among the organizations listed in paragraph 2 above and are interested in linking to our website, you must notify us by sending an e-mail to [jennifer@checkpoint.org.au](mailto:jennifer@checkpoint.org.au). Please include your name, your organization name, contact information (such as a phone number and/or e-mail address) as well as the URL of your site, a list of any URLs from which you intend to link to our website, and a list of the URL(s) on our site to which you would like to link. Allow 2-3 weeks for a response.

Approved organizations may hyperlink to our website as follows:

By use of our corporate name; or

By use of the uniform resource locator (Web address) being linked to; or

By use of any other description of our website or material being linked to that makes sense within the context and format of content on the linking party's site.

No use of CheckPoint's logo or other artwork will be allowed for linking absent a trademark license agreement.

### **Iframes**

Without prior approval and express written permission, you may not create frames around our Web pages or use other techniques that alter in any way the visual presentation or appearance of our website.

### **Content Liability**

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### **Reservation of Rights**

We reserve the right at any time and in its sole discretion to request that you remove all links or any particular link to our website. You agree to immediately remove all links to our website upon such request. We also reserve the right to amend these terms and conditions and its linking policy at any time. By continuing to link to our website, you agree to be bound to and abide by these linking terms and conditions.

### **Removal of links from our website**

If you find any link on our website or any linked website objectionable for any reason, you may contact us about this. We will consider requests to remove links but will have no obligation to do so or to respond directly to you.

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