



WHAT TO EXPECT WHEN WORKING WITH THE CHILD & YOUTH TEAM

The Parent/Whānau Perspective

The Child and Youth team support people all over the Queenstown Lakes and Central Otago districts. Our work looks different for everyone because we believe in doing work with you, not to you. The work we will do is guided by the child/young person, you and the whānau goals. This is a **guideline** to what you might expect as a parent/whānau member working with us.

Referrals & Consents

To access our services, we need 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.

Needing to get in touch?

- www.clfs.co.nz
- childyouth@clfs.co.nz
- 0508 600 696 (9–5 Mon–Fri)
- 0508 440 255 (24/7)

Our First Steps

Once a referral is accepted, it is allocated to a worker. The assigned worker begins by having an initial phone call.

On that call we:

- Introduce ourselves and the team.
- Check our services are the right fit at the right time for what you need and want.
- Get any extra information and discuss the next steps.

We then make a time to meet with the parent(s)/whānau.

First Meeting & Beyond

The first meeting is about getting to know us, getting to know you, the situation and challenges you are experiencing. We will discuss what we can support with and create goals and a plan to move forward with together. If we are also working with a child/young person, with their permission, we will provide updates, feedback and suggestions of supports to try at home and in their lives.

We are passionate about supporting the whole whānau, including parents, but for this to be effective and meaningful, we expect parents and whānau to engage and actively participate in this process. Keeping in touch with the worker is vital, especially if needing to cancel or rearrange an appointment. **Repeatedly missing appointments may result in the termination of our support with the child, parents and whānau, please call ahead so we don't have to do this.**

Right Service, Right Time

We love supporting whānau and would love to work with everyone who needs some support, but this isn't always the right service for everyone and so not all referrals are suitable.

We believe in the right service at the right time – this means if we think another service might be better suited for your whānau or the child needs other support first, we will refer and/or signpost there instead. **But if things change, we can reassess with the new information.**