



POLICY STATEMENT

This policy applies to FAIR staff and the expectations they have of people who access FAIR's service. This may be clients seeking advice, professionals and supporters.

Reference to 'FAIR staff' in this policy shall be deemed to include all staff, volunteers and the Board of Directors. If in doubt over any matter whatsoever, employees should in the first instance consult with the CEO.

Expectations of behaviour of people accessing FAIR's service.

1. Zero tolerance of violence and abuse

FAIR staff have the right to work without fear of violence or abuse. Aggressive behaviour is considered to be any personal, abusive and/or aggressive comments, swearing, physical conduct and/ or aggressive gestures. Any violence or abuse directed at staff by clients, relatives, supporters or other professionals is unacceptable.

2. Clients should not hide material facts from Advice Worker

To enable FAIR to work with clients we require them to be honest with the information they give us and not hide material facts. We advise clients to inform government agencies of all relevant information and we will be unable to continue to work with a client if a material fact is being hidden.

3. Failure to attend appointments

Clients should make every effort possible to attend appointments at the FAIR office or other locations. If they are unable to attend we would expect clients to call FAIR to cancel an appointment with as much notice as possible. If a client fails to attend 3 appointments for no good reason then FAIR will have to add their case back to our waiting list.

4. Conflict of interest

FAIR staff should be informed by the client if there is any known conflict of interest.