

## Principles of work

Counsellors work pursuant to the principles of the Psychology Profession's Code of Ethics and the Code of Ethics of Social Workers

Counsellors work in accordance with the Social Services' Quality Standards:

### While working with you, the following is IMPORTANT for us:

- ✓ That you receive the information about all of the counselling centre's services in order for you to choose the ones which correspond the most with your needs.
  - ✓ The information can be found in different places: the website [www.maloljetni-roditelji.net](http://www.maloljetni-roditelji.net), leaflets, brochures, and the counselling centre's information point.
  - ✓ That all the materials are clear and understandable, which is why they are written in simple, everyday language, without technical terms which can only be understood by professionals.
  - ✓ That we listen to your opinion and respect your needs while planning further activities, which is why we will ask you to please provide your suggestions for the improvement of existing and introduction of new activities orally or through evaluation sheets.
  - ✓ That we cooperate with professionals in the field of health care, social welfare, legal protection, and similar fields, and we will gladly refer you to use other services which we, together, identify that you need.
  - ✓ That we encourage and support you in contacting your family and persons close to you whenever you want, except in cases when it is legally restricted to protect your safety.
  - ✓ That together, we ascertain your needs and set the goals of the treatment, in which you actively participate while we help you with our knowledge and expertise.
  - ✓ That we regularly monitor the progress of the treatment and the realisation of jointly determined goals, and take care that they are in accordance with other programmes that you are involved in.
  - ✓ That we encourage you to take responsibility and actively influence your own life and make the decisions regarding your life on your own. In that process, we, as professionals, help you to clearly see different options at your disposal.
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- ✓ That we treat you with dignity and respect by respecting your opinion and decisions without judgement.
  - ✓ That we respect your right to privacy and confidentiality for the information you stated, and we make sure NOT to forward information to third parties without your consent.
  - ✓ That we provide services in an environment in which you feel safe and in which all your fundamental human rights and the rights guaranteed by law are respected.
  - ✓ That we include specially educated volunteers in the work of the counselling centre, who sign a contract regarding their rights and obligations and receive professional mentoring support during the volunteering process in order for them to be as well-prepared as possible to work with users.
  - ✓ The activities of the counselling centre are conducted on ground-floor premises which are particularly accessible and adapted for pregnant women and parents with small children.



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