

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 personal 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



Wombat is a community organisation funded primarily by 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 will 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 of Wombat
- Respect the property of Wombat
- Be non violent towards Wombat workers or other service users
- Carry out your responsibilities identified in the case plan

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 safe, secure and appropriate housing
- 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 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
- You have the right to request access to information held on your file
- 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 or someone else confidentiality will not be upheld and information will be passed on to the appropriate services.

COMPLAINTS

- You have the right to complain about the service you receive without fear of retribution
- All complaints will be recorded by the relevant Manager
- Persons affected by the complaint will be fully informed of all the facts and given an opportunity to put their case forward
- If your complaint is about a worker, you will be encouraged in the first instance to raise your complaint with the worker involved
- 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)
- Complaints will be dealt with promptly