

## Fees

Catholic Social Services is a community Social Services Agency providing affordable professional services. We are grateful for every contribution people can make towards the help that we provide. Our cost to provide the service is around \$65 per hour or \$75 for a course. We understand that this is not possible for all people and so clients of the agency may request a subsidy up to the full cost of the service to ensure they can access the help that is required. Please see your counsellor for a form

Fees can be made

**online @**

Catholic Social Services  
06-0901-0054890-027

Please use your name and service as reference if you require a receipt.

**Or by cash/cheque** at reception (Dunedin)

Or with your counsellor/Social Worker



Catholic Social Services

[www.cathsocialservices.org.nz](http://www.cathsocialservices.org.nz)

## Reception

[office@cathsocialservices.org.nz](mailto:office@cathsocialservices.org.nz)

## Director

[mike@cathsocialservices.org.nz](mailto:mike@cathsocialservices.org.nz)

## Phone

**Dunedin 03 455 3838**

**Alexandra 03 448 5385**  
**Or 0800 277 669**



*Working Together  
to Live Life Well*



**Nau Mai, Haere Mai**

**Welcome to**

**Catholic Social Services**

CSS is a professional Social Services Agency and this pamphlet is to give you some information about our terms and conditions and what you can expect when you begin to work with us.

Firstly, we want to assure you that we will do our best to work with you to achieve the goals that you have.

Secondly, to ensure that we understand each other, please read the following information carefully as it provides the basis for the work that we will do together.



Catholic Social Services

## **Confidentiality**

When we work with you, you can be assured that your private information will be protected. Counselling and Social work practice requires us to record notes of our work with you. This is on our secure client management system which we will hold for a period of 10 years. You can request to see what has been written by applying in writing to the director of Catholic Social Services.

## **Supervision**

As part of Catholic Social Services professional practice, staff will be supervised both at CSS and sometimes by an independent contractor to help them review the work they do and ensure you are receiving the best help that we can provide.

## **Disclosure**

If during our work with you it comes to our notice that someone has been or maybe seriously harmed, our Code of Ethics means that we must alert the appropriate authorities. The Staff member will first consult with the Director of Catholic Social Services who will make the decision about the next step. We will let you know what happens next as soon as we can so you know what the process will be.

## **Information We Collect**

To help us understand who we are working with we will ask you for some information for our statistical purposes. This helps us know who we are working with and helps us when we seek funding to provide this service.

## **Accountability**

Some of our funding comes from the Ministry of Social Development. They regularly audit our work to ensure that we are meeting the standards of care and financial management expected of publicly funded organisations. In this process they may check how we do our filing but they are not looking for any private information.

## **Complaints Procedure**

If you have a concern about the skills, actions or attitudes of one of our staff that cannot be directly resolved with them you should direct your complaint to Mike Tonks, Director, on 455 3838 PO Box 2047 Dunedin 9044. Mike will investigate your complaint and report back to you as soon as possible. Further information about this process is available on request.

## **Appointments**

We will work with you to set an appointment time that we both can keep. We appreciate that from time to time things may come up which means neither one of us can make that appointment. You can expect from us that we will contact you to let you know if there is a change as soon as is practicable. We would appreciate you being able to do the same for us.

## **Making Contact**

CSS is a professional service and our usual office hours are 9-5 Monday to Friday. If you call outside of these times you will be given an opportunity to leave a message. We will return your call as soon as we can. Please confirm with your worker the best way for us to contact you should we need to.

## **Evaluations**

At the conclusion of your work with us, you will be asked to fill in an evaluation. This is used to help us continue improving our service, report to our funders and provide you with a helpful reflection on the process of change that you may have gone through. We appreciate your honesty in filling these out.

