

Get our details right

Make sure our files are up to date.

Mutual respect

Treat us how you'd like to be treated.

Be sensitive about things.

Don't jump straight in, wait for us to open up.

Be consistent

Be consistent with what you do and say.

Help us understand what is happening

Show us our plan for long term and short term.

Don't act like you are not aware of the situation

When you come to speak to me, don't pretend that you are completely oblivious to anything that has happened.

Let us know what our rights are e.g.

pocket, money (if in care) advocates, making a complaint. How often we see our worker.

Keep me in the loop

Tell me everything that is happening, even if the changes are small!

Time Keeping

Always make sure you're on time and tell me if you'll be late.

Give me my reports at least three days before the meetings!

This way me and my family can see what has been said and what to expect. Also its my opportunity to see if I am happy with everything said.

Food

Share what food you enjoy, even bring food in.... It can be an amazing ice breaker!

Listen

Instead of thinking of the next thing to ask, actually **listen** to what I have to say.

Give and take relationship

Share something about yourself. If you expect me to open up about my life, open up about yours.

Put yourself in our shoes

We understand you have an agenda. Think about how you would feel if we were asking you those questions.

Make sure our views are included

When I tell you something, please don't dismiss it. Make sure it is passed on to the right person and it is accurate.

Don't judge!

Read our case files but don't jump to conclusions about who we are and what we are like.

What I expect from my Worker!

