

## How can I contact Family and Child Connect?

You can contact Family and Child Connect by calling **13FAMILY** or **13 32 64**, or by visiting their office.

Family and Child Connect can visit you at home, or a place that you think is a good and safe place to talk.

Your local Family and Child Connect is:

### **Gold Coast**

21 Tallebudgera  
Creek Road  
West Burleigh  
Ph: (07) 5508 3835

### **Opening Hours:**

Monday — Friday,  
8.30am — 5.30pm  
Extended hours on  
Tuesday night  
until 7.00pm

### **Sunshine Coast**

33 Dalton Drive  
Maroochydore  
Ph: 13FAMILY  
(13 32 64)

### **Opening Hours:**

Monday — Friday,  
8.30am — 5.30pm  
Extended hours on  
Tuesday night  
until 7.00pm

 **Act for kids**



## family and child connect

Connecting families  
to the right services at the right time



**stronger families**

## What is Family and Child Connect?

Being a parent is not an easy job and sometimes, other problems can get in the way of looking after your children at home.

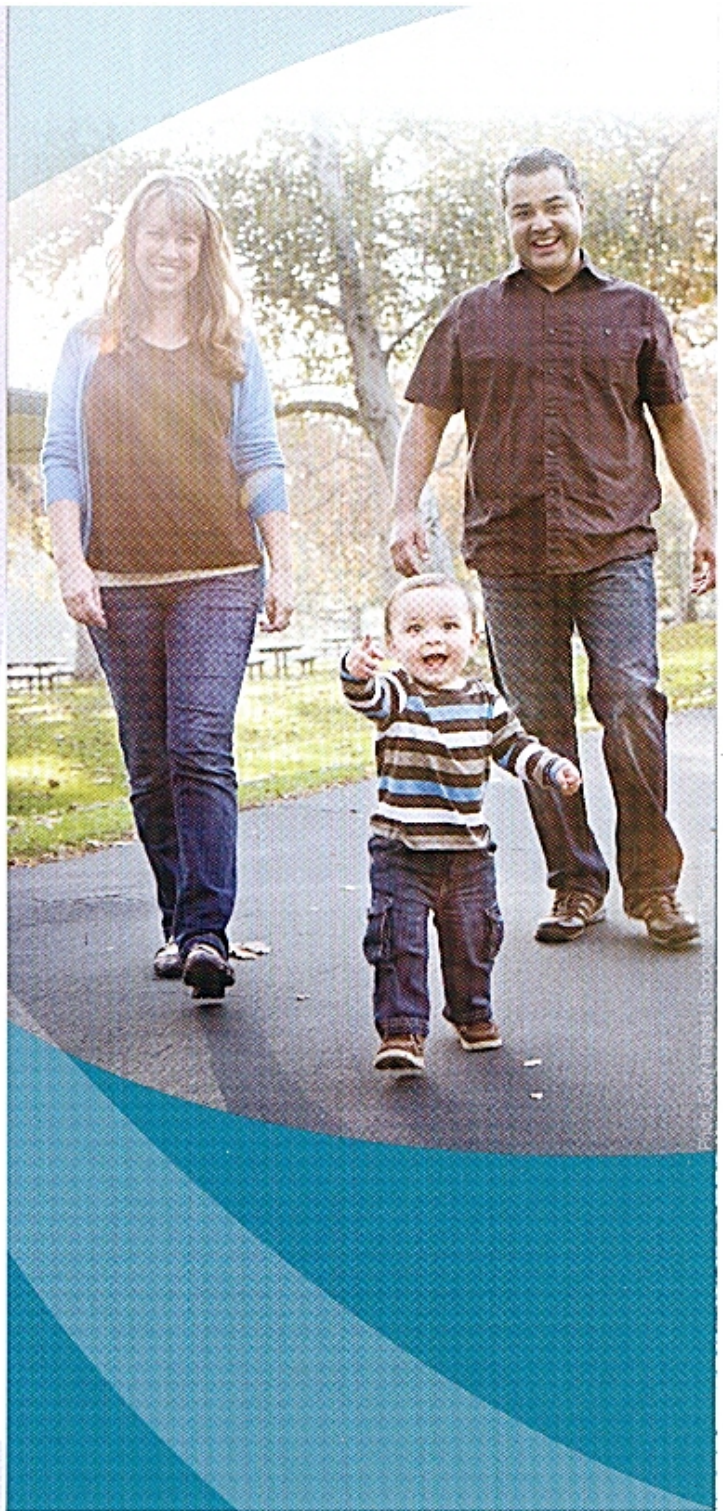
If you are feeling overwhelmed or not coping, it's okay to ask for help.

Family and Child Connect is a free service to help you with the challenges of parenthood.

Every family is different, and is important that you find solutions that work for you.

Family and Child Connect will talk to you about your worries, and connect you to local services that can help with:

- developing your parenting skills and managing your child's 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, health care or other community or government services.



## Who can contact Family and Child Connect?

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

If your family needs help, you can contact Family and Child Connect directly.

There are also many people in the community who are there to help families and children — for example, doctors, nurses and teachers.

If they are concerned about your situation, they can contact Family and Child Connect for advice, and let them know that you might need some help.

Family and Child Connect want to help you solve your problems, and will sometimes contact you directly offering to help.

Family and Child Connect will talk to you about your family's strengths and problems, and put you in touch with the right services that will help you make positive changes towards caring for your children.

Family and Child Connect will always encourage you to seek help, and will ask your permission before connecting you with support services. Family and Child Connect will not give your personal information to anyone else without your permission, unless they have serious concerns about your child's safety.



## Is there a limit to the help I can receive?

No. You can contact Family and Child Connect as often as you need, for as long as you need.

If you and your family are dealing with many problems at the same time, Family and Child Connect can arrange special assistance for you. Intensive Family Support Services can work with you over an extended period of time to make sure your family receives the help you need.

Intensive Family Support Services are free for families who qualify for support through Family and Child Connect.

In many areas, there are specialist family support services for Aboriginal and Torres Strait Islander families, and most other family support services will be able to offer families the choice of working with an Aboriginal or Torres Strait Islander worker.