

WHO ARE WE?



This project is an initiative of Social Service Providers Aotearoa (SSPA) Canterbury and enjoys strong collaborative support from the Ministry of Social Development. SSPA Canterbury comprises a range of NGO organisations, from large nationally affiliated organisations to small local organisations.

Member organisations provide an array of services for family violence, child abuse and neglect, budget and financial advice, sexual violence, early intervention for vulnerable and at-risk children and families, families under stress, and vulnerable and at-risk people.

WE ARE COMMITTED TO:

- Upholding the privacy of children, families and whānau in accordance with the Privacy Act
- The Treaty of Waitangi and recognise that children, families and whānau belong within their own culture and ethnicity; and their needs are identified and supported in this context
- Providing a quality service. If you and/or your family and whānau are unhappy about any aspect of Right Service Right Time process you can discuss this with Coordinator. If the matter remains unresolved you can request to speak with the Chair Person.



Mahi nga mahi o nga tamariki
Hei apopo ka tu Hei rangatira

Fulfil the needs of our children and
tomorrow they stand strong

Find out more:

Right Service Right Time
P O Box 5359
Christchurch
Telephone: 027 654-7788
Telephone: 03 375-1468
Email: info@rightservice.org.nz

www.rightservice.org.nz

RIGHT SERVICES AT THE RIGHT TIME

INFORMATION FOR YOU AND YOUR FAMILY



Working together to improve
the lives of children, young
people and families

WHAT IS RIGHT SERVICE RIGHT TIME?



Right Service Right Time is an innovative approach to ensure the well-being of children and families

The aim is for every child/young person and family, whatever their circumstance, to get the right service at the right time.

We are working together to:

- Identify the best response for families.
- Ensure necessary intervention takes place before children and families reach crisis point.
- Coordinate the workflow to the social services and community sector.
- Enhance families' rights to information and choice.

Right Service Right Time will work towards ensuring a continuum of services is available – from early intervention services through to specialist services.

DO YOU

- Wish that parenting was more enjoyable
- Want your life at home to be calmer
- Have concerns that your child might be smoking, drinking or experimenting with drugs
- Need some new ideas and tips about talking to your children so they listen

Do you want things to change?

WHAT WE CAN OFFER

- Initial response within 48 hours
- Respectful and helpful manner
- Information and advice
- Contact with an agency of your choice
- Suggest respectful and helpful approach

and/or

- Referral to a Response Panel
- Ease of access to support services

HOW RIGHT SERVICE RIGHT TIME WORKS



Step 1

You and/or your family/whānau have a number of issues and want the help and support of agencies to work on these issues.

Step 2

Contact the Right Service Right Time Coordinator. You can ring for advice and information, 0800 RSRTIME (777846) or email: info@rightservice.org.nz

Step 3

The Right Service Right Time Coordinator will discuss your referral with you and seek your consent to progress your referral to a response panel who will recommend appropriate support services to assist you.

Step 4

The Right Service Right Time Coordinator will inform you of the Response Panel's recommendation and, with your agreement, the support service/s will contact you.

www.rightservice.org.nz