

## WHO ARE WE?



This service is an initiative of Social Service Providers Aotearoa (SSPA) Canterbury and enjoys strong collaborative support from Oranga Tamariki, Ministry for Children.

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, youth and families/whānau and families under stress.

### SSPA Canterbury

- holds monthly forums to exchange information and discuss issues of concern to service providers
- provides affordable training opportunities
- provides information and resource material to its members, including an email information network
- provides representatives to work on collaborative working parties



## RIGHT SERVICES AT THE RIGHT TIME



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

Fulfil the needs of our children and  
tomorrow they stand strong



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

### Find out more:

Right Service Right Time  
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## WHAT IS RIGHT SERVICE RIGHT TIME?



Right Service Right Time is an innovative approach to improve the well-being of children and families/whānau.

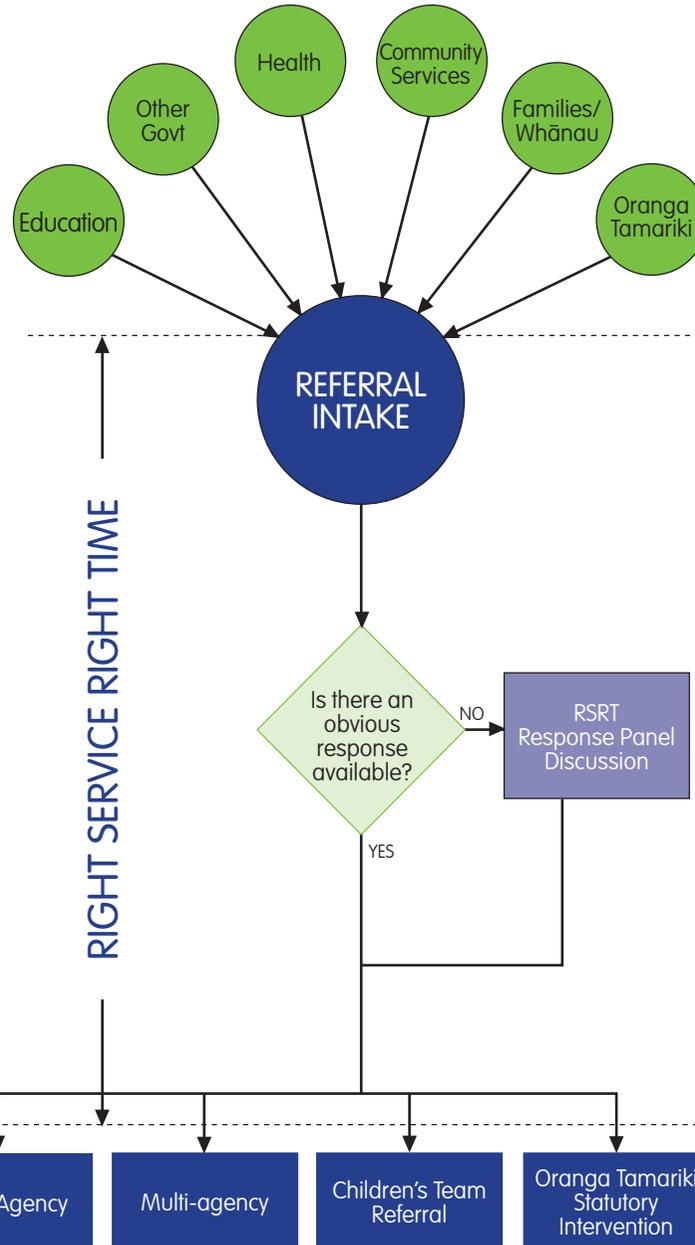
The aim is for every child/young person and family, whatever their circumstance, to get the right service at the right time.

We are working together to:

- Provide an accessible and identifiable entry point to NGO services
- Identify the best response for families/whānau
- Ensure necessary intervention takes place before children and families reach crisis point
- Contribute to co-ordinating the intake and flow of work to community services
- 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. Professional interpreters are available.

FlowChart: A child-centred and family-centred, seamless service delivery system, a system that offers a broad continuum of services and tailors these services to the strengths and needs of families



## WHY WE DEVELOPED THIS INITIATIVE?



- Outcomes for children, young people and families improve if services are integrated, coordinated and flexible to meet diverse needs.
- The earlier that challenges facing families are addressed, the less likely they are to escalate and the better the outcomes for children and young people.
- Families seeking assistance often have multiple needs and require the services of more than one programme. They often go to multiple locations, interact with a range of processes and workers and have to tell their story many times. The Right Service Right Time approach enables a wrap around service response.
- Those who need the most help, are the least likely to be able to navigate complex service systems to get their needs met. They can often fall through the net.
- An identifiable point of entry to services and clearly defined referral and service pathways are critical to ensuring better access to family services.
- Many NGO services are facing increasing demand for services. We need to work together to adjust to and accommodate this increasing demand.