

# ABOUT THE CLFS CHILD & YOUTH SERVICES



Central Lakes Family Services is a leading local NGO social service. Our core business is providing support to anyone exposed to and/or experiencing family violence, sexual violence, mental health needs and ongoing high whānau stressors.

**The Child and Youth Services are one of our four main service streams.** These services are delivered by a specialized team of multidisciplinary and multicultural professionals; all of whom are Police vetted and abide by professional codes of ethics.

Last Updated – May 2025

## Getting Support

To access our services, we require either a self-referral or a referral from another professional, school, GP or community service. A referral from a person other than the parent/whānau, **must have the informed consent of that parent/whānau.** We cannot accept a referral without consent. \*

Please fill in the form with as much detail and information as possible to ensure we can adequately assess the appropriateness for our services and to get the whānau and child support sooner.

**To get a referral form please contact us using the contact details at the bottom of the page.**

## Making Referrals

A child/whānau is identified who could benefit from CLFS Child & Youth Services.

Referrer discusses with parent/whānau what the C&Y services are, what we offer and if they would like the referrer to submit a referral.

If there is **no informed consent**, a referral cannot be completed.

If there is **informed consent**, a referral can be submitted to us via email/phone.

Once we receive a referral, it is checked and discussed at the next weekly referrals meeting.

**If not suitable**, we will be in contact to discuss and signpost alternative supports.

**If suitable**, the referral is allocated to a worker who contacts the whānau.

## What We Offer

We offer the following supports to anyone **over age 5** and their parents & whānau:

- Support with home, school or community challenges.
- Parent & whānau support.
- Social and emotional wellbeing and mental health challenges.
- Exposure to/experience of family violence.
- Exposure to/ experience of sexual violence and/or sexual harm.
- Ministry of Justice safety programmes.
- Strengthening Families service for those whānau engaged with multiple agencies.

These services are available to those in the **Queenstown Lakes and Central Otago districts.**

### Find Us Here:

[www.clfs.co.nz](http://www.clfs.co.nz) | [childyouth@clfs.co.nz](mailto:childyouth@clfs.co.nz) | 0508 600 696 (9-5 Mon-Fri) | @clfsnz (Insta)  
General Inquiries can go to: [info@clfs.co.nz](mailto:info@clfs.co.nz) | Crisis Freephone: 0508 440 255

*\*If you have questions regarding consent requirements for older youth/teens, please reach out.*