

# **Bridge the Gap Facilitators**

## **3rd Party Policy**

### **1. What is a 3rd party?**

Anyone who speaks to your Bridge The Gap Facilitator on your behalf; this could be a friend or family member, or someone you have asked to speak to your facilitator directly e.g. a previous employer informing your facilitator of your dates of employment for a benefit claim.

### **2. Notify your facilitator**

If you know that a 3rd party will contact your facilitator you should let your facilitator know as soon as possible.

If you have told your facilitator that a friend will call to rearrange your session then when the friend calls the session can be rearranged. If you tell your facilitator that e.g. your previous employer will provide the dates of your employment and your benefit application should then be sent off, this can be done.

If you do not notify your facilitator prior to 3rd party communication, the information provided by the 3rd party can be recorded but your facilitator will not take any action without confirming the information with you directly.

### **3. Communication passwords**

If you have an unpredictable chronic illness, changeable mental health, or anything else that makes it difficult to know when you will need someone else to speak to your facilitator on your behalf, you can use a communication password.

This will be a word or phrase set up with your facilitator which you can then tell to trusted individuals to use when they speak to us. This password makes the process of rearranging appointments or recording information much smoother. When they use the password we can be sure that the person on the end of the phone has your authority to speak to us and the information should be correct.

This does not mean your facilitator will speak to another person about the details of your case. Merely, record the information provided with confidence, act on it if you have instructed to do so, and rearrange sessions. If you want your facilitator to speak to a 3rd party on your behalf you should consider our Privacy Policy and request an Authority To Act form from your facilitator.

Using a communication password means that you will be responsible for who you tell the password to and allow to act on your behalf. Bridge The Gap Facilitators will not be liable for recording information or acting on instruction (excluding sharing your information) from an individual using your password where they have either been told or procured the password from yourself.

#### **4. If you cannot sign a form**

Bridge The Gap Facilitators can only accept signatures from 3rd parties on your behalf where they have the relevant Power Of Attorney or can provide reasonable proof that you are unable to sign or provide either of the following.

If you are unable to complete a digital form and return it with a confirmation email, we can:

- Send you a paper form for you to return
- Accept a video recording of you providing the information included in the form and your agreement with it. A 3rd party can provide this to us e.g. if you do not have the tech to be able to send it.

#### **5. If a 3rd party pays**

Someone else can pay for your sessions on your behalf. You should notify your facilitator when you sign the Service Relationship Agreement, as this is a specific payment arrangement. If partway through your sessions a 3rd party will begin paying your session fees you should notify your facilitator as soon as possible.

If you do not notify your facilitator that a 3rd party will make payments on your behalf, your session fee payment may not be recognised and your facilitator may withdraw service accordingly.

#### **6. Updates to this 3rd party policy**

This 3rd party policy is updated annually. The last update was September 2020.