

## What makes a good social worker?

1. Social workers should be easy to contact. We should be given the work number and mobile number of our social worker and social workers should keep an up to date record of our numbers.
2. Social workers should be good listeners. We think that good listening means hearing us out and exploring our thoughts with us.
3. Other qualities of a good social worker includes being:
  - ◆ Friendly – engage nicely with us but don't be fake we know
  - ◆ Trustworthy
  - ◆ Organised – we know when they're not
  - ◆ Respectful
  - ◆ Punctual
  - ◆ Caring
  - ◆ Committed – always want the best for us
  - ◆ Non judgemental
  - ◆ Reliable
  - ◆ Honest – we know when they're not
  - ◆ Loving
  - ◆ Sympathetic
4. A good social worker should respect our:
  - ◆ Personality and individuality
  - ◆ Age
  - ◆ Personal space
  - ◆ Religion
  - ◆ Race
  - ◆ Culture
  - ◆ Ability
  - ◆ Family members
5. A good social worker will know our story but also be willing to get to know us.
6. When we meet with our social workers we want their full attention, so no checking the phones or taking other calls unless it's an emergency.
7. When we meet with our social worker we want them to give us a summary of what was discussed before they leave and if requested we should receive a copy of their notes on what we discussed. We want to make sure that we've been heard and that our words haven't been misunderstood.
8. When a social worker is unable to meet us as agreed we should be told as soon as possible. We are important people.
9. Social workers should make contact with us in between meetings; this lets us know that they care.
10. Social workers should be well resourced and be prepared to do whatever it takes to build a relationship with us.