

## 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 intention 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 our service your consent will be required

- for referral information to be given to us, and for us to come to your home
- for the paperwork to take place, and
- 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



# new start plus

Information brochure for women with their infants in prison





## the family help trust's

New Start Plus early intervention service has been established as a result of the new legislation allowing women to keep their child with them in prison until the age of 2 yrs. It is a long-term structured programme that will help you to give your child the best possible start in life.

Its goal is to take advantage of the opportunity of you being able to focus exclusively on parenting without the distractions of the outside community.

## who can join?

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

- If you are currently in prison and have received consent to keep your infant with you.
- You have signed a parenting agreement with the prison.
- You intend to live in Christchurch on release.
- You are willing to receive home visits on release.
- You want to be the best possible parent to your child/children.

## why choose this service?

- Our staff are professionally trained and closely supervised to make sure you are well supported.
- We believe that you need a service which gives you the time to learn and trust.
- Our service is tailored to meet your needs.
- The safety, well-being and health of your child will be your first priority and also ours.

## how does new start plus work?

New Start Plus provides you with a professional, experienced social worker who will visit you and your child in prison and then on your release, at home.

She will:

- Work with you to help you recognize and develop your strengths.  
Ensure you have up to date information if you are pregnant and provide support to your lead maternity provider
- Encourage and support you to develop a great relationship with your baby that assists with secure attachment
- Provide information and support on the care and development of babies and young children and ensure regular access to medical support.  
Provide you with up to date information on infant nutrition and oral health
  - Help you establish and maintain breastfeeding
- Help with decision-making and problem solving.
- Assist you with referrals and access to other community services and courses when you are released
- Assist you to comply with any parole or community-based sentence conditions you might have on release.
- Help you recognize, challenge and change behaviour that threatens your future happiness and that of your child.
- Continue to provide you and your child with practical support until school starts.
- 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.

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**Give you and your child the  
chance to be the best you  
can be**

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