



SAS' Client Code of Behaviour Client Agreement Form

Self Advocacy Sydney wants to create a safe and welcoming place for everybody. This means that they expect anyone who uses SAS' services to:

	
<p>Do treat people with:</p> <ul style="list-style-type: none"> ✓ Show respect ✓ Be kind ✓ Cooperate ✓ Listen to each other ✓ Leave the office if you are asked 	<p>Do not:</p> <ul style="list-style-type: none"> ✗ Shout or yell ✗ Be rude or aggressive ✗ Swear ✗ Be a bully ✗ Take SAS property without asking ✗ Harass other people

If a person is rude or aggressive in the office, SAS will take the following steps:

1. SAS will explain to you what the problem is
2. Ask you to stop
3. If you continue SAS staff will ask you to leave.
4. SAS may refuse you service
5. If you continue to be rude, aggressive or refuse to leave, SAS staff may call the Police.
6. SAS staff will report the incident to the CEO and fill out the 'Record of Incident Form'.
7. You may not be allowed to get services from SAS.

If a person is rude or aggressive, on the telephone or online, SAS will take the following steps:

1. SAS will explain to you what the problem is
2. Ask you to stop
3. If you continue SAS staff will end the call.
8. SAS staff will report the incident to the CEO and fill out the 'Record of Incident Form'.
4. You may not be allowed to get services from SAS.

Client Agreement

Please tick the box below, if you agree and sign the form:

- I have read (or someone has read to me) SAS' Client Code of Behaviour
- I understand how I am expected to behave when I am using SAS' services or programs
- I agree to treat all people with respect and kindness at SAS
- I understand that I may be asked to leave the office if I am rude or aggressive towards anyone at SAS
- I understand that SAS may refuse me service if I behave in a bad way.
- I agree to follow by SAS' Client Code of Behaviour:

Name:

Signature:

Date: