

## Client/Staff Relationships

### Policy

Clients of Lions Emergency Accommodation Centre Inc. (LEAC) are entitled to the best service possible within the limitations of staffing and resources, and having regard to the S.A.A.P. program guidelines and Service Agreement.

### Procedure

All staff to be aware of the provisions to be met under the S.A.A.P. Program Guidelines, Standards, Service Agreement and the provisions of the Residential Tenancy Act, and to act with clients having regard for the values, aims and objectives outlined earlier in this document.

Refer to the Standards Document for S.A.A.P. services and User Rights Documents. These documents are kept on file at the LEAC office and should be easily accessed.

Clients to be supplied with Grievance Procedure and Evaluation Forms.

Ensure all clients are aware of their rights and responsibilities in unit manual or lease documents.

Clients are entitled to freedom from harassment from hawkers, etc. and the shelter is to be appropriately signed.

At all times staff are to be aware of the power differential in client-staff relationships.

Staff are to respect cultural differences and be sensitive to the fact that some residents will have literacy problems.

Some clients will present with a disability and care should be taken in assessing whether LEAC. can successfully accommodate and support the person with such disability.

When difficult decisions are to be made the needs of the majority of residents are to be taken into account.

Negotiations will be undertaken with residents if it is felt necessary for them to leave, and the Co-ordinator and another worker, or if the Co-ordinator is not available, two workers are to be involved in this. If the matter is urgent and other workers are not available (e.g. out of work hours) the decision taken by the worker will be respected.