

## how do i know this service is professional and effective

To ensure that you receive a competent and effective service, we review and monitor our work regularly. From time to time the service is evaluated to make sure it is effective and in order for this to happen, we need to routinely collect information about all our clients. This information is contained in clinical interviews and file case notes. Additionally some of this information is required for accountability purposes to funders and for service promotion. All such information is non-identifiable and stored so that client confidentiality is protected at all times

## primary client

Our primary intent is to improve the outcome for your child (or children), therefore strengthening you as a parent will be a major priority for our service.

## informed consent

If you want to be part of this service your consent will be required

- a) for referral information to be given to us, and for us to come to your home
- b) for the clinical interview to take place, and
- c) for us to talk to other professionals.

## complaints

If for any reason you are not happy with the service we have been providing you we have a complaints process that you can access. Your social worker will explain how you do this when you enrol in the service.



FAMILY HELP TRUST  
P.O. BOX 22126, CHRISTCHURCH  
TEL: (03) 365 9912  
FAX: (03) 365 9913  
[www.familyhelptrust.org.nz](http://www.familyhelptrust.org.nz)  
Opening hours: 8.00 to 5.00

Family Help Trust services are independent of statutory agencies and governed by a Board of Trustees consisting of community leaders. The majority of funds are raised from the community.

Principal Partner



Principal Corporate Sponsor





## the family help trust's

New Start home-based family support service gives you and your family the chance to learn better ways of dealing with difficulties. It is the only early intervention service in New Zealand that has a family support service exclusively for offenders and their pre-school children. Its goal is to help you build a better future for your children and address the issues that may be preventing this from happening.

## who can join?

### You can qualify for a New Start if:

- You have a criminal conviction within the previous two years or:
- You are due to be released within approximately four months.
- You are concerned at not being available for your child/children as a result of being in prison.
- You are parenting (or intend to parent) at least one child under the age of six months.
- You (or your partner) are expecting a baby and are at least 24 weeks pregnant.
- You are willing to receive home visits.
- You want to change your lifestyle and be a good parent to your child/children.

## why chose this service?

- Our staff are professionally trained and closely supervised to make sure you are well supported.
- Our field staff only work with a small number of families, so they have the time to ensure you are able to sort out your difficulties.
- We believe that you need a service which gives you time to learn and trust.
- Our service is flexible and tailored to meet your needs.
- The safety, well-being and health of your child is your first priority and also ours.

## how does new start work?

New Start provides you with a professional, experienced social worker who visits you and your family at home.

They will:

- Work with you and your partner (if you have one) to help you both recognize and develop your strengths.
- Provide information, advice and support on the care and development of babies and young children and ensure regular access to medical support.
- Help with family decision-making and problem solving.
- Assist you with referrals and access to other community services and courses.
- If you are currently in prison, services will begin pre-release, particularly to assist your partner prepare.
- Assist you to comply with any parole or community-based sentence conditions you might have.
- Help you recognize, challenge and change behaviour that threatens the future happiness of your family.
- Continue to provide your family with practical support until your enrolled child starts school.
- Provide you with a confidential service and gain your consent to talk to other professionals who might be involved in assisting you. Any exclusions to this confidentiality will be discussed with you.

---

Give you and your  
children the chance to  
be the best you can be

---