



**HELPFUL  
INFO**

## **Te Whare Manaaki Tangata**

**Counselling (incl. by email & phone) - Parenting Courses  
Personal Development Groups for Men & Women  
Stepparent Support Group - Caring Fathers  
Emergency Supported Accommodation**

221 Manchester St Christchurch PO Box 287  
t: 379 5645 f: 366 7371 e: [info@homeandfamily.net.nz](mailto:info@homeandfamily.net.nz)  
[www.homeandfamily.net.nz](http://www.homeandfamily.net.nz)

Shared joy  
is double  
joy



Shared sorrow  
is half  
sorrow

A SWEDISH PROVERB

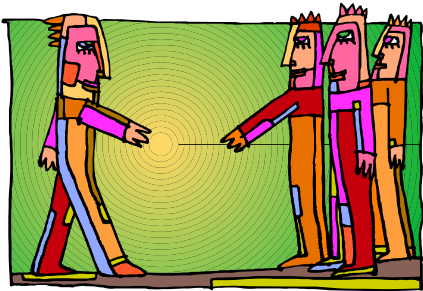
## **Welcome to Home & Family!**

**We are a social service agency which has been providing family based programmes to the people of Canterbury since 1908.**

**We offer professional counselling (incl. by email & phone) for individuals, youth, children & families, including relationship counselling for couples. All of our staff have undergone a rigorous selection process prior to joining Home & Family and have completed or are completing tertiary training on an ongoing basis.**

**Our Vision - "Appreciate what you have, discover your dreams and have the strength to turn them into reality"**





## What to expect from our services:

- A warm and friendly welcome
- Respect and honesty
- Professional standards of practice and conduct
- A healthy and safe place to be
- To be treated in a culturally appropriate way



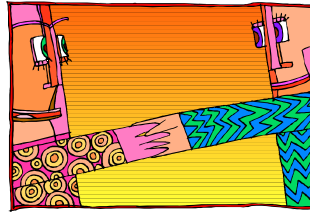
## Rights

You also have rights as defined in the following:

- The Privacy Act
- The right to view & have a copy of your files
- Code of Health & Disability Services
- Human Rights Act
- Guardianship Act
- Children, Young Persons & their Families Act
- Domestic Violence Act
- United Nations Convention on the Rights of the Child

## Professional Counselling

Home & Family offers professional counselling for individuals, children and families, including relationship counselling for couples.



## Counselling & Course Costs

Home & Family is a charitable organisation and not affiliated to any other group or organisation. Running costs (**around \$67 per hour**) come solely from grants & donations. There is no set fee or charge for counselling or personal development courses. These services are available on a donation basis for all clients, dependant on income levels.

### Suggested Guidelines

Beneficiaries	\$1	-	\$10
Low Income	\$5	-	\$30
Middle Income	\$20	-	\$50
High Income	\$50+		

Your counselling may be covered by the Disability Allowance, please enquire at reception



## Compliments & Complaints

It's OK to complain! And we love compliments. Your information will help us to improve our services. Any complaint will be taken seriously and we will try to find a result you are happy with.



### How to complain:

- Ask to have a copy of our complaints policy
- Phone/Talk to the person concerned
- Phone/Talk or write to the Manager, Home & Family, (03) 3795645
- Write to the President, Executive Committee, Home and Family
- Contact the relevant professional organisation, which have their own codes of practice and complaints process



*Please feel free to:*

Ask someone else to come with you or help

*Make sure you:*

Keep a record of any complaint and a copy of any letters