



Case worker relationships



What is a case worker?

A case worker is your support person while you are in care. They will...



make sure you
are being
looked after
and have a safe
place to live

make decisions
about your health,
family contact,
education, and
future

be there to listen
and help you
through any
problems

You have the **RIGHT** to have regular contact and support from your case worker, and to meet with them privately if you want to.



Your case worker's job is also to help you understand your rights in care and make sure you are getting what you need!



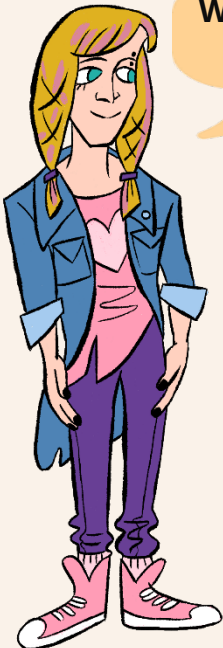
How often will I see or talk to my case worker?

Your case worker should visit you often (at least once a month) for a chat, and you can call them too.

Talk to them about how you can contact them when you need them, and how often they will visit you



What if I have a problem with my case worker?



If you think your case worker is not listening to you, you can:

- talk to your case worker's boss
- make a complaint to the DCP complaints unit on 1800 003 305 (freecall)



Remember, you can always call us on
1800 275 664!