



genesis
youth trust

What I need to know about



Genesis Youth Trust



Genesis Youth Trust is a Charitable Trust working with youth and their Whanāu.

We offer youth social work, mentoring ,
counselling, parenting /whanāu programmes
We will talk to you about what will be included
in your plan and how you can do different
things with different services.

Culture:

Genesis Youth Trust has values which we base
all our work on, you'll see these on this page.
We celebrate all cultures, we celebrate success,
and we believe that we are all important and
valuable with special and unique skills and
strengths. We believe in the importance of
relationships as the key to change.

How we work with OT and Police:

You have probably come to Genesis because the
Ministry of Oranga Tamariki (OT) or Youth Aid
have “referred” you . This means we work
closely with that agency and we will update
them on your progress. This does not mean we
tell them everything you tell us, you will know
what we tell them and what we don't.

How we work with your family / whanāu

You and your parents or legal guardians have to
give consent for you to work with us. We share
information with them that you want shared.

Our Values

- Team Work
- Excellence
- Servanthood
- Action Focussed
- Trust and Integrity
- Unconditional Love





Your Genesis Worker will:

- Treat you fairly, honestly and with respect.
- Be clear with you about how we record our work with you.
- Be clear with you about who we may talk to about you.
- Talk to you about who will be given information about you.
- Be clear about what we will and won't do.

Genesis Youth Trust 2020

Why are you here?

Because you have offended and you are on a FGC or Police Plan which you need to complete and take seriously. You have been given a second chance to get back on track, to be accountable for your actions and learn from your mistakes

What will happen while I am with Genesis?

It depends on why you are here. You will meet our team and complete an assessment so we can get to know you better and to help both you and your Genesis workers decide what should be in your plan, it will help us work together.

Assessments are an important way of getting to know you so we will have conversations with you during your time with us to help us make sure we are doing the best we can to support you.

During your time with Genesis there are a number of “interventions” or actions, that we do together to make things better for you.

This may include:

- Writing an apology letter to the victim of your offending.
- Completing community service hours
- Working with our mentoring team both in group programmes with other young people and one on one time with your mentor.
- Counselling, and taking part in our whanāu Programme with your family.

In some cases we may find we are not be able to work with you. If this happens we will talk with you about the reasons why.

What We , The Young People, Want from Genesis:

- That you treat us fairly
- That you are honest with us
- That you treat us with respect
- That you trust us
- That you get to know us
- That you listen to us
- That you respect our privacy
- That you help keep us safe
- That you involve us
- That you make things happen when they should
- That you put us in touch with the right people
- That you will be careful about how you use information about us

Genesis Youth Trust's Children and Young Person's Charter

This Charter belongs to you. While you are working with Genesis you have rights, this means you can expect to be treated well and to be cared about.



A Charter is a way of letting you know what to expect when you are working with Genesis.

In making this Charter we have talked to young people and also to our staff.

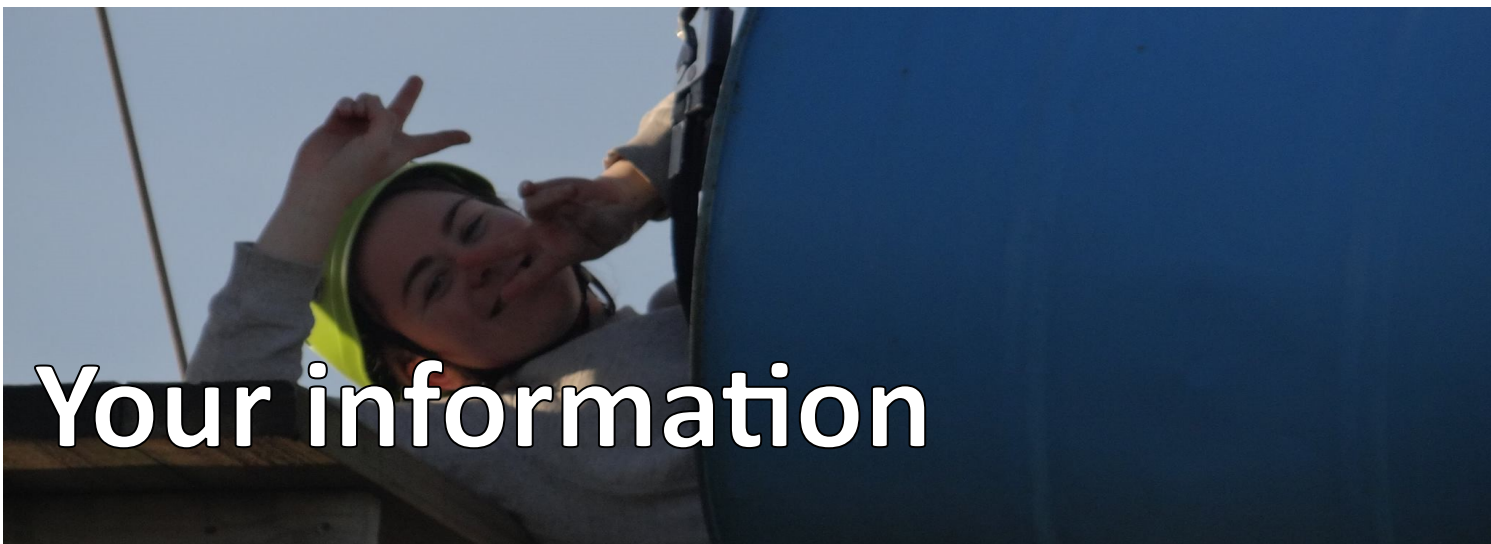
We want to make sure your rights in this Charter are met.

Genesis Youth Trusts Children and Young Person's Charter



We at Genesis Pledge to you, the Young People we work with:

- That we will take you seriously.
- That we will listen to you
- That we will get to know you
- That we will respect your privacy
- That we will not only think about your life as a whole but will work with you about many aspects of your life
- That we will try our best to help keep you safe at home and while you're at Genesis
- That we will use what powers we have to help you
- That we will involve you in all areas of our work with you.
- That we will follow our Values and make things happen whenever we can
- That we will put you in touch with the right people
- That we will think carefully about how we use any information about you.



Your information

During the time you are working with the Genesis team we will gather some information about you and your family.

Some of this information will come from other agencies and some will come from talking with you and to your family. This helps us make sure we are providing the very best service we possibly can for you.

Your Genesis workers keep notes about their work with you and a record of any assessments taken during your time with us, this is stored electronically. Any time you would like to see the information we have about you, your Genesis worker will help you do this. If anything is not quite right you will be given the opportunity to help correct it.

Some of our information will be shared with other agencies. When this happens we will be sharing facts and figures and will make sure any of your or your family's personal information is not included.

Our staff will keep your information private unless we find out something which may put you or other people at risk. We want to keep you safe and this may mean sharing your information with someone else. We will, where possible, discuss this with you first.

What does Genesis

Expect from Me?

- Be ready when we pick you up from home
- Treat people as you would like to be treated
- Treat other people's information the same way as you would like them to treat yours, no gossiping.
- No drugs, no alcohol and no violence towards others
- Most important:

Be yourself, let us see the real "you".



It's OK to have your say

You might have a suggestion about something we could do better or about something that happened that you think was unfair or unsafe. You can make a complaint or, you might be happier if someone you trust does this for you with your permission.

How can you make a complaint?

If you have something you're concerned about it's best if you can try and sort it out with your Genesis worker first. If you can't do this or you're still not happy with how things are, you can call one of our managers, their phone numbers are on the back of this booklet. You don't have to write it down, you can email, text or use the forms we have in the office.

The Process:

If you tell your worker, or a manager they will sort it out straight away. This is called an **"informal complaint"**. If your worker can't sort it out in 72 hours it becomes a **"formal complaint"**.

A formal complaint is something more serious either because the complaint is more serious or because it can't be easily sorted.

The person you tell will write what you tell them down and read it back to you before you sign it. We will tell you about the process and keep you informed about what is happening all the way.

The Genesis Team want to provide the best service we can, so we want you to tell us what we are good at and what do we do that's good and also what we can improve on.

What if I want to talk to someone else about my complaint?

There are other organisations that can help:

Child Rights Advice Line

0800 224 453

The Office of the Commissioner of Children

0800 224 453

The Office of the Privacy Commissioner

(09) 302 8680

The Human Rights Commission

0800 496 877



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Our Managers:

Mangere

Vivienne Kapua

Telephone: (09) 275 0934

Mobile: 027 555 2648

Papakura

Turei Marshall

Telephone: (09) 295 0313

Mobile: 021 562 806

Glen Innes

Richard Takapautolo

Telephone: (09) 524 1937

Mobile: 027 305 1003

Manurewa

Emil Huch

Telephone: 021 240 6818

Get Support:

Youthline: 0800 376 633

Free Txt: 234 24/7 help

Kidsline: 0800 543745

24/7 Help

Youth Law: (legal advice)

0800 884 524

WhatsUp (counselling)

800 Whatsup

0800 942 8787

My Youth Social Worker is:

Their Phone number is: _____

Their email is: _____

Their Manager is: _____

My Youth Mentor is:

Their Phone number is: _____

Their email is: _____

Their Manager is: _____

My Genesis Counsellor is:

Their Phone number is: _____

Their email is: _____

Their Manager is: _____

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