



## **Code of Conduct 2023**

### **1 THIS AGREEMENT**

By applying to become a Red Frogs volunteer you have applied to become part of an Australian wide chaplaincy program. When volunteering at any Red Frogs program, activity or event, you will find yourself in a challenging environment. You will come across difficult situations, community members will observe you and/or judge you as a representative of Red Frogs. It is therefore essential that you read and enter into this agreement with us to confirm that you understand your role and agree to adhere to your obligations set out herein. Your engagement as a Red Frogs volunteer with us is subject to the terms of this agreement. You may ask for a copy of this agreement at any time.

### **2 DECLARATION**

By signing this agreement you declare that:

- You are the holder of a current Blue Card issued by the Department of Justice and Attorney General ("Blue Card") or the equivalent working with children's check in your state or territory;
- You have never been convicted of a criminal offense;
- You are not the subject of any restraining orders or other orders by any State or Federal Court which impose restrictions on your ability to travel or interact with others; and
- There are no material matters which would have a substantive negative effect on your ability to volunteer for Red Frogs

### **3 YOUR ROLE**

Your role as a Red Frogs volunteer is to assist and serve young people and members of the public with general physical, emotional and spiritual assistance and guidance. The specific aspects of your role will be outlined to you during training. You agree to be accountable at all times to your leadership as appointed by Red Frogs Australia and to uphold the fundamental principles and beliefs of Red Frogs.

### **4 CODE OF CONDUCT**

The following is a list of standards of conduct you need to be familiar with and abide by when wearing a Red Frog shirt or/and volunteering in any Red Frogs program, activity or event. By signing this agreement, you declare that you will abide by these standards at all times.

While volunteering as a Red Frogs volunteer you **MUST**:

- Be committed to high quality service and act responsibly and ethically and take responsibility for your work and performance.
- Show loyalty, enthusiasm and belief in the work of Red Frogs and ensure that your actions are in the best interests of Red Frogs.
- Ensure that if you are ever uncertain about whether your actions are in accordance with Red Frogs fundamental beliefs and core values that you seek guidance from a team leader or supervisor.
- Ask for support when you need it.
- Advise Red Frogs of any emotional, physical limits, and any diagnosed medical or psychiatric conditions you may have and immediately advise a team leader or supervisor if you are approaching those limits.
- Listen and follow the instructions of your team leaders and supervisors.
- Contact your team leader or other supervisor if ever in doubt regarding a medical emergency/situation call 000 and then contact your supervisor to report the incident and request assistance.
- In the event of life or death, ring 000 first, then contact your team leader or other supervisor.
- Treat your fellow Red Frogs volunteers and other supporting volunteers and all other persons you encounter with respect and kindness.
- Work collaboratively with others and to the best of your ability.
- Disclose to Red Frogs any real or potential conflict of interest.
- Refuse all financial gifts and all material gifts except small material gifts given in mutual respect eg food, beverage and small decorative items.
- Ensure proper use of resources having regard to need and reducing waste and duplication.

- Never to spend money or order goods on behalf of Red Frogs without prior approval.
- Abide by all laws and regulations applicable to the place where you are volunteering and any signage appearing in that place and not engage in fraudulent or criminal behaviour, bribery or other unlawful conduct.
- Accurately record and report any Red Frogs information.
- Comply with all reasonable directions given to you from any security personnel, staff or owner of the place where you are volunteering.
- Comply with all directions given to you by authorities including police and emergency services.
- Comply with the conduct requirements of your Blue Card/Working with Children's Check and any licences or permits you hold.
- Report any accident or injury immediately to a team leader or supervisor.
- Use precautions and safety gear when working in hazardous situations for example, lifting heavy objects or persons, refrain from touching hazardous materials like broken glass, empty syringes or putting out fires without using protections.
- Respect and assist children, disabled and the elderly.
- Honour confidentiality of all people that you come into contact with as a result of your volunteering.
- Respect people's right to confidentiality when discussing their issues with you by not discussing those issues with ANYONE including other Red Frogs volunteers or your supervisors without that person's consent unless you believe that a person's wellbeing is in danger in which case you may discuss those issues with your supervisors, the police or emergency services only.
- Respect people's wishes if they do not want help or assistance. If you are concerned about a person's wellbeing and that person does not want your assistance, speak to your team leader about contacting emergency services.
- Understand and accept that this code of conduct is not exhaustive and that this code supplements all of Red Frogs policies and procedures as well as all legal and ethical obligations.
- Agree to participate in 'debrief' session or sessions as required by Red Frogs Australia following an incident or situation that you may have witnessed or been a part of.
- Understand that a Red Frog volunteer shirt is used only for volunteering purposes and understand that this shirt is not to be worn in situations or areas that would go against the values and volunteer character expectations of Red Frogs Australia.

While volunteering as a Red Frogs volunteer you **MUST NOT**:

- Act outside the scope of your role and authority as explained to you during training.
- Drink alcohol, smoke (tobacco or anything else), take drugs or engage in any conduct which may lead others to think you are drinking alcohol, smoking or taking drugs including taking medication in public, picking up alcohol cans or bottles, smoke packets, drug packets or syringes in public.
- Use swear words, offensive language or gestures.
- Engage in any type of sexual harassment, sexual attention which could be considered unwelcome or offensive, touching, kissing or other type of affection that could be misinterpreted as being of a sexual or derogatory nature.
- Engage in any other conduct which is illegal, immoral, offensive, defamatory or degrading in nature, harmful, likely to cause nuisance or bad reputation for Red Frogs.
- Stand in the way of police or emergency services.
- Openly talk to news reporters or issue public statements including releasing any videos, articles, books or other publications regarding Red Frogs or taking part in any film, radio or television productions as a Red Frogs volunteer without our express consent and guidance.
- Place photographs, statements, comments or blogs on any public internet forum or site including Facebook, Instagram, Snapchat or blog site of any kind that may in any way compromise Red Frogs' image or be contrary to Red Frogs values. You hereby give Red Frogs authority to apply on your behalf to remove any such photographs, statements or comments.

## **5 TRAINING, POLICIES AND PROCEDURES**

We will provide you with training before you volunteer for Red Frogs through us. By signing this agreement you agree that you will attend all required training sessions and complete all required training tasks to the best of your abilities. You also acknowledge that we may ask you not to participate in an activity or event if you have not attended the required training for that particular activity or event. Please do not hesitate to contact and speak to a staff member about any additional training or support that you feel you may need.

Red Frogs may from time to time issue policies and procedures, which apply to volunteers. By signing this agreement you agree that you will comply with all policies and procedures that we give you.

## **6 RISK & WORKING ENVIRONMENT**

As a Red Frogs volunteer you will find yourself in a challenging and sometimes harsh or hazardous environment. Although we will attempt to ensure a safe working environment for you, you may at times be in an unsafe working environment. Although we will provide you with training, help and support throughout your volunteer experience and attempt to ensure a safe working environment, by signing this agreement you acknowledge that you volunteer at your own risk and you will take all reasonable precautions to avoid accident or injury to yourself and others.

## **7 DISPUTES & CLAIMS**

Any disputes between yourself and another Red Frogs team member or staff member should be referred to your team leader at first instance or failing that, to the next supervisor and so on unless instructed otherwise by Red Frogs Australia. You must respect staff and other volunteers' confidentiality and discuss disputes only with the parties concerned or with supervisors. Red Frogs will attempt to mediate all disputes to the best of our abilities. If you are unsatisfied with our actions in any disputes, you may at any time terminate your engagement as a Red Frogs volunteer with us.

If you are involved in an incident, accident or if any claim or demand is made against you in respect of your actions whilst volunteering for Red Frogs, you agree to notify us immediately and to follow our reasonable directions in handling the matter including following the advice of our legal advisors in handling any claims or demands made against you as your actions may affect our liability or the liability of Red Frogs Australia.

If you are convicted of a criminal offence, if your Blue Card is cancelled or if you become the subject of an order such as a restraining order during the duration of your 2023 agreement with Red Frogs Australia and prior to the commencement of that volunteering duration, you will notify us immediately.

## **8 BREACH AND TERMINATION**

Either Red Frogs Australia or you may terminate your engagement as a Red Frogs volunteer with us at any time. In particular, you acknowledge that we may terminate your engagement if you breach the standards of conduct or any other of your obligations under this agreement. Termination of your engagement through us does not prevent you from applying to become a Red Frogs volunteer for future Red Frog Programs (application forms will be based on their merit). If Red Frogs Australia terminates your application prior to your volunteering time allocation, then you may be entitled to a refund minus the non-refundable \$50 deposit. If Red Frogs Australia terminates your application during your volunteering time allocation, you will not be entitled to a refund unless authorised by the State Coordinator.