



Speak Up

How to Speak Up as an Australian Red Cross Member

Everybody has a responsibility for keeping people safe at Australian Red Cross. Speak Up is our 'no blame, no wrong door' approach to managing risk and preventing harm at Australian Red Cross. It's up to all of us to confidently identify, report and act on hazards, risks, incidents and near misses and to Speak Up when we do see them, so our clients, communities and all Red Cross people are safe and supported.

How to report



Australian Red Cross has a Speak Up reporting system which is available to everyone to report hazards, risks, incidents and near misses. While fortunately they don't occur often, below are some key incidents to look out for and report. Scan this QR code to access the Speak Up reporting form. <https://www.redcross.org.au/speakup/> or contact your Community Mobilisation Team. Red Cross people must report all incidents, hazards and near misses as soon as possible (ideally within 24 hours).

Incident types



Wellbeing, Health and Safety



Child and Adult Safeguarding



Privacy



Fraud



Property and Motor Vehicle



Highly Restricted

Wellbeing, Health and Safety

Wellbeing, Health and Safety Hazard

A hazard is a situation or thing that could have caused physical/psychosocial injury/illness to a person or persons.

Wellbeing, Health and Safety Incident (includes wellbeing, and psychosocial hazards, including aggression and violence)

An incident is an event that has caused physical/psychosocial injury/illness to a person or persons.

What needs to be reported in Speak Up:

- All wellbeing, health and safety related incidents including hazards and near misses (injuries and accidents e.g. slip, trip, fall, strain).
- All respect and psychosocial hazards and incidents including:
 - Bullying and harassment – intimidation, unjustified criticism, spreading rumours/ innuendo, isolating or excluding someone, deliberately withholding vital information.
 - Sexual harassment – inappropriate physical contact, persistent romantic or sexual advances or gifts that are repeatedly refused, whistling, catcalling, displaying or sharing inappropriate or offensive materials (e.g. cartoons, images, posters).

- Violence and aggression – verbal and/or physical abuse, traumatic events.
- Unwelcome or suggestive questions, comments or jokes about a person's race, ethnicity, culture, religion, age, disability, neurodivergence, sex, gender identity or appearance.

What doesn't need to be reported in Speak Up:

- Occasional differences of opinion, communicated respectfully.
- Non-aggressive conflicts or problems in working relations.
- Constructive feedback.

Keeping safe and healthy is important. We provide access to wellbeing support through Converge and Cogent and guidance resources for member activities.

Converge International for Free Mental Health and Wellbeing support



Cogent Thinking for Free injury support



Please email nat_whs_unit@redcross.org.au for any support required.

Child, Adult Client and Safeguarding

All Red Cross people have an important role to play in building a child and adult safe culture at Australian Red Cross, acting safely, and identifying and responding to any concerns that arise while acting on behalf of Australian Red Cross. You can access further guidance in the member resource library and [here](#).

What needs to be reported in Speak Up:

- Concern for the safety or wellbeing of any child (any person under 18 years old).
- Incidents where a beneficiary or community member has been harmed on Australian Red Cross premises or during an Australian Red Cross activity.
- Concerns an Australian Red Cross activity, space or process may be unsafe for children or adults experiencing vulnerability.
- Concerns the behaviour or attitudes of an Australian Red Cross person could cause harm or place children, or others at risk.

What doesn't need to be reported in Speak Up:

- An adult experiencing homelessness comes to an Australian Red Cross Shop asking for help in finding a place to stay.
- Someone attends an evacuation centre with a severe toothache and needs support to access an emergency dentist, so you provide them with contact details for several afterhours dentists.
- A child trips at an Australian Red Cross event and is unharmed, and did not fall because of any physical hazard or unsafe behaviour by an Australian Red Cross person.

Privacy

Australian Red Cross collects and handles significant amounts of personal information from its clients, employees, volunteers, members, customers and donors, including from groups and people experiencing vulnerability. Personal Information is information that identifies a person (or could reasonably lead to them being identified). To keep personal information safe, remember to keep records and receipts stored securely, never leave contact lists left unattended and only share personal information if you have permission from the person it belongs to. Unauthorised access, disclosure of, or loss of personal information should be reported in Speak Up for investigation.

What needs to be reported in Speak Up:

- Sending an email with someone's personal information to the wrong person.
- Giving a person's personal information to somebody else without consent or unless legally allowed/required.
- Discovering your email account has been hacked and your email inbox contains someone's personal information.
- Using personal information for unauthorised purposes, e.g. personal reasons.
- Losing a computer/phone/document that contains client, member or volunteer personal information.

What doesn't need to be reported in Speak Up:

- Collecting personal information after giving the person a Privacy Collection Notice which explains how their information will be used.
- Using someone's personal information in accordance with the Privacy Collection Notice.
- Sensitive personal information (e.g. health, religion, criminal record) is collected with the person's consent.
- Personal information is stored securely.

Fraud

Fraud is a crime. People who commit fraud try to get benefits for themselves or others by being dishonest. When we talk about fraud at Australian Red Cross, it means attempts to take Australian Red Cross funds or attempts to defraud others in our name.

Fraud harms our reputation, impacts our ability to help vulnerable people, removes money and resources from Australian Red Cross and risks our status as a charity.

What needs to be reported in Speak Up:

- A Red Cross Person accepts a donation and fails to pass it on to Australian Red Cross.
- Performing fundraising activities not approved by the Australian Red Cross
- Use of Australian Red Cross supplies, equipment, vehicles etc without permission.
- Documents (invoices, vouchers, financial records) appear to be altered to conceal or change information.

What doesn't need to be reported in Speak Up:

- A stolen credit card was used by a member of the public to purchase goods from an Australian Red Cross Shop.
- An error or reasonable delay in processing donations.
- Supplier unintentionally does not provide contracted goods/services.

Property and Motor Vehicle

What needs to be reported in Speak Up:

- Property damage; vehicle accidents, break-ins or attempted break-ins, fire, graffiti, damaged bins, damaged equipment.
- Theft; clothing, money, retail goods.

Highly Restricted

- Only to be used if highly sensitive information is contained in the report
- Provides assured confidentiality.
- Access restricted to limited Risk team members only for triage and allocation.
- Allocation of visibility on a strictly need-to-know basis.

Other

For any other incident that does not fit under the above category types, please still report this through Speak Up.