



Ngā Tikanga Matatika

Our Code of Ethics

Our service staff, managers and board members follow these principles at work.

Me ngākau whakaute ki te tangata

Respect for the needs and independence of clients

We show empathy and understanding as we help whānau and families budget for their own needs and lifestyles. We respect client choices and their right to stop budgeting anytime. We use ngā uara: a strengths-based, client-first approach.

Kaua e whakahāwea

Help without discrimination and judgement

We recognise and respect the mauri (life essence and special nature) of each person. We offer support and advice without judgement, regardless of someone's gender, age, race, religion, disability or sexual identity. We do not impose our own values on others.

Kia matatapu ngā kōrero

Focus on confidentiality

We maintain total confidentiality in line with the Privacy Act 2020. We get permission before we discuss a client's personal details with other people or agencies.

Me mahi tahi e puta ai a māramatanga

An environment of co-operation, accountability and learning

We communicate with tika (honesty) and pono (integrity). We give financial information and advice suitable for the individual client, according to the requirements of the law. We take responsibility for our actions and are accountable for the advice we provide.

Ngā whāinga o Te Tiriti o Waitangi

Our operations reflect Te Tiriti o Waitangi

Te Tiriti o Waitangi is key to how we work. We recognise each person is part of a wider whānau and we offer family choices to clients. Our financial mentors actively promote the rights and integrity of tangata whenua in a culturally-appropriate way.

Te whakapakari kaimahi

Ongoing training support and supervision for all staff

We give comprehensive training to all our team members. We provide resources and supervision to support our mentors to give quality advice and make good decisions in challenging situations. We embrace the principle of tuakana teina, by partnering more experienced staff with less experienced staff to help guide and support them.

Ma te kounga me te auahatanga e puta ai he putanga motuhake

Financial Mentors use quality and innovation to achieve positive outcomes

We are innovative and encourage change. We are agile and adapt to different and changing situations. We value consistency and accuracy in our work.

Te Whakapā a Hāpori

Active community engagement

We actively raise community awareness of our budgeting service and how we can help. We directly engage with Māori and Pacific peoples in the local community. We identify and meet the needs of different demographics in the community. We help connect our clients with other support services.