

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
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.



safer families

information brochure for clients



Breaking the cycle for New Zealand children



the family help trust's

Safer Families home-based family support service is a chance for you and your family to learn better ways of dealing with difficulties.

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 Safer Families if:

- You are pregnant or have a young baby.
- You are experiencing some significant lifestyle difficulties.
- You have been involved with Child Youth and Family with a previous child.
- 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.

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

how does safer families work?

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

They will:

- Work alongside you and your lead maternity Provider/Carer during the ante-natal and immediate post-birth period.
- 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.
- 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.

how do I get in contact?

Talk to any professional person you are currently in touch with and ask them to consider you for the Safer Families service with Family Help Trust.

For further information please contact Bill Pringle, our Clinical Service Manager, or

Libby Robins, the family Help Trust Director.