Family and Child Connect

Every family needs a little help now & then. When friends and family are unavailable, it can be hard to know who to call for support. That's where Family & Child Connect can help.

Funded by the Queensland Government, Family and Child Connect is a brand new community-based service designed specifically to listen to you and help you to connect with the right supports at the right time. In South West Queensland the service is provided jointly by Mercy Community Services & Lifeline Darling Downs & SW Queensland Ltd at three different sites; in Toowoomba, Roma and Charleville.

Whether you are a parent, a young person, a concerned friend, neighbour or professional, if you are looking for information and advice on how you can best help yourself or someone else, you can call or drop into Family & Child Connect and speak to a real person about how to get the right assistance.

Family & Child Connect's friendly, professional staff know all about the people and services in your area and how they can help with any challenge a family might be facing. They can provide you with information about these supports and in some cases can even introduce you to them. If you are worried about a family other than your own they can help you with ideas of how you might be able to reach out and provide some personal support to them.

At the moment this service is available throughout South West Queensland. If you would like to speak with us it is as simple as picking up the phone and calling 13FAMILY (13 32 64). All enquiries are most welcome.