

# CROSSTREK CLIENT CODE OF CONDUCT/EXPECTATIONS

2012 – SCHEDULE C3 (FVC)



## CLIENT EXPECTATIONS

It is expected that clients participating in CrossTrek Programs will:

- » Be of an appropriate fitness level to undertake the activity registered for.
- » Wear appropriate clothing for Adventure Based Activities – modest, non-offensive and culturally appropriate. See Client Equipment List
- » Be able bodied and with no limiting/life threatening medical condition (as per the medical consent form)
- » Exercise due care and diligence in carrying out role and responsibilities
- » Comply at all times with the requirements of the CrossTrek Programs and with following instructions of CrossTrek Staff.
- » Respect the privacy of persons served by the CrossTrek Programs and hold, in confidence, sensitive, private and personal information collected in relation to the CrossTrek Programs in accordance with the Privacy Policy of CrossTrek- Valuing Communities & the Environment, and the law. (Reports of child abuse or neglect will be handled under the relevant State/Territory legislation).
- » Immediately advise of any matter of which I am or become aware of that has or could lead to a criminal conviction in respect of any staff of CrossTrek – Valuing Communities & the Environment and any assessor, instructor or volunteer involved, whether directly or indirectly, in the management and/or delivery of the CrossTrek Programs.
- » display respect and courtesy for participants of the CrossTrek Programs, other volunteers, staff, contractors and property
- » provide a safe environment by not harming youth or adults in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions
- » work cooperatively as a team member with employees of the CrossTrek Programs and other volunteers; and other participants

## FULL VALUE CONTRACT

- » **Full Value Contract (FVC) refers to an important principle in CrossTrek Adventure Based programs. Since it is almost always group based and relies on people exposing themselves to perceived physical, emotional and social risks, it is vital that a supportive group atmosphere is developed and that basic, agreed principles of engagement are shared by the group.**
- » **Be present**
- » **Pay attention**
- » **Speak your truth**
- » **Be open to outcomes**
- » **Create a safe environment**

I have read and I have understood the Client expectations and FULL VALUE CONTRACT outlined above. I agree to the above terms.

<b>Name</b>			
<b>Signature</b>		<b>Date</b>	