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Code of Conduct

- Safety and quality is embedded within all aspects of Muddy Puddles, and we are accountable to children, young people and their families and carers, the State and the community generally through the provision of information from which the quality of our services can be judged.
- We deliver services and programs in a manner that promotes development, awareness and community inclusion, and create valued roles for children and young people by encouraging and promoting their abilities, contribution and competence.
- We recognise the rights and responsibilities arising from the UN Convention on the Rights of the Child, the NDIS Practice Standards and the Australian Privacy Principles.
- We respect and maintain confidentiality at all times, and do not share personal or sensitive information without consent or unless required to do so under Australian law.
- All Muddy Puddles team members fulfil their duty of care while providing services to children, young people and their families and carers, and take all possible measures to protect children from harm, abuse and inappropriate behaviour.
- We are committed to effective communications with children, young people and their families and carers, the broader community and other stakeholders to provide opportunities for involvement in the development of policies, services and supports.
- We happily assist families and carers to access independent and alternative services to support them in planning, decision making and complaints resolution.
- Access to our services is fair, equitable and transparent for all children, young people and their families, and based on relative need and available resources.
- We are committed to recognising, supporting and promoting cultural safety and diversity amongst the Muddy Puddles team, children, young people and families and carers.
- We comply with the Work Health and Safety Act 2011 (NSW) and take all reasonable steps to protect the health and safety of our Team Members.
- We promote a culture of “If you see something, say something” and are committed to protecting the dignity, wellbeing, career and good name of anyone reporting wrongdoing.
- We believe that identifying and resolving conflict-of-interest situations is crucial to good governance and to maintaining public trust in our charitable status.
- We operate sustainably through careful use of resources, responsible financial management, and ensuring all our activities align with our Strategic Plan.