

# THE GET GROUP



Kia hāpai ngā rangatahi o Aotearoa  
HELPING YOUTH THRIVE IN NEW ZEALAND

# CODE OF CONDUCT



WWW.THEGETGROUP.CO.NZ  
NZQA CATEGORY 1 PROVIDER

Aug 2024

# CONTENTS

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Vision & Impact

Ethical Standards

Staff Standards

Complaints

Code of Conduct

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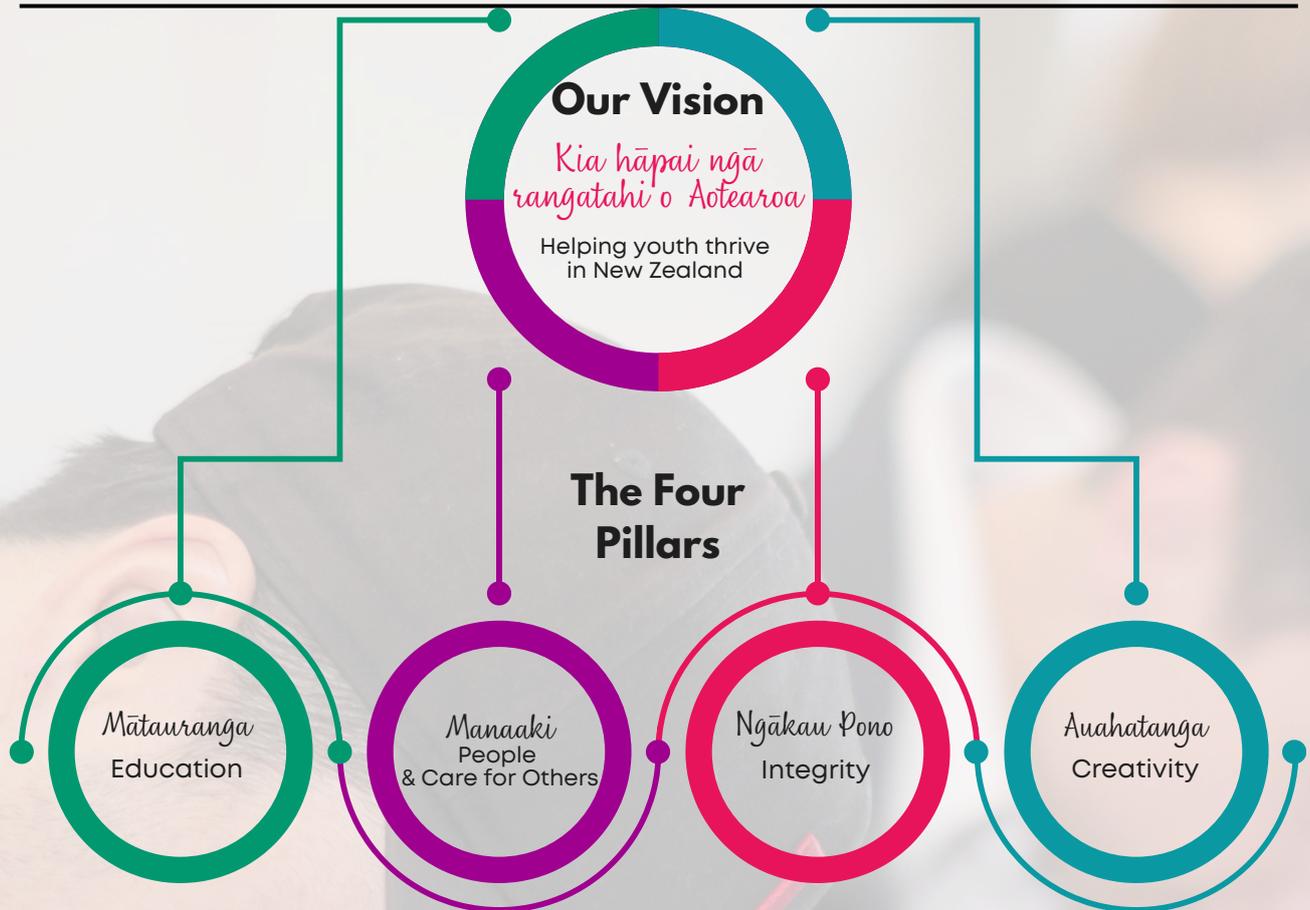
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*We Believe*

OUR SUCCESS IS MEASURED BY THE WAY WE MAKE PEOPLE FEEL

# VISION & IMPACT STATEMENT



## IMPACT 01

### MORE ACCESSIBLE EDUCATION/MĀTAURANGA

Our learning opportunities focus on the learner/ākonga, their education, their community, their wellbeing and their transition into meaningful employment and other educational pathways. We aim to provide simple and accessible education which aligns with The Statement of National Education and Learning Priorities (NELP), The Tertiary Education Strategy (TES), The NZ Disability Strategy & the NZ Code of Ethics for Youth Work and provides all our learners with a sustainable opportunity to succeed.

## IMPACT 02

### EQUITABLE OPPORTUNITIES TO SUCCEED

We care for others/manaaki by providing a safe and inclusive space for everyone to learn, grow, work and achieve. We remove the fear of failure by creating an environment where success looks different for everyone and personal achievement is celebrated.

## IMPACT 03

### INCREASED COMMUNITY CONNECTION

By creating a culture where integrity/ngākau pono is valued, we provide opportunities for sincere connection, shared dependability and inclusive decision making within the community.

## IMPACT 04

### INCREASED OPPORTUNITY FOR CREATIVITY/AUAHATANGA

By encouraging learners, clients and staff to explore their own personal creative expression, we create an environment where everyone is valued and each person has the opportunity to find the 'gold' within themselves.

# ETHICAL STANDARDS

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## Principles

**WE RESPECT EACH YOUNG PERSONS' MANA** *(the authority we inherit at birth)* **BY;**

- Acknowledging and respecting each young persons' beliefs, values, whakapapa, skills and talents.
- Acknowledging and respecting each young person's connections, culture, financial backgrounds and relationships within their world.
- Supporting and ensuring each young person's right to wellbeing and a safe environment.
- Supporting young people to engage with the dynamics in their changing world.
- Respecting a young persons' right to privacy

## Safety Concerns & Actions

**If a young person shares something private with staff we are required to;**

- Ascertain if they are a threat to themselves or others.
- Ask the young person if we can share this information with other parties for their own safety.
- If the young person does not want the information shared, and there are no immediate safety concerns, provide information on where they can get further support.
- In the case of safety concerns, provide options to the young person for sharing the information. If they are not co-operative, refer to your manager or the police for further support.

## Behavioural Management

We do our best to provide a safe, caring and fun environment for our young people, and very rarely do we need to implement a behavioural management plan. Just in case, we have a process for our staff to follow;

## THE PROCESS

- Expectations, values and learning activities are explained by staff at the beginning of each day.
- Any young person/caregiver/teacher who is unsure/concerned about any part of the day should inform the staff of their concerns so they can work together towards a solution.
- Staff, young people/teachers/caregivers and families are expected to conduct themselves in a way which is supportive and uplifting at all times.

**IF A YOUNG PERSON IS EXHIBITING BEHAVIOUR WHICH IS OF CONCERN TO STAFF OR OTHER YOUNG PEOPLE, WE WILL MANAGE THIS BY;**

- Taking time to talk to the young person so we can understand what is happening for them.
- Quietly remind them of our daily values and help them find a positive solution to the issue.
- Distracting them from their behaviour by offering alternative activities .
- If required, we will remove the young person to a quiet space and ensure they do not harm themselves or others.
- We will encourage them to reflect on the behaviour while being supported by our qualified staff member.
- A staff member will stay with the the young person and a second staff member will stay close to monitor the situation.
- If the young person is unable to settle, staff will contact the teacher/caregiver and alert them to the situation.
- Staff will fill out an incident report which needs to be sighted and signed by the teacher/caregiver once they arrive.
- We encourage independent thinking, and always look at ways to use learning to grow resilience and self-esteem.
- As a last resort, if the young person is harming others or making them feel unsafe, we will implement a three strike action plan which may result in the young person being removed from programme.

# STAFF STANDARDS

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## GET Group Staff are required to;

- Be respectful of each other's time, words, and ideas
- Uphold the ethical standards of The GET Group at all times
- Ensure professional boundaries are respected within all work related settings
- Manage themselves within their roles and seek guidance when needed
- Be inclusive of staff, learners/ ākonga and other key stakeholders when making decisions around learning
- Uphold the principles of Te Tiriti o Waitangi, and embed them into our daily practices which encompasses; partnership, participation and protection of our learners/ ākonga language, culture and identity.
- Be kind to others
- Celebrate differences and embrace uniqueness

## If these standards are breached;

- Contact The GET Group National Manager in the first instance
- The GET Group Management team will internally manage the situation according to our HR processes and procedures, and report back to the client/learner on the outcome
- If The GET Group actions are not acceptable to the client/learner, they have the option to seek further action by submitting a formal complaint to The GET Group Advisory Board.
- Anyone wishing to make a formal complaint should put it in writing and submit it to The GET Group National Manager. This will be taken to the GET Group Advisory Board and the learner/client will be advised of the outcome within 10 working days.
- The learner/client has the right to a support person throughout the process until it is resolved.
- If the learner/client is not satisfied with the outcome of the formal complaint procedure, they can contact an external authority for further action. New Zealand Qualifications Authority (NZQA) (04) 463 3000.



# COMPLAINTS

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**WE DO OUR BEST TO KEEP EVERYTHING**

**ON TRACK**

**BUT SOMETIMES THINGS JUST DON'T GO TO PLAN**

During these times we have some very clear processes and procedures to keep everyone safe and we also provide guidance for complaints so we can deal with everything in a fair & timely manner.



## COMPLAINTS PROCEDURE

The GET Group has a responsibility to provide learners with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes.

## THE PROCESS

- Please contact The GET Group National Manager in the first instance to try and resolve the matter.
- Resolution will be determined when the learner/client expresses satisfaction with the outcome, or verbally accepts The GET Group actions.
- If The GET Group actions are not accepted by the learner/client, they then have the option to seek further action by submitting a formal complaint to The GET Group Advisory Board.
- Anyone wishing to make a formal complaint should put it in writing and submit it to The GET Group National Manager. This will be taken to the GET Group Advisory Board and the learner/client will be advised of the outcome within 10 working days.
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Teen Parent Unit Kaiapoi

# CODE OF CONDUCT

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To be read in conjunction with The GET Group QMS - Policies and Procedures Manual

## Client Centred Services

The GET Group promotes a client centered service by;

- Offering learners and other clients the opportunity to provide feedback on our services for continuous improvement and future planning.
- Respecting ethnic, cultural and spiritual values and beliefs.
- Providing a discrimination FREE environment.
- Providing access to services for people with disabilities.

## Community Wellbeing

The GET Group promotes community wellbeing by;

- Providing clear behavioural management processes and procedures to both staff and clients.
- Training staff in preventing, recognising, responding to, and reporting child abuse.
- Providing clear processes and procedures for dealing with allegations of abuse and safety concerns for learners.

## Staffing

The GET Group has the staffing capability and capacity to deliver services safely by;

- Providing adequate ratios of adult to learners in all workshops.
- Providing a 1-1 ratio for learners who require extra support.
- Providing skilled, trained and vetted staff for all workshops.
- Maintaining robust HR processes and procedures around recruitment and ongoing employment.

## Health and Safety

The GET Group provides a risk free environment for clients, staff and visitors by;

- Utilising up to code Government and Council owned buildings and classrooms for all workshops.
- Adhering to building evacuation schemes and safety process & procedures.
- Maintaining good hazard and incident reports/records for continuous improvement.
- Regularly informing relevant agencies of adverse events in the workplace.
- Training staff on how to respond to and manage adverse events in the workplace.
- Training staff on how to manage an emergency or an event.
- Working with the School and Workplace to ensure learners understand their responsibilities whilst on a work placement.
- Please refer to The GET Group Policies & Procedures Manual (QMS) for further information.

# Governance and Management Structure and Systems

The GET Group provides a clear governance and management structure by;

- Having clear processes and procedures documented and monitored for continuous improvement.
- Collecting, storing and using information in accordance with the relevant legislation
- Securely managing and storing learner/teacher/caregiver and other client information according to the NZ Privacy Act and informing clients of how the information is managed and used.
- Training staff around privacy legislation.

# Financial Management and Systems

The GET Group ensures it is financially viable and manages its finances competently by;

- Managing and monitoring finances through annual budgets.
- Employing an accountant to monitor financial activity.
- Undertaking annual bi-audits with an external auditor.
- Maintaining insurance policies which are appropriate to the size and services of the business

# Resolution of Complaints

The GET Group manages and resolves complaints effectively by;

- Having clear process and procedures in place around complaints.
- Providing an external agency to contact (NZQA) in the event the complaint is not resolved effectively in-house.
- Having an 'open door' policy in place for all learners/teachers/caregivers and other clients to encourage free flow of discussion for continuous improvement.

# Quality Improvement

The GET Group manages the quality of services by;

- Seeking and analysing feedback from learners/teachers/caregivers and other clients for continuous improvement.
- Maintaining and monitoring quality assurance records of staff delivery and performance.
- Monthly reporting processes for analysis and continuous improvement.

# Client Services and Programmes

The GET Group ensures client services and programmes meets clients needs, reflect outcomes and goals, and are planned, co-ordinated and reviewed by;

- Seeking feedback from clients on current services and adjusting services to reflect client needs.
- Providing and maintaining effective registration processes for learners and other clients which provide consents for participation and emergencies.
- Providing and maintaining email/phone communication, flyers and procedural information to clients around services provided.
- Providing individual learning plans for learners.
- Consulting with clients and their families on the best learning plan for their needs.

# Supporting Gateway & STAR Programmes

The GET Group fulfills its duty of care with respect to all learners enrolled in Gateway and STAR programmes by;

- Maintaining and monitoring our standard ethical principles and code of conduct practices in all workshops and dealings with learners/teachers and families.
- Adhering to internal and governmental health and safety policies and procedures.
- Providing a current and signed Memorandum of Understanding (MOU) with the School.
- Seeking feedback from teachers and learners and adjusting services to reflect learner needs.
- Communicating with teachers on governmental requirements for Gateway and STAR courses and ensuring we are effectively meeting the needs of the programme.

## Child & Young Person Protection Policy

The GET Group is committed to providing a safe and supportive environment for all participants. This policy outlines the organisation's responsibilities and procedures for protecting children and young people in accordance with the Vulnerable Children Act 2014.

### Scope

This policy applies to all staff, contractors, and volunteers working for or on behalf of The GET Group. It covers all activities and programs involving children and young people, regardless of age or duration.

### Our Commitment

To comply with all relevant legislation and regulations relating to child protection.

To provide a safe and supportive environment for all children & young people.

To implement effective procedures for identifying, reporting, and responding to abuse and neglect.

To ensure that all staff are aware of their responsibilities under this policy.

### Staff Responsibilities

To understand and adhere to the principles of child protection.

To report any concerns or suspicions of child abuse or neglect to the appropriate authorities.

To participate in child & young person protection training as required.

To create and maintain a safe and supportive environment for all children & young people.

### Child Protection Procedures

All staff who work with children will undergo appropriate screening, including criminal history checks.

All staff undergo health, wellbeing and child protection training.

Training facilities will be safe and secure, with appropriate supervision.

Clear procedures for reporting concerns or suspicions of child abuse or neglect are established.

Accurate and confidential records are maintained in accordance with privacy laws.

The GET Group will collaborate with relevant agencies, such as Oranga Tamariki, to ensure the safety and well-being of all children & young people in their care.



Champions of

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