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**Home & Family**  
Society Christchurch Inc. Est. 1898

*Te Whare Manaaki Tangata*

## Welcome to Home and Family: How We Work

### The Counsellors:

The counsellors and psychotherapists are all fully trained with a large range of life experience. They are each affiliated to relevant professional bodies. Unless you have specifically requested a particular counsellor, you will be matched to a counsellor who we feel is the best available for you.

Home and Family support Student Counsellors in their practicum requirements. You would be advised if available time slots are with a student counsellor. These counsellors receive extensive internal and external clinical supervision to ensure the best counselling practice and outcome.

### Appointments:

Our Bookings Manager normally makes the initial appointments and thereafter appointments are co-ordinated by you, the counsellor, administration or Bookings Manager. If you wish to receive a reminder text, this will be set up to send on the day before your appointment. If you would like a regular text reminder please let our administrators know, so we can make a note to ensure they are sent. However, please remember that keeping the appointment is **your** responsibility. Appointments are normally between 50-60 minutes and you will work out with your counsellor how often you will need to come.

### Costs:

Home & Family fees are \$135 for a one-hour session. However, as we are a charitable trust, we aim to provide an affordable counselling service. We are able to subsidise 20 sessions for children and youth, and 15 for adults. The amount you will pay will be confirmed by the Bookings Manager at the time of booking your first session. We are also able to assist those who receive a disability allowance for counselling or who have been referred by Right Service Right Time.

The subsidy we provide per session applies to clients whose household income is less than \$80,000 (annual gross household income). The following sliding scale indicates fees that apply:

Gross annual household income	Session Fee
Less than \$20,000	\$20.00
\$20 – \$25,000.00	\$25.00
\$25 – \$30,000.00	\$30.00
\$30 – \$35,000.00	\$35.00
\$35 – \$40,000.00	\$40.00
\$40 – \$50,000.00	\$50.00
\$50 – \$60,000.00	\$65.00
\$60 – \$70,000.00	\$80.00
\$70 - \$80,000.00	\$100.00
Over \$80,000.00	\$135.00

Upon completion of subsidised sessions, any additional sessions will be charged at our usual rate of \$135. If you are not able to pay this amount, you can be booked into cancelled slots as they arise and continue to pay the original, negotiated amount.

Please pay prior to your session. You can pay either by eftpos card or cash. We do not take credit cards.

We also accept payment by Internet Banking. **Our bank account is 03 0855 0365005 00.** Please use your name or child's name as the reference.

### **Cancellations:**

The appointment we make with you, we hold especially for you. Counselling is likely to have the most positive outcome with regular attendance. This is especially true for children.

While we appreciate as much notice as possible we require 24 hours' notice of a cancellation or rescheduling to avoid paying for the session.

If you fail to arrive for an appointment, and have not let us know, we will give you a call to make sure that all is OK. This session will need to be paid for the following week. If you fail to attend two appointments in a row without contacting us, your place will be re-allocated to someone from our waiting list. If you cancel two appointments in a row we will contact you to see if something is not working for you, on the third cancellation we will need to re-allocate your session time to someone on the waiting list.

### **Evaluation:**

On your final session we will give you an evaluation form to complete. We value your feedback as we are continually striving to improve the way we work in order to be true to our Mission Statement of creating environments for positive change.

### **Invitation:**

If you would like to keep up with Home and Family's activities please visit us on Facebook and Twitter. We also have a Blog - [homeandfamilysociety.wordpress.com](http://homeandfamilysociety.wordpress.com). We do have a web site [www.homeandfamily.net.nz](http://www.homeandfamily.net.nz) so please go online and find us.

### **Confidentiality:**

Confidentiality is guaranteed in accordance with the New Zealand Association of Counsellors Code of Ethics, as long as there is no danger to you or to someone else. In the event of situations of risk, your counsellor will endeavour to work collaboratively with you in the first instance and talk about options. Some parts of the work together may be discussed at clinical supervision and will not include identifying information.

Statutory approving agencies will, at times, view some client records to ascertain whether Home and Family are maintaining adequate accountability records. We use an electronic database where all notes are kept secure. All client's paper notes are kept in a locked filing cabinet.

### **Complaints:**

Any complaints about the service or treatment you have experienced can be discussed directly with your counsellor or by making contact with our Executive Director, Val Carter phone: 03 9440635. We value feedback of all kinds as a means of maintaining our high quality services.

