



NEW ZEALAND FEDERATION OF
FAMILY BUDGETING SERVICES (INC.)
TE RŌPŪ PENAPENA PŪTEA
WHĀNAU O AOTEAROA

CODE OF ETHICS

BUDGET SERVICES OPERATING WITHIN THE GUIDELINES OF THE NEW ZEALAND FEDERATION OF FAMILY BUDGETING SERVICES INC. OFFER:

- ***Respect for the needs and independence of clients***

Budget advisers show empathy and understanding when assisting families to budget for their own needs and lifestyle, respecting their choices and their right to withdraw from budgeting at any time. Support and advice is offered without prejudice.

- ***Assistance without discrimination***

Budget advisers maintain a non-judgemental, accepting attitude to all, regardless of sex, age, race, religion or lifestyle. Budget advisers do not attempt to impose values of their own.

- ***Total confidentiality which is never breached***

Budget advisers maintain total confidentiality in all matters. Before discussing details with creditors, court officials, agencies and other third-party, advisers first obtain permission from the client family according to the provisions of the Privacy Act 1993.

- ***An environment of co-operation and accountability***

Budget advisers display reliability, integrity and accountability, working as representatives of their local service when communicating with individuals, families, creditors or any other people.

- ***Operations that reflect Te Tiriti o Waitangi***

Budget advisers accept that Te Tiriti o Waitangi (The Treaty of Waitangi) is fundamental to the operations of the budget service and they reflect this in the way they recognise each person's uniqueness and offer the client family choices.

- ***Ongoing training support and supervision of all staff***

Budget advisers accept initial and ongoing training. Resources, support and supervision offered by the budget service is necessary to maintain standards of budgeting as set out in the procedures of the New Zealand Federation of Family Budgeting Services Inc.