

How We Work

Who We Are

Our child/youth therapists work with children between the ages of 5 years and 18 years. They all hold professional counselling and psychology qualifications and can work with the individual needs of each child drawing from a variety of evidence-based therapy modalities. At Home & Family there is a strong focus on working safely, ethically, and inclusively, and our therapists belong to relevant professional bodies that guide them and hold them accountable to those values.

Parent Interview

In the first session, parents/caregivers attend an interview without the child. The therapist will encourage parents to be open about what specific challenges they and their child are experiencing, and what they, their child, and possibly other services, might like the Home & Family therapists to address. The following week the child will have their first appointment with their therapist. At times the therapist may wish to speak with the parents/caregivers to give them some feedback or to check in.

Our Therapy

Building trusting, open, communicative, calm and safe relationships between the child, the family, and the therapist, and then working together toward unified realistic goals for the child sits at the core of the service we offer. The goals are then revisited during the therapy to assess if they are on target.

Our therapeutic spaces are really focused on encouraging children and youth to be able to connect with the therapist, connect with their inner self, and feel safe enough to express their feelings, thoughts, and behaviours without feeling judged. Our therapists want the child to feel accepted and heard. They work on the goals that the family and child set with the therapist.

Tamariki Activities

Some of the activities that tamariki can expect to do in therapy that help them to talk while they engage include things like fantasy play, drawing, painting, working with dough, reading stories, playing board games, card games, playing with cars and action figures, or working in the sand tray.

Rangatahi Activities

For rangatahi, they can choose to doodle, play, talk, work on the whiteboard, do some art, or even sit in the garden and have a hot drink. Our main aim is that this is a place where children and youth can feel a sense of connection, a sense of care, a sense of belonging, where they can share their thoughts and feelings.

Payment

Home & Family are a charitable trust and aim to provide an affordable therapy service. We can subsidise up to 20 sessions for tamariki & rangatahi. The cost of our sessions is \$130 per session, however; to ensure all children have access to the support they need we offer a subsidy via our charitable trust based on your household income (see table below):

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	\$130.00

Payment is required before each session. We do accept cash/EFTPOS for weekly payments, however; we do not accept credit cards.

For info on other possible subsidies or funding avenues, please see our 'Payments & Funding Options' document.

Cancellations Policy

If you need to cancel your appointment, please text or call **021 101 1438** to notify reception with at least **24 hours' notice**. Rescheduling appointments can be discussed with your therapist with limited flexibility. If two appointments are missed without notice and we are unable to contact you, we will discontinue your sessions so that we may offer the space to another child.

Client Confidentiality

Confidentiality is carefully managed with the current legislation (The Privacy Act 2020). 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 Procedure

Any complaints can be discussed directly with your child's therapist or by making contact with our Executive Director, Val Carter: val@homeandfamily.net.nz

We value feedback of all kinds as a means of maintaining our high-quality services.