

Who can contact Family and Child Connect?

Anyone can contact Family and Child Connect for general advice and information, including parents, other family members, young people and other community members.

Contact Family and Child Connect

Contacting Family and Child Connect is easy. Call **13FAMILY** or **13 32 64**, or visit their office.

Family and Child Connect can also visit a family at home or at a place that is mutually convenient and safe to talk.

family and child connect

Connecting families to the right services at the right time



Your Local Family and Child Connect is:

Mercy Community Services & Lifeline Darling Downs & South West Qld Ltd

Address: 104 South Street, Toowoomba

Opening Hours:
Monday to Friday 8.30am to 5.30pm (open til 7.30 pm Tuesday)

Phone: 13 Family or 133264



Mercy
COMMUNITY SERVICES

Lifeline
Darling Downs & South West QLD Ltd

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What is Family and Child Connect?

The Queensland Government is committed to building stronger families and keeping children safely at home. We are working with our non-government partners to deliver new and improved services that support the safety, wellbeing and best interests of children.

Family and Child Connect are new services to Queensland and are part of the Stronger Families reforms, which are part of our government's response to the Queensland Child Protection Commission of Inquiry.

Family and Child Connect are local community-based services that help families to care for and protect their children at home by connecting them to the services they need, when they need them.

There are many people in the community who are there to help families and children — for example, police, doctors, nurses and teachers. If they are concerned about a family, they can contact Family and Child Connect for advice and let them know that the family might need some help.

Parents can also self-refer to Family and Child Connect to seek assistance and support with:

- developing parenting skills and managing child behaviour
- building better relationships between family members, including help with any violence at home
- budgeting and managing money
- managing alcohol, drug or gambling problems
- accessing housing, healthcare or other community or government services.

What is the role of Family and Child Connect?

Family and Child Connect is a first point of call for frontline assistance and support to families. Each service is run by a respected community organisation with experience in helping families to safely parent their children.

Some of the ways Family and Child Connect can help are to:

- consider the information that comes to their attention, with a particular focus on the safety and protection of children
- make contact with the family to discuss the situation in a respectful manner, recognising that sometimes parents just need a little help to care for their children safely at home
- make a decision about the type and level of support that may be required for the family
- connect families to services and supports that may assist them in their situation.

These services and supports are there to help families to stay strong and together, and to make positive changes so that they can confidently parent their children safely.

What if a family needs more than one service at the same time?

It's okay to ask for and receive help. Family and Child Connect can positively assist families with a range of support needs. This includes linking to more intensive specialist services that can help families who need extra support to help them to stay together.

