

Respectful Communication and Behaviour Policy

Everyone Deserves to Feel Safe

At SASS, we are committed to creating a space where everyone feels safe, respected and welcome. We know that people come to us during some of the most difficult times in their lives. Trauma, distress and strong emotions can affect how people feel, communicate and respond. Our team will always do their best to listen with compassion, work alongside you, and support you in a trauma-informed and culturally safe way.

We recognise that people's communication styles and responses to distress may also be influenced by their culture, disability, identity and life experiences. We are committed to treating everyone with dignity, respect and fairness, and will make reasonable adjustments to support communication wherever possible.

While we understand that trauma and distress can affect behaviour, we also have a responsibility to keep everyone safe. Abusive, threatening or aggressive behaviour towards our staff, clients or visitors is not acceptable.

What You Can Expect from Us

When you work with SASS, we will:

- treat you with dignity, kindness and respect
- listen without judgement
- communicate openly and honestly
- support your choices wherever possible
- work in ways that promote your safety and wellbeing
- respect your culture, identity and individual needs
- respond to concerns in a way that is fair, respectful and proportionate
- explain our decisions wherever possible
- provide information in accessible ways where we can. If you need communication support or information in another format, please let us know.

What We Ask from Everyone

To help create a safe environment for everyone, we ask that people:

- treat staff, other clients and visitors with respect
- communicate respectfully, even if you are upset or frustrated
- follow reasonable directions that help keep everyone safe
- respect our buildings, facilities and property
- avoid behaviour that threatens the safety or wellbeing of others.

Examples of behaviour that is not acceptable include:

- shouting, swearing or using threatening language
- intimidating, harassing or discriminating against others

- trying to control, manipulate or deliberately distress another person
- physically threatening or harming others
- damaging property.

We understand that difficult conversations can happen. Wherever possible, we will work with you to resolve concerns respectfully and support you to continue accessing our service safely.

If Behaviour Becomes Unsafe

If behaviour becomes threatening, abusive or unsafe, our staff may need to:

- pause or end a conversation
- ask someone to leave the building
- change how or when we communicate
- arrange another appointment when it is safe to do so
- involve a manager or emergency services if there is an immediate risk to someone's safety.

Wherever possible, we will explain what is happening and why.

If Concerns Continue

Our first priority is always to work with people to find a safe way for support to continue.

Depending on the situation, we may discuss expectations for future communication, agree on ways to make interactions safer, or place reasonable conditions on how services are provided.

If behaviour continues to place staff, clients or visitors at risk, we may need to restrict, suspend or end our service.

Any decision will be based on the circumstances and the safety of everyone involved. Wherever appropriate, we will explain the decision and help connect you with alternative support services or referral options.