



Charter for clients of AASW Social Workers

The AASW and its members adhere to the international Federation of Social Workers' and International Association of School's of Social Work's Ethics in Social Work, Statement of Principle (2004). Social Workers also are guided by the Social Work Code of Ethics.

As a client of an AASW Social Worker, you have a right to expect that:

- You will be treated with respect, dignity and fairness at all times
- Social workers will practice in a culturally competent, safe and sensitive way
- You will be given knowledge about how the service operates
- You will be asked to give your consent for any service provided by your social worker prior to the service commencing and as it progresses
- You will receive an explanation about privacy and confidentiality of the service and the exceptional situations where your confidentiality may not be protected
- You will receive a clear statement about fees for your social workers service
- There will be a discussion about the estimated number of sessions required to achieve your goals
- Your wishes and lived experience will be taken into account
- You will receive high quality social work and service provision
- There will be clear goals that you and your social worker are working toward
- You can ask any questions about the service you are receiving.

NOTE:

If you have any concerns about the above matters, discuss them with your social worker. If you have concerns about the conduct of your social worker, you may call the Australian Association of Social Workers, (03) 9320 1088.

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