

# What you can expect from your social worker

The Social Workers Registration Board registers social workers. When we do this, we make sure social workers are suitable to work. All social workers are expected to follow a Code of Conduct. The Code of Conduct is a set of rules or standards that social workers must follow. This helps to keep you and your whānau safe.

## The Code says social workers should always work with:

### Honesty

Act honestly and ethically

### Respect

Respect you and your culture, ethnicity, age, gender, disability, sexuality, faith and beliefs

### Skills & knowledge

Have the right skills, knowledge and experience to do their job

### Choices

Help you to make choices based on all the available information

### Privacy

Keep your personal information private safe and confidential

### Support

Support what is in your best interests

### True records

Keep clear and correct records of their work with you

If you feel your social worker isn't following the Code, we encourage you to:

- talk to the social worker or
- talk to the social worker's manager or
- talk to the organisation the social worker works for.

You can also contact the **Social Workers Registration Board** if you want to make a complaint the following ways:



**Online:** [swrb.govt.nz/concerns-and-complaints](https://swrb.govt.nz/concerns-and-complaints)

**Email:** [professionalstandards@swrb.govt.nz](mailto:professionalstandards@swrb.govt.nz)

**Call:** Freephone 0508 797 269



**Social Workers  
Registration Board**  
Kāhui Whakamana Tauwhiro