

wombat workers code of conduct

- Workers will maintain a professional relationship with service users, and will not allow the provision of support to develop or change into friendship
- Workers will not, under any circumstances, disclose their home address or telephone number to service users
- Workers will not divulge any personal information to a service user. This includes information about their family, living arrangements, religious and political beliefs and life experiences
- Workers will not enter into non-work personal relationships, sexual relationships or financial dealings with service users
- Workers will not have contact with service users out of hours
- Workers will avoid creating relationships of dependence
- Workers will not accept gifts from service users
- Workers will not impose or seek to impose their personal values or beliefs on service users

your responsibilities

- Respect the workers of Wombat
- Respect the property of Wombat
- Be non violent towards Wombat workers or other service users/tenants
- Carry out your responsibilities identified in the support plan where there is one in place

want to help make wombat better?



We have a virtual suggestion box

By phoning 8327 2233 you can leave your suggestion in the form of a message

It's easy to use and confidential. You don't have to leave your name

your rights



wombat
housing & support services

- You have access to all information about you held by Wombat Housing and Support Services
- You will be involved in discussions about your assessment and/or your support plan where one is in place
- All people who fit the criteria have a right to access the service
- You have a right, without prejudice, to complain about the service you receive
- Your rights to privacy and confidentiality will be protected
- You have a right to a safe environment

www.wombat.org.au

September 2008

children's rights

- Children have the right to receive a service from Wombat
- Children have the right to be treated with dignity & respect
- Children have the right to safe, secure and appropriate housing
- Children are affected by homelessness and have their own needs which may be different to other members of their family
- Children should receive a service that is non-judgemental, culturally sensitive and developmentally appropriate

confidentiality

- You have a right to withhold information for privacy reasons
- Information about you will not be shared with another agency, family, friends or authorities without your permission, except where there is a duty of care issue or for reasons of legal compliance
- You have a right to read any information held on your file
- Your information will be stored in a locked filing cabinet and/or the computer system using passwords
- Information about you may be shared amongst the staff team of Wombat

complaints

- You have a right to complain about the service you receive without fear of retribution
- All complaints will be recorded by the EO
- Persons affected by the complaint will be fully informed of all the facts and given an opportunity to put their case
- If your complaint is about a worker, you will be encouraged to raise your complaint with the worker concerned in the first instance
- If the matter is not resolved or you do not want to discuss the matter with the worker concerned, you or your advocate may contact:
Michael Plowright, SHASP Western Manager or with Steve Maher, EO
- At any point, you have a right to approach an organisation or individual for advocacy (Homelessness Advocacy Service Freecall 1800 066 256)
- You will be informed of the outcome of your complaint in writing
- Complaints will be dealt with promptly