

## competency and effectiveness

A thorough review of the progress of each family is carried out every six months by way of individual family plans. Child safety and parental competence is monitored constantly, mainly using the supervision process.

Information is routinely collected on each family and stored safely. This includes client background and progress information. All such information when used for the purposes of service promotion, funding accountability, or to ensure service effectiveness, is non-identifiable.

## informed consent

Client consent is obtained at the referral point, for agreement to receive services and to gain information from other professionals. Background information is drawn from a Clinical Interview which is concluded soon after the first contact is made, and for which consent is acquired. Additionally, it is explained to the client how the information is stored and for what purposes.

## confidentiality

The service provided to clients is confidential, except where a child is at risk of imminent harm.

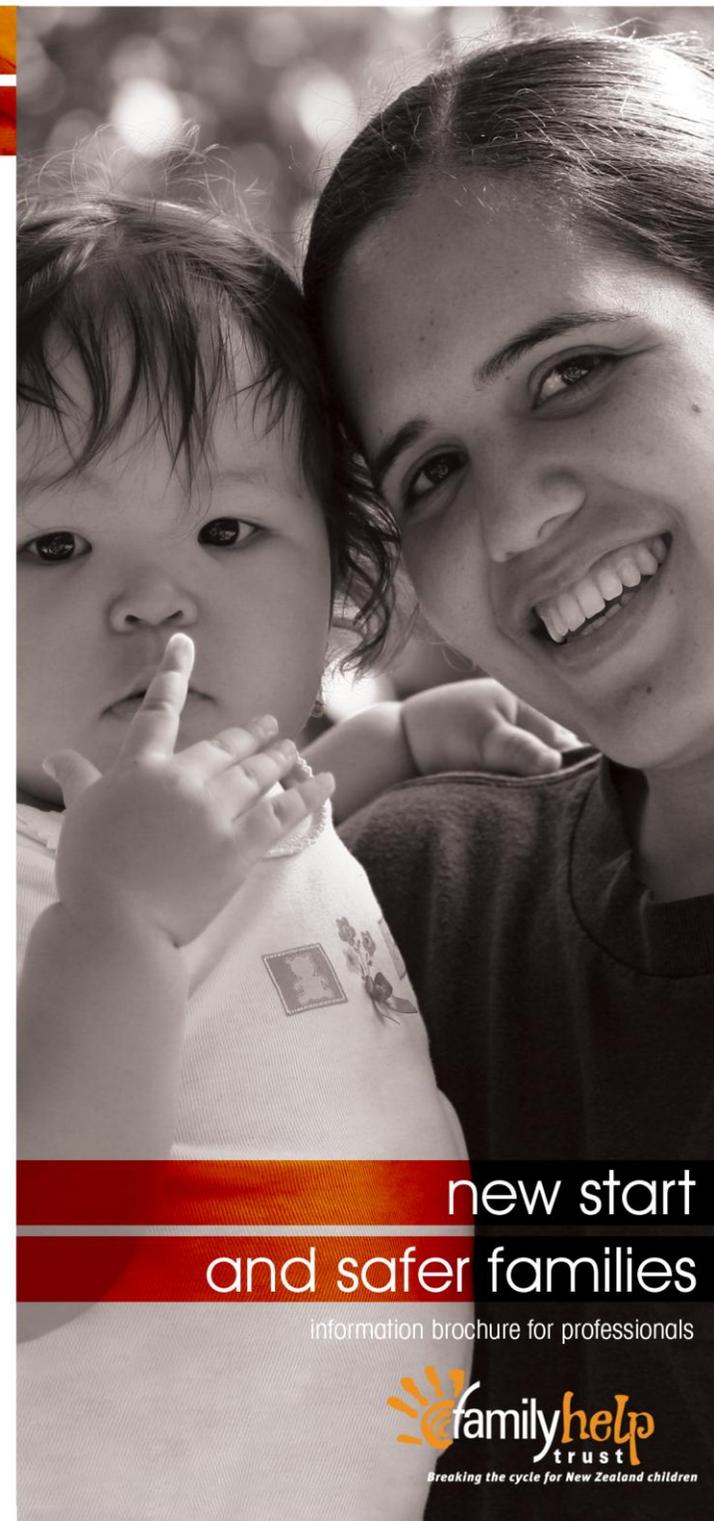
## complaints

Clients are advised through an information sheet that the agency has a complaints process, and are given assistance with this process should they require it.



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

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



new start  
and safer families

information brochure for professionals





## family help trust

Early intervention services are intensive, long-term and home-based, targeting high-risk parents with multiple problem histories who have young families.

Our goal (or aim) is not only to stop the patterns of antisocial behaviours and family functioning difficulties, but also to provide families with the support, skills and strength needed to avoid the traps of violence, crime, substance abuse and dependence on the state.

The services are a response to evidence which indicates that long-term, home-based intervention targeted at the whole family is necessary to interrupt the intergenerational cycles of dysfunction.

## how do the new start and safer families services work?

### Service 1: New Start referral criteria:

- A parent with at least one conviction within the previous 2 years.
- Parenting a child under the age of 6 months or pregnant (post 24 weeks).
- If offending parent is in prison, he or she is within four months of release.
- Living in Christchurch district.
- Willing to receive a home visitor.

Referrals to New Start services are accepted from all state sector agencies/services, community agencies, and health and social service professionals.

### Service 2: Safer Families referral criteria:

- High risk pregnant women (post 24 weeks).
- Risk factors include history of childhood abuse, family violence, substance use and other factors.
- Willing to receive a home visitor.

Referrals to Safer Families can be made by any maternity provider or any agency working with pregnant women. Post-natal referrals may be accepted.

All referral information, screening criteria and brochures are available for downloading on our website.

## How do the New Start and Safer Families services work?

Families are provided with a professional, experienced Social Worker who visits the family at home. They will:

- Work with the primary parent and their partner to help them recognise and develop their strengths.
- Provide information, advice and support on the care, development, safety and protection of babies and young children and ensure regular access to appropriate medical support.
- Provide encouragement, assistance and support during the ante-natal period.
- Challenge behaviour that threatens the children's physical and emotional well-being, (this includes an unborn child).
- Target high-risk problem areas, such as offending, substance abuse and other anti-social activities that impair their parenting and impact on the family and society.
- Help with family/whanau decision making, problem solving and strengthen family/whanau support.
- Assist with access to other appropriate counselling or community services and courses.
- Continue to provide support until the enrolled child starts school.