

03 944 0635
contact@homeandfamily.co.nz
/HomeAndFamilyCharitableTrust
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homeandfamily.net.nz
319 St Asaph Street, Christchurch 8011



Home & Family How We Work

The Therapists/Counsellors:

Home & Family's therapists and counsellors are professionally trained and have a wide range of skills and experience. Our teamwork with children and youth aged 5 to 18 years and adapt the therapy sessions to meet the needs and individuality of each client.

Each therapist/counsellor has their own private therapy rooms, as well as access to the art shed, the whanau room and the kitchen, benefitting clients with the ability to offer a variety of therapies. Our therapists are affiliated to relevant professional bodies.

Appointments:

In order for your child to attend counselling, all legal guardians must know and agree to this.

An initial appointment is made for the parents or caregiver of the client to meet with the therapist/counsellor. Please arrive 15 minutes early to your initial appointment to complete the required paperwork. Following the initial appointment, the client appointments will be booked for the same time and day of the week for the duration of the therapy. Regular weekly sessions are more likely to have a positive outcome. The therapist will prepare for each session and will be expecting you each week.

A text reminder will be set up for you through reception, however, please keep in mind that attending your appointment is your responsibility.

Cancellations/No Shows:

If you need to cancel your appointment, please text **021 101 1438** to notify reception with at least **24 hours notice**. Rescheduling appointments can be discussed with your child's therapist with limited flexibility.

If two appointments are missed without you giving notice and we are unable to contact you, we will close your file and sessions will be discontinued so that we may offer the space to another child.

Administration Paperwork

We have both a Registration Form and Entry Questionnaire that needs to be completed prior to your first session. **Please allow an extra 15 minutes prior to your initial session to complete these forms.** Please also allow the same amount of time prior to your final session to complete the Completion Questionnaire.

Costs:

Home & Family are a charitable trust and aim to provide an affordable counselling service. We can subsidise up to 20 sessions for children and youth, and up to 15 for adults (these sessions are for clients who meet specific criteria and have young children in their care).

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

Please note: Fees are negotiable dependant on each individual's specific circumstances. The amount you will pay will be confirmed at the time of booking your first session.

The payment scale below is for clients only. For agency fees, please contact us directly on 03 944 0635 for a quote.

Gross Annual Household Income	Session Fee (negotiable)
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	\$120.00

Payment is required **before** each session. You can pay by cash or eftpos. We do not take credit cards. We also accept payment by Internet Banking.

Our bank account is 02 0865 0089577 000. (Please use your name or child's name as the reference).

Client Confidentiality:

Confidentiality is guaranteed in accordance with the New Zealand Association of Counsellors Code of Ethics. In the event of situations of risk, your counsellor will endeavour to work collaboratively with you in the first instance and talk about options. Statutory approval 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.

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.

Stay involved with Home & Family:

We often run events and markets, if you would like to keep up with Home & Family's activities please visit us on Facebook or our website www.homeandfamily.net.nz

Our beautiful heritage building is located in Christchurch City and has [The Little Chapel](#) which seats 50 people and is available to the public to hire for weddings, corporate or community events. To find out more please visit our website www.thelittlechapel.co.nz or email hello@thelittlechapel for more information.

