

WOMBAT WORKERS CODE OF CONDUCT

- Workers will maintain a professional relationship with service users and their children.
- This will include:
 - ◇ Not divulging any personal information to a service user, including their address and phone number or information about their family, living arrangements, religious and political beliefs and life experiences.
 - ◇ Not entering into a non-work personal relationship, sexual relationship or financial dealings with service users.
 - ◇ Not having contact with service users out of hours.
 - ◇ Avoiding creating relationships of dependence.
 - ◇ Not accepting gifts from service users.
 - ◇ Not imposing their personal values or beliefs on service users.
 - ◇ Not being alone with your child/ children, nor drive them without a parent present.
 - ◇ Transporting only service users and their children.



Wombat is a community organisation funded primarily by Department of Health and Human Services DHHS.
All services provided by Wombat are free.

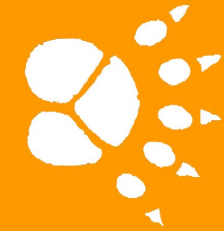
wombat housing and support services

191 Melrose Street
North Melbourne 3051

PO Box 1183
Kensington 3031

Phone: (03) 8327 2222
Freecall: 1800 887 775
www.wombat.org.au

Hours of operation 9am - 5pm
Monday - Friday



Your Rights & Responsibilities

YOUR RIGHTS

- You have the right to request access to information about you held by Wombat Housing and Support Services.
- You have the right to be involved in discussions about your assessment and/or your case plan where one is in place.
- You have a right to complain about the service you receive without fear of retribution.
- You have a right to a safe environment.
- Your rights to privacy and confidentiality will be protected.

**Wombat respects the rights of all people to access our services, however on occasions to ensure the safety of either staff or clients this right may be restricted.

YOUR RESPONSIBILITIES

- Respect the workers and property of Wombat and other service users.
- Participate in achieving your goals.

CHILDREN'S RIGHTS

Children are affected by homelessness and have their own needs which may be different to other members of their family.

- Children have the right to receive a service from Wombat.
- Children have the right to be treated with dignity and respect.
- Children have the right to be safe and secure.
- Children should receive a service that is non-judgemental, culturally sensitive and developmentally appropriate.
- The welfare of the children that use our service is our first priority and we have zero tolerance to child abuse.

CONFIDENTIALITY

- You have a right to withhold information for privacy reasons, however this may affect the service Wombat is able to provide.
- Information about you will be shared amongst the relevant staff of Wombat in a professional manner in order to provide you with the best possible service.
- 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*.
- Your information will be stored in a locked filing cabinet and/or in a password protected database.

* This means that where a Wombat worker is concerned about the safety of you, your children or someone else confidentiality may not be upheld and information will be passed on to the appropriate services e.g. Police or DHHS

COMPLAINTS

- You have the right to complain about the service you or your children receive without fear of retribution.
- Wombat aims to respond to all complaints in a respectful and sensitive manner.
- If your complaint is about a worker, you will be encouraged to raise your complaint with the worker involved first.
- 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 the Program Manager or the Executive Officer.
- At any point, you have the right to approach an organisation or individual for advocacy (Homelessness Advocacy Service Freecall 1800 066 256).
- All complaints will be recorded by the relevant Manager and where appropriate the worker will be informed.
- Complaints will be dealt with promptly.