Community Guidelines

Effective: 3 November 2026

SquadGoo Pty Ltd (or the operating entity trading as SquadGoo) ("SquadGoo", "we", "us", "our")

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Agreement

These Community Guidelines set the standard of behaviour for everyone using SquadGoo — Jobseekers, Business users (Recruiters and Service Providers — Sole Trader and Company) and Customers. They sit alongside our Terms of Use, Privacy Policy and Public Forum Terms & Policies. By using SquadGoo you agree to follow them.

1. Our community standard

SquadGoo is a professional Australian marketplace for work and services, and it is for adults only (18+). Treat people with respect. Compete fairly. Do not use the platform to harm, deceive or exploit others.

2. Who these guidelines apply to

- Jobseekers receiving and performing shifts or tasks
- Business recruiters hiring staff (Manual Fill and Quick Fill)
- Business Service Providers receiving Customer Match Maker requests
- Customers posting Match Maker requests and managing helpers
- Anyone using the Public Forum, chat, calls, reviews, SquadPairs or support channels

3. Be honest

- Keep your profile, experience, qualifications, age, tax and visa declarations accurate.
- Do not misrepresent your company, your verification badges, your licences or your availability.
- Job and Match Maker details must be truthful (pay, location, hours, scope).
- Do not create fake accounts, or extra accounts to avoid a suspension or ban, and do not manipulate match percentages or ratings.
- You must be 18 or older. Do not set up or use an account for, or on behalf of, someone under 18.

4. Be respectful and safe

- No harassment, bullying, hate speech, threats, stalking or unlawful discrimination.
- No sexual misconduct, non-consensual intimate imagery, or any content that sexualises or endangers a child. We report this to the authorities.
- No doxxing, and no sharing of others' private information without a lawful basis.
- Follow site safety rules when attending shifts; raise safety concerns through Help & Support.

5. Marketplace integrity

- Do not game availability, grace windows or cancel and decline rules to abuse rating systems.
- Do not solicit off-platform payment to avoid fees or escrow protections where that breaches the Terms.
- Off Platform Pay still requires honest completion of the arrival and code steps; Guaranteed paths require honest clock and task records.
- Do not spam invitations, scrape profiles or automate abusive bulk actions.

6. Communications and content

- Use chat and calls professionally. No scams, phishing, malware links or deceptive recruitment.
- Reviews must be genuine and not misleading under the Australian Consumer Law.
- Public Forum posts must also follow the Public Forum Terms & Policies.
- If you use an AI assistant, you are responsible for what you publish or send with its help.

7. Illegal and prohibited activity

Do not use SquadGoo for illegal work, money laundering, fraud, identity theft, intellectual property infringement or any criminal purpose under Australian law.

8. Reporting and blocking

- Report abuse, safety issues and illegal or objectionable content with the in-app Report tool on any post, comment, review, job chat or member, or through Help & Support. You do not need the other person's agreement, and reporting never affects your rating.
- Block any member from their profile. Blocking hides each of you from the other in the Public Forum and in profile views, and stops them commenting on your posts or replying to you there. It does not cancel or change any offer, contract, payment or job chat you already share. They are not told. Manage your blocked members in Settings → Privacy Controls.
- Bad-faith reporting (using reports to harass someone) may itself be enforced against.

9. Enforcement

We review reports promptly and deal with urgent safety reports first. We may warn you, remove content, restrict features, suspend Receiving Offers or Hiring Active, or suspend or close accounts. We tell you what we did and how to ask for a review where it is reasonable and safe to do so. Serious cases may be reported to the police or another Australian authority. To appeal or ask for a review, use Help & Support or email support@squadgoo.com.au.

10. Changes and contact

We may update these Guidelines by publishing a new version in the app and on our website. Contact: support@squadgoo.com.au or in-app Help & Support.