

## Support Crew Frequently Asked Questions for AMP Customers

Note: FAQ's will be added to this as the Pilot progresses

### Can my AMP Claims Manager see my Support Page?

No, once you have accepted the invitation to join your Support Page from your Case Manager, they will be removed so that they no longer have access to your page and it becomes completely private.

Any information that you provide on your Support Page will remain strictly confidential between yourself and Support Crew. AMP has no visibility or access to your page, or any information or data on it, once your Case Manager is removed from the page. Please refer to the privacy clause (no. 6) in their Terms here.

### Can anyone else see my Support Page?

No. The only people that can see a person's Support Page are those that have been invited and have accepted an invitation to become a Support Crew member of your Support Page.

### Does AMP own Support Crew?

No. AMP and Support Crew are both independent companies who have formed a partnership so that AMP can offer their customers the practical, emotional and financial support they need when dealing with a life changing event.

### What's AMP's involvement with Support Crew – is there a financial incentive for them?

AMP has partnered with Support Crew to offer this supportive service as a value-add to their customers experiencing a life changing event. It's important to AMP that their customers have easy access to Support Crew's support platform so that they can easily co-ordinate the help needed when dealing with a life changing event. There is no financial incentive or gain for AMP nor is there any sharing of an individual's data or information between AMP and Support Crew.

### Will any of my information on my Support Page be shared with AMP or any other third party?

No. Support Crew will not give any information that you add to your Support Page to AMP (or to any other third party). The information that you provide will remain strictly confidential between you and Support Crew. Please refer to the privacy clause (no. 6) in their Terms here.

### If Support Crew is free to join for anyone, why do I have to go through AMP?

Yes, it is free to set up a Support Page on Support Crew. AMP recognises that when their customers are facing a difficult time, the need for emotional and practical support is just as paramount as

financial support. They want their customers to know about Support Crew, so that they can get the practical and emotional support they need, in addition to the financial support AMP provides.

AMP also wants to make it easy for their customers to activate help as soon as possible, so AMP Case Managers offer to set up a Support Page on the customers behalf, or to walk them through how to do it themselves.

It's all about AMP customers getting the hand they need, so they can focus on the big stuff.

### **What is Support Crew?**

Support Crew is a website that allows those dealing with life changing events to easily co-ordinate meals, transport, child care and any other help from their friends, family, colleagues, neighbours and community.

### **Does the Support Crew website cost anything to access?**

No. Support Crew is free for anyone using the platform including Warriors (patient or the person dealing with a life event), Support Chiefs (carer/caregivers) and their Support Crew (support network) members.

It's important to us that the website is as accessible and easy to use as possible so that we can help as many people as we possibly can.

### **Is Support Crew a charity?**

No. Support Crew is a social enterprise. This means that our social mission: to change the way we give and receive support; is the core measurement to our success.

It's extremely important to us that we build a sustainable business so that we can continue to invest in the website's ongoing development, so we can continue to help as many people as possible with the best possible customer experience.

### **Can more than one-person help manage the Support Page?**

Yes. Once you create a Support Page, you can appoint other Admins (administrators) to help manage your page. Most Support Pages have more than one person administering the page, often including the Support Chief/carer/caregiver as well as the Warrior/patient but may also include other Support Crew members.

Admins can manage all aspects of the Support Page. Admins can post and update a need, invite and manage Support Crew members (including adding other Admins), and manage visiting and calling options.

As a wee side note: if you are an admin and you are posting or sharing information on the platform about a Warrior/patient, please remember to be mindful and respectful of their privacy. Please remember to be considerate of the information you are sharing, and of course have the permission of the Warrior, especially if sharing medical or health related information.

### Why use Support Crew? Why not just create a Facebook page?

Great question!

Facebook pages are great for communicating with a large number of people however when you're dealing with a life changing event, it's not just communication that you need to co-ordinate and manage. Facebook pages are a great for sharing but often don't provide the privacy you require when dealing with the sensitivities of a life changing event.

Much more than just being able to help you to manage your communication and share updates, the Support Crew website also help you:

- create your own personalised Support Page
- invite your Support Crew – those friends, family, colleagues, neighbours and people in your community that you want on your journey with you
- figure out what you *specifically* need help with, by using our simple templates
- create meal requests, trips to appointments, school pick-ups, pet-care and the help you need in your Care Calendar
- share how things are going, update your Support Crew and send and receive messages of support
- manage your visitors.

Try doing that on Facebook!

### Does Support Crew have an app?

No. To make Support Crew as easy to access, for as many people as possible, Support Crew is a website. This means that anyone with the internet can easily access Support Crew from a phone, computer, laptop or tablet.

When the Support Crew website is accessed from a mobile device, such as a phone or tablet, it does however look and function similarly to an app as we have designed it so that it's mobile responsive and as easy to use on a mobile device as possible.

## What type of help does Support Crew help to provide?

The type of help a person may need may include:

- **practical** help: like mowing the lawns, doing the gardens or cleaning the house.
- **financial** help: like funds for treatment costs, house modifications or day to day expenses.
- **emotional** help: like a message of support, a phone call or a visit

## Can anyone accept a need?

Yes!

If you're a Support Crew member, and you see a need request that you'd like to help with, simply click on 'accept need' and this will show up on your view of the Support Page as 'Upcoming needs you've accepted'. This will also communicate to your Warrior, and everyone else who can see the page, that you'll take care of this need! Nice one!

If you're a Warrior, Support Chief, or Admin of a page, you can also 'accept needs' that have been taken care of. This might happen if someone turns up on your door with a meal for tomorrow that you requested on the platform. Simply go into the Support Page and click on 'accept need' so that everyone seeing the page knows it's taken care of! Easy huh?!

## I can't find an answer to my question?

No problem, head over to our Frequently Asked Questions page [here](#) for more FAQ's, or feel free to [email us](#) directly.