Public Forum Terms & Policies

Effective: 3 November 2026

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

Version 2026-11-03 · Effective 2026-11-03

Agreement

These Public Forum Terms & Policies ("Forum Terms") are the platform terms for the SquadGoo mobile app Public Forum. They sit alongside SquadGoo's Terms of Use, Privacy Policy, and Community Guidelines. If anything in these Forum Terms conflicts with a later published version in the Policy Centre or on squadgoo.com.au, the published version prevails when you can access it.

By creating, editing, sharing, commenting on, reacting to, going live on, or otherwise contributing to Public Forum content — and by toggling acceptance on Create post — you agree to these Forum Terms. In-app acceptance is intended to have effect under the Electronic Transactions Act 1999 (Cth) and corresponding State and Territory laws.

1. Who we are and what the Public Forum is

1.1 Platform role

SquadGoo operates a digital marketplace and community platform connecting jobseekers, business users (recruiters and service providers), and customers for shift-based work and related services in Australia. The Public Forum is an in-app community surface for employment-related stories, news, general posts, discussions, Job Ads (interest-only discovery), reactions, comments and shares. Live sessions are not available unless and until the app says so.

SquadGoo is a technology platform intermediary. We are not the publisher of user-generated content in the ordinary sense of selecting and endorsing every post as our own editorial content. We host, transmit, moderate, and may remove content under these Forum Terms and applicable law. We do not guarantee that any post, comment, or live stream is accurate, complete, or lawful.

1.2 Relationship to hiring and marketplace features

Public Forum activity is separate from Manual Fill / Quick Fill offers, Customer Match Maker, wallets, and shift lifecycle. Forum posts do not create job offers, employment contracts, or payment obligations by themselves. Job Ads are discovery posts only: Apply Now records interest for the poster to review in Labor Pool or Provider Pool — it is not an offer, application to a job board, or shift booking. Posters send real Manual/Quick offers separately after reviewing applicants. Contact unlock, KYC/KYB document access, and offer rules remain governed by the general product terms and in-app rules for those features.

1.3 Eligibility

You must hold a SquadGoo account and comply with account-type rules. You must be 18 or older, as for the rest of SquadGoo; there is no guardian-consent route. You must not use the Forum if you are suspended from it or from the platform. Anyone, including a person without an account, can read public Forum posts on our website; posting and engaging need a verified SquadGoo account.

2. KYC soft-gate (browse vs contribute)

Consistent with SquadGoo product rules:

- Browse / read (feed, post detail, comments list, live viewer): available to authenticated users without completed KYC, subject to suspension or admin blockouts.
- Create / react / comment / share / go live and other write or engage mutations: remain KYC-gated (or otherwise verification-gated as shown in-app). Soft banners or alerts may appear when identity verification is still needed; do not circumvent soft gates.
- Accepting these Forum Terms on Create post does not waive KYC, KYB, tax, visa, or Hiring Active / Receiving Offers requirements elsewhere in the app.

3. Account types and public identity

Posts and comments may display your public name, photo, role badge, verification chips, and Active / Online status where product rules allow. Company recruiters may expose a company public surface rather than a personal representative profile. Settings → Privacy Controls → Allow Public Forum profile view gates expanded profile cards; author chips on posts/comments remain visible as described in product rules.

Do not impersonate another person or business, or misrepresent your verification status, company affiliation, or qualifications.

4. User content — licence to SquadGoo

4.1 Your ownership

Subject to third-party rights, you retain ownership of content you submit to the Public Forum ("User Content"), including text, images, video, audio, links, and live stream material.

4.2 Licence you grant us

You grant SquadGoo a worldwide, non-exclusive, royalty-free, transferable, and sublicensable licence to host, store, reproduce, adapt (including format/transcode and moderate redaction), communicate to the public, display, distribute, and otherwise use User Content solely to operate, secure, improve and enforce the Public Forum and related SquadGoo services — including moderation, safety systems, backups, legal compliance, and (where you choose public visibility) showing content to other users. We will not use your content in advertising or marketing without your separate permission. When you delete content, or your account, we stop showing it and remove it from our systems as the Privacy Policy describes, except for the restricted records the Privacy Policy allows.

4.3 Moral rights

To the maximum extent permitted by the Copyright Act 1968 (Cth), you consent to SquadGoo and our service providers doing acts with User Content that might otherwise infringe your moral rights (including attribution and integrity), where reasonably needed to operate moderation, formatting, cropping for previews, or removal.

4.4 Representations

You represent and warrant that: (a) you have all rights needed to post the User Content and grant the licence above; (b) User Content does not infringe IP, privacy, confidentiality, or publicity rights; (c) User Content complies with these Forum Terms and applicable law; and (d) you will not post material you know is false or misleading in a way that could cause loss (see ACL and defamation notes below).

4.5 Shares

A Share is an immutable wrapper linked to an original post. You may add a share comment and choose public or private visibility as the product allows. You must not edit another person's original content through a share. Sharing does not transfer ownership of the original.

5. Acceptable use and prohibited content

You must not post, stream, link to, or solicit any of the following (non-exhaustive):

- Illegal content under Australian law, including child sexual exploitation material, terrorism-related content prohibited by law, or content that instructs serious criminal activity.
- Hate speech, serious harassment, threats, stalking, doxxing, or content that vilifies a person or group on protected attributes.
- Sexually explicit content involving minors (anyone under 18), or non-consensual intimate imagery.
- Spam, scams, phishing, malware, or deceptive commercial solicitations contrary to the Spam Act 2003 (Cth) and ACL.
- Fraudulent job ads, fake offers, pyramid schemes, or attempts to move hiring/payment off-platform to evade fees or safety controls where that breaches general Terms.
- Infringing copyright, trade mark, or other IP without permission (fair dealing exceptions remain available as a matter of law, not as a blanket licence to copy others' work).
- Confidential personal information of others (TFNs, identity documents, private addresses, medical details) without lawful basis and necessity.

- Content that is primarily defamatory of an identifiable person, or that you know is false and likely to cause serious harm.
- Graphic violence or gore without a legitimate public-interest context appropriate to an employment community.
- Attempts to bypass moderation, suspension, or rate limits; coordinated inauthentic behaviour; or scraping the Forum without permission.

News posts that require a reference URL must include a genuine source link. Discussion and Story posts should remain relevant to work, hiring, skills, or community help unless labelled otherwise by product rules.

6. Moderation, removal, and enforcement

6.1 Our rights

SquadGoo may (but is not obliged to) review, rate-limit, hide, edit for safety, refuse, remove, or geo-restrict User Content; suspend Forum write access; or suspend accounts — with or without prior notice — where we reasonably believe these Forum Terms, general Terms, or law have been breached, or to protect users, staff, or the platform.

6.2 Pre-check and soft gates

In-app AI or automated pre-checks may flag issues before or after a post is published. Flags are assistive only; you remain responsible for what you publish. Passing a pre-check does not mean content is lawful or permanently approved.

6.3 Reports

Use the in-app Report tool on any post, comment or member for safety, abuse, intellectual property or illegal content concerns. You do not need the other person's agreement, and reporting never affects your rating. We review reports promptly and deal with imminent harm first. Where content breaches these Forum Terms we remove it and may warn, restrict or remove the account. Reporting in bad faith (harassment via reports) may itself be enforced against.

6.4 Blocking

You can block any member from their profile. Blocking hides each of you from the other in the Forum (posts, comments, reactions, search and profile views), stops new contact, and stops the blocked member commenting on your posts or replying to you. The blocked member is not told. You can unblock in Settings → Privacy Controls → Blocked members. Blocking does not delete anything either of you has already published, and it does not cancel or refund any contract or payment; use Help & Support for open obligations.

6.5 No obligation to monitor

Except where Australian law requires proactive steps for particular categories of content, we do not undertake continuous human monitoring of all Forum activity.

7. Privacy

Forum activity is processed under our Privacy Policy and the Privacy Act 1988 (Cth) / Australian Privacy Principles as applicable. Public posts and comments are visible to other SquadGoo users and, for public posts, to anyone who visits our website without an account. Do not post others' personal information without a lawful basis. Profile privacy toggles do not erase content you already published; delete or edit where the product allows, noting shares may still show "original unavailable".

8. Spam Act and electronic messaging

Do not use the Forum to send unsolicited commercial electronic messages in breach of the Spam Act 2003 (Cth). Marketing or recruitment outreach must comply with consent, identification, and unsubscribe rules where those laws apply. In-app notifications and emails from SquadGoo follow separate preference centres.

9. Australian Consumer Law (ACL)

Nothing in these Forum Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy under the Competition and Consumer Act 2010 (Cth) (including the ACL) or other laws that cannot be excluded. Where our liability can be limited for goods or services not of a kind ordinarily acquired for personal, domestic, or household use, we limit liability to resupply of the services or payment of the cost of resupply, to the extent permitted.

If you are a consumer posting reviews or experiences, do not post misleading or deceptive content about competitors or SquadGoo contrary to the ACL.

10. Defamation and reputation

Australia has serious defamation laws (including the Model Defamation Provisions as adopted in NSW and other jurisdictions). You are responsible for statements you publish about identifiable individuals or companies. "I heard that…" and anonymous gossip can still be actionable. Prefer fair, accurate, good-faith commentary with supporting facts. SquadGoo may remove content alleged to be defamatory pending review and may preserve records for legal process.

11. Intellectual property of SquadGoo

SquadGoo names, logos, UI, software, and documentation remain our IP. You may not use our marks in a way that suggests endorsement without permission. Feedback you send about the Forum may be used by us without obligation to you.

12. Third-party links and live features

Reference links, embeds, and live streams may leave SquadGoo's control. We are not responsible for third-party sites, ads, or streams. If live features are made available they will have their own rules shown in the app before you use them.

13. Complaints and dispute handling

13.1 Product / moderation complaints

Use Help & Support or in-app tickets for Forum moderation outcomes, suspensions, or technical issues. Include post IDs and timestamps where possible.

13.2 Privacy complaints

Follow the Privacy Policy complaints path (including to the OAIC if unresolved, where applicable).

13.3 Legal notices

IP takedown, defamation concerns, or other legal notices: email support@squadgoo.com.au. We may require sufficient detail to locate the material and assess the claim.

13.4 External dispute resolution

Nothing here prevents you from contacting regulators (e.g. ACCC, OAIC, eSafety where relevant) where you have a lawful basis to do so.

14. Disclaimers and liability

To the maximum extent permitted by law (and subject to section 9 ACL):

- The Forum is provided on an "as is" and "as available" basis. We do not warrant uninterrupted, error-free, or virus-free operation.
- We are not liable for User Content of other users, reliance on Forum advice, lost profits, or consequential loss arising from Forum use, except to the extent liability cannot be excluded.
- To the extent the law allows, our liability for a failure to comply with a consumer guarantee is limited, at our option, to resupplying the services or paying the cost of resupply, where the services are not of a kind ordinarily acquired for personal, domestic or household use.

If you use the Forum for business purposes you agree to compensate SquadGoo for reasonable loss that we suffer because of your User Content or Forum misuse, to the extent caused by you and permitted by law.

15. Suspension, termination, and survival

We may suspend Forum access or terminate related privileges for breach. You may stop using the Forum at any time. Sections on licence (to the extent needed for residual copies/backups/legal holds), IP, liability, indemnities, and governing law survive.

16. Changes to these Forum Terms

We may update these Forum Terms by publishing a new version in the app and on our website with a new version identifier and effective date. For a material change we will give you notice before it takes effect and may ask you to accept the new version before you post again. If you do not agree, stop using the Forum.

17. Governing law and venue

These Forum Terms are governed by the laws of New South Wales, Australia, and the Commonwealth of Australia as applicable. Subject to any non-excludable consumer rights and mandatory laws of your Australian state or territory, courts of New South Wales (and courts of appeal) have non-exclusive jurisdiction. If you are an Australian consumer, local mandatory consumer protections still apply.

18. Contact

For all enquiries — including privacy, legal notices, IP takedown, defamation complaints, open-source attribution, and support — use:

- Email: support@squadgoo.com.au
- In-app: Help & Support
- Web: https://www.squadgoo.com.au

Acceptance record

When you toggle "I accept Public Forum terms & policies" on Create post (or equivalent compose surfaces) and publish, SquadGoo records acceptance with the applicable terms version and timestamp for compliance and audit.