

How to reach Act for Kids

If you have any questions or would like to access our free service, please call us directly to discuss eligibility or make an appointment.

You can also complete the online referral from available at <https://secure.comunities.qld.gov.au/CBIR> that will be forwarded directly to us and we will contact you.

GOLD COAST

West Burleigh

21 Tallebudgera Creek Road,
West Burleigh QLD 4219
PO Box 550, West Burleigh Qld 4219

Labrador

31 Olsen Ave, Labrador Qld 4215
PO Box 669, Labrador Qld 4215

Central Referral Line

(07) 5508 3822



Intensive Family Support program



What is the Intensive Family Support program?

The Act for Kids Intensive Family Support program is a free service that helps families under pressure.

Raising kids can be really hard, all families go through times of stress and may need a little extra help to work through challenges.

Our Intensive Family Support services are tailored for families that have multiple and complex needs.

We can help with:

- addressing issues such as domestic violence, mental health and substance abuse
- developing stronger life skills such as setting routines, budgeting and managing the household
- parenting support and strategies to build positive family relationships
- managing stress to cope with daily pressures
- providing child health and wellbeing resources
- linking into services that support your child's development
- connecting you with local services, playgroups and other social networks
- supporting families with their cultural needs
- anything else that worries you.

It's a voluntary program. You don't have to work with us. If you choose to work with us, you might find ways to strengthen and enjoy your family more.

How does it work?

At Act for Kids we understand what it's like for families under pressure and we're here to support parents and listen to their worries.

The program helps strengthen your family by providing practical support and linking your whole family with the right services at the right time.

The Act for Kids team works with your family to understand your goals and see how we can help you. We are able to help all kinds of families from all kinds of cultures, with many different needs.

We will meet with you most often in your own home, or other safe places relevant to your family needs.

Who can access the program?

Our Intensive Family Support Program is designed for parents/caregivers, and their children, to help them overcome their experiences and challenges. This service is available to families in the Gold Coast region and surrounding areas who would like support from our team.

If you are a service provider interested in referring a family you can find our referral form at:

<https://secure.communities.qld.gov.au/CBIR>



Your rights and responsibilities

Under the *Privacy Act 1988* and the *Australian Privacy Principles (APPs)* you have the right to access your personal information.

The information cannot be removed or copied. The records are the property of Act for Kids and this protects and ensures your privacy and security.

Your discussions with our team are confidential and will remain private unless there are concerns about the safety of yourself or others.



Act for Kids is an Australian not-for-profit organisation providing free professional therapy and support services for children and their families.

For over 26 years we have helped thousands of Australian children and families through practical support and therapeutic intervention.

We offer families the support they need to raise happy, healthy kids and enjoy positive family relationships.

We acknowledge the traditional custodians of this land and pay our respects to the Elders both past, present and future for they hold the memories, the traditions, the culture and our hopes.

We work to:

- keep kids safe by providing information, support and therapy to help parents/caregivers
- help families develop new ways to cope in times of stress
- support the emotional and developmental needs of children and young people so they can reach their full potential.

What makes us different?

- We have over 26 years' experience working with kids, young people and families.
- Our unique multidisciplinary teams include family support practitioners, psychologists, occupational and speech therapists, and other specialists who provide expert help.
- We listen to everyone in your family and will talk with them in ways they understand.
- We have Aboriginal and Torres Strait Islander practitioners and cultural advisors.
- We don't have a 'one size fits all' approach: every person we work with can expect support plans to help them reach their own goals.