

# CODE OF CONDUCT SAFETY AND WELLBEING

The Salvation Army cares about you, and we want you to be safe whenever you are attending any program, event or service with us.

Whether you come to us to learn, play or pray – your safety and wellbeing is central to all we do.

All of the people in The Salvation Army have guidelines on how they must behave with you – this is our Code of Conduct.

## What you can expect from us

Our commitment to you is to keep you safe and well. If you report a concern or complaint to us, we will believe you and quickly act to ensure your safety.

- We will respect and value your diversity, and the abilities and experiences you bring to your interactions with us.
- We will treat everyone equally no matter where you are from or who you are.
- We will act in ways that empower you and encourage you to be part of activities or to have a say about what we do.
- We will involve you and your family or carers in decisions that affect you.
- We will ask for your views and opinions about how we can make what we do better and safer for you. We will make sure you know how to have a say.
- Any worker who is involved in your care or providing a service for you has the right checks and training.

## What we won't do

Your body is your personal and private space. No worker will touch or have physical contact with you in a way that hurts or makes you uncomfortable.

- We will not abuse you in any way or act in ways that harm you. We will not act in a violent manner towards you or harm you sexually.
- We won't use language that makes you feel uncomfortable, sad or hurt.
- We won't use language that is rude or insulting, and we won't bully or harass you.
- We won't drive you home or any other place without consent from your parents or carers.
- Secret stuff is not allowed by our workers!
  - We won't ask to spend time with you in private or in secret.
  - We won't communicate with you privately on social media, in chat rooms or on your social media pages, or ask you to keep secret any communications, physical actions or behaviours.

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### Information for children and young people

You can tell a person to stop a behaviour you are uncomfortable with, but you may feel more comfortable to tell someone else.

You may choose to talk to someone you trust from The Salvation Army for example, your youth worker, case manager, program leader, Corps Officer or anyone you feel comfortable with at The Salvation Army.

Ask them to help you make your concerns known – or tell a person you trust or another person at The Salvation Army that someone makes you feel uncomfortable or unsafe.

We will take your concerns seriously and act quickly to make you feel safe.

