

Rationale

SDN’s values include being trustworthy, reliable, inclusive and respectful; and our purpose is to enhance the wellbeing of children. SDN is committed to creating and maintaining safe and respectful environments for all service users through appropriate interactions.

The United Nations’ *Universal Declaration of Human Rights* states that all individuals must be treated with equal respect. Adults provide a role model for children and other adults and therefore interactions and behaviours should display positive attributes.

While all SDN Board members, staff members, trainees, volunteers and students are required to comply with *SDN’s Code of Conduct*, this policy sets out SDN’s expected standards of behaviour for all service users.

Scope

This policy, and its associated documents, applies to the entirety of SDN Children’s Services and the entirety of its wholly owned subsidiaries.

The *Code of Conduct for Service Users* relates to the behaviour of adults when visiting an SDN site, and the behaviour of adults anywhere an SDN staff member is delivering a service including interaction between visitors and families and including interactions with SDN staff members electronically, face to face or on the phone.

Policy

When visiting an SDN site, adults will:

- use open communication
- use moderate voices
- respond respectfully
- listen with interest
- demonstrate cultural sensitivity.

SDN will not accept or tolerate the following:

- swearing/offensive language
- aggression
- violence
- harassment

- discrimination
- vilification
- bullying
- defamation
- other anti-social behaviours.

SDN will not accept or tolerate any behavior that compromises children, staff, or other service user’s safety. SDN’s *Child Protection Policy* sets out how SDN will act if it suspects that a child is at risk of harm.

SDN reserves the right to take appropriate action in order to provide a safe and protective environment for all service users, staff and children, including withdrawing or denying services to any group or individual in breach of the *Code of Conduct for Service Users*.

In the case of staff members providing consultancy services in non SDN workplaces or outreach services in private homes, SDN reserves the right to withdraw the service if the staff member considers that the environment is not safe for either themselves or any children present.

Related SDN Documents

Policies

- GI-HLP-1.29 Code of Conduct and Disclosure of Interests Policy
- GI-HLP-1.07: Providing a Child Safe Physical Environment
- GI-OP-1.13: Complaints Management
- GI-OP-1.14: Communication with Families Policy
- GI-HLP-1.33: Child Protection Policy

Relevant Legislation/Regulations

- Anti-Discrimination Act 1977 (NSW)
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975

Other Reference/Related Document

- Universal Declaration of Human Rights (United Nations 1948)

CODE OF CONDUCT FOR SERVICE USERS POLICY		SD-OP-2.23	
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