



Max Potential Community Coach Terms & Conditions & Volunteer Agreement

By applying or clicking "I Agree," you confirm that you consent to and accept the following terms in your role as a **Volunteer Community Coach** for Max Potential (delivered by Open Frame Coaching Pty Ltd).

1. Consent & Use of Personal Information

- I consent to my contact details being used strictly for the Max Potential program, including the participant directory, alumni mailing lists, program administration, training, and communication.
- I understand that all personal information provided to Max Potential is private, confidential, and not intended for general publication. That information from the application form will not be disclosed to third parties except Open Frame Coaching Pty Ltd (which delivers Max Potential), sponsors, or a designated third party for longitudinal research studies or youth research.
- I agree to be contacted after the program to share updates about how Max Potential has impacted my life, and to be involved in longitudinal research or youth leadership studies to help evaluate and enhance the program.
- I give permission to be photographed, filmed, and quoted (in writing or speech) during Max Potential activities or in relation to the program. These images, videos, quotes, or other content may be used indefinitely on websites, social media (Facebook, Instagram, YouTube, LinkedIn), newsletters, reports, presentations, and promotional materials. They may be reproduced, altered, blurred, or edited. I understand that I will not necessarily be consulted for each use, and this consent does not have an expiry date.

2. Coaching Sessions & Adjustments

2.1 Changes / Cancellations

- Suppose any coaching session between a Young Adult participant and the MP Community Coach, or between the MP Community Coach and their Professional Coach, is cancelled and **not** rescheduled within **7 days** of the original date. In that case, both parties must notify the MP Program Manager immediately.
- The Program Manager must also be informed of any changes to the coaching schedule.

2.2 Session Preparation & Content

- The Professional Coach and MP Community Coach will make efforts to negotiate flexibility in scheduling if necessary.
- Participants will strive to complete the agreed preparation tasks before sessions.
- The MP Community Coach must inform their Professional Coach if they are unable to complete the preparation work.
- Coaching content will focus on personal leadership development (personal, emotional, spiritual, and physical). Adjustments to content can be made by mutual agreement among the participant, the Community Coach, and the Professional Coach.



2.3 Coaching Methods / Liability

- Participants acknowledge that coaching may bring emotional, mental, or physical challenges. Neither the Professional Coach nor the MP Community Coach will be held liable for any loss, cost, emotional or physical distress incurred by the participant or another person in connection with the coaching sessions.
- The participant agrees to indemnify the coach from any such claims related to mental, physical, or emotional stress or loss arising from the coaching.

2.4 No Warranty / Guarantee

- While reasonable effort will be made to support participants, coaches do not guarantee any particular results. Coaches make no representations or warranties that the coaching methods will work in the participant's specific circumstances. Participants will not hold coaches liable for failure (in whole or in part) to achieve personal goals.

3. Intellectual Property & Confidential / Personal Information

3.1 Materials, Methods & IP

- All coaching materials, processes, techniques, methodologies, templates, presentations, and content ("Materials") used in Max Potential remain intellectual property of their original owners.
- You are authorised to use these Materials only within the Max Potential program operated by Open Frame Coaching Pty Ltd. You must not reproduce, publish, or use them for external or commercial purposes without written permission from the rights holder.

3.2 Confidential / Personal Information

- Coaching may involve disclosure of personal or sensitive information. You agree not to disclose such information to third parties without participant consent, except where required by mandatory reporting or law.
- You shall not use participant personal data outside the scope of your coaching role.

4. Commitments & Duties of the MP Community Coach

- Complete all scheduled coaching contacts (at least 8 sessions of 1 hour) over the duration of the program before the final Celebration Workshop.
- Use the designated MAXIMISERS© materials (the *Achieving Authentic Success* book) in each session; no substitution with other materials unless approved.
- Complete all administrative, evaluation, and reporting tasks for each coaching session and the entire program within required timeframes.
- Engage fully with the Max Potential Hub (or program platform) and notify the Program Manager immediately of any concerns.
- Conduct coaching sessions at designated venues or via Zoom; the Program Manager must approve any change and, if applicable, by the coachee's guardians or parents.
- Inform the Program Manager immediately if the participant contacts you excessively outside program expectations (phone, email), or if there are repeated delays or cancellations, or non-completion of action items.
- Report immediately to the Program Manager any inappropriate behaviour by the participant or any breach of professional standards by yourself or another coach.



5. Cancellation & Termination

- The Program Manager may cancel or terminate the coaching arrangement at any time. Written notice must be given at least **3 days** before the next scheduled session. Open Frame Coaching Pty Ltd is not liable for any costs or expenses the coach may have incurred.
- If you (the coach) wish to cancel or terminate your involvement, you must provide at least **5 business days'** written notice before the next scheduled coaching contact.
- After termination, you must return all property, materials, documents, or resources belonging to Max Potential or related parties.

6. Grievance & Dispute Resolution

- If you have a grievance arising from this Agreement, you should first submit a written notice to the Director or Program Manager of Open Frame Coaching Pty Ltd.
- If it is not resolved within **7 business days**, mediation with an agreed party will be used.
- If not resolved within **20 business days**, the matter may proceed to arbitration under the relevant arbitration rules in Australia.
- During any grievance process, parties must continue to fulfil their obligations under this Agreement, unless it is impossible to do so.

7. Additional Terms, Schedules & Standards

- You acknowledge receipt of the **MP Community Coaching Framework** (Schedule 1) and **MP Professional Standards** (Schedule 2) and agree to comply with all terms therein.
- You understand that becoming an MP Community Coach under this Agreement **does not** equate to full accreditation with any external coaching body.
- You commit to operating in accordance with ethical standards, professional conduct, confidentiality, record-keeping, and coaching boundaries outlined in schedules.
- You agree not to have sexual relationships with participants, not to transport minors alone, and to act in alignment with program values, safety protocols, and participants' best interests.

8. Privacy & Personal Information

- We collect your personal information (name, address, contact details, references, and background) to operate the volunteer coaching program.
- Your information will be treated in accordance with applicable Australian privacy laws and our privacy policy, and will not be disclosed except as permitted or required.
- You may request access, correction, or deletion of your personal information within legal limits.

9. Acknowledgement & Acceptance

- By submitting your application or clicking "I Agree," you:
- Confirm that you have read, understood, and voluntarily accept these Terms & Conditions & Volunteer Agreement
- Acknowledge that your role is voluntary, unpaid, and not an employment or contractor arrangement
- Commit to fulfilling the expectations, policies, and standards specified above



Schedule 1: Max Potential Community Coaching Framework

(This schedule describes the structure, standards, methods, and roles for coaching interactions.)

- 1. Identification / Visibility**
 - Coaches should visibly identify themselves (e.g. wear a badge or lanyard) when coaching participants.
- 2. Non-Contact Policy**
 - Coaches should avoid physical contact with participants, except handshakes, high-fives, or a celebratory hug (where culturally or contextually appropriate).
- 3. Reporting & Safety**
 - Coaches must inform the Program Manager if they become aware of issues affecting participant safety, well-being, or moral/ethical concerns.
- 4. Modelling & Ongoing Growth**
 - Coaches and participants should continue applying leadership principles (e.g. from MAXIMISERS) in their own lives to model growth.
- 5. Policy Compliance**
 - Coaching activities should adhere to the policies of the sponsor or host organisation (e.g., school rules, venue rules).
- 6. Privacy / Data Handling**
 - Coaches follow the organisation's privacy policies in handling participant records and communications.
- 7. Professional Standards & Ethics**
 - Coaches adhere to the expectations in Schedule 2 regarding confidentiality, boundaries, conduct, etc.
- 8. Other Boundaries**
 - Coaches agree not to engage in romantic or sexual relationships with participants.
 - Coaches should not transport minors alone.
 - Coaches should secure parental permission when coaching minors outside standard settings.
 - Coaching sessions beyond the program period require approval from relevant parties (guardians, program manager).



Schedule 2: Max Potential Professional Standards & Ethics

(This schedule outlines ethical principles, confidentiality, coaching boundaries, complaints, and record-keeping.)

1. Confidentiality & Privacy

- Coaches must respect participant privacy. Confidentiality boundaries should be discussed at the outset.
- Disclosure of private information must be limited and only done with consent or when legally required (e.g. risk of harm).

2. Professionalism & Integrity

- Coaches act honestly, fairly, and ethically, representing their competence accurately.
- Coaches refrain from misrepresenting skills or experience.
- Coaches avoid discriminatory, harassing, or exploitative behaviour.

3. Competence & Scope

- Coaches accept tasks only within their capabilities.
- Coaches refer to other professionals when matters exceed coaching scope (e.g. mental health crises) via the Program Manager.

4. Record Keeping

- Coaches keep reasonable session notes or logs (on the program platform) in line with confidentiality.
- Records should be sufficient to support program evaluation but not excessive or intrusive.

5. Conflict of Interest

- Coaches must disclose any conflicts that may affect their impartiality or objectivity.
- Coaches avoid influence that could exploit participants.

6. Ending Coaching Relationships

- Coaching ends when the program ends or by mutual agreement.
- Continuation beyond program term requires approval (guardians, program manager, etc.).

7. Complaints / Disputes

- Coaches engage cooperatively with grievance processes outlined in the main agreement.
- Ethical concerns may be escalated to program leadership.