Local level alliance
Family and Child Connect leads local level alliances of government and non-government services within the community to ensure vulnerable children and families receive the right mix of services at the right time.

Contact Family and Child Connect
Family and Child Connect is located in the following locations across Queensland:
- Beenleigh/Bayside
- Brisbane North/ Brisbane South/ Brisbane South-West
- Browns Plains/ Beaudesert
- Cairns, including Cape York/ Torres Strait
- Gold Coast
- Ipswich
- Kingaroy, including Cherbourg
- Logan
- Mackay
- Maryborough/Bundaberg
- Moreton Bay
- Mount Isa/Gulf
- Roma
- Rockhampton/Gladstone/ Emerald, including Woorabinda
- Sunshine Coast, including Gympie
- Toowoomba
- Townsville.

You can contact Family and Child Connect on 13FAMILY or call 13 32 64.
For more information go to www.familychildconnect.org.au

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Queensland Government

Connecting families to the right services at the right time

Information for professionals who work with children and families
What is Family and Child Connect?

Family and Child Connect is a community-based service that helps vulnerable families connect with the services they need to safely care for their children at home. The service helps families receive the support they need before their problems escalate, requiring Child Safety to intervene.

Professionals who work with children and families, such as teachers, doctors, police and early childhood educators who have concerns about a family, can refer them to Family and Child Connect for help. Family and Child Connect also provides information and advice to anyone, including families, seeking advice and assistance for children and families.

A Child Safety principal child protection practitioner is based at each Family and Child Connect to assist with identifying and responding to more serious concerns that may require statutory intervention.

A specialist domestic and family violence practitioner also works with each Family and Child Connect to advise and assist on domestic and family violence matters.

Referring to Family and Child Connect

When a referral is made to Family and Child Connect, an initial assessment of the concern is undertaken and a range of responses are considered. These responses may include:

Information and advice
Family and Child Connect provides information and advice to the referrer on how they may respond. This may include advice on how to support the family and information on local support services that may be of help.

Referral to a support service
Family and Child Connect assists the referrer to refer the family to a support service. This may include assisting the referrer to gain the family’s consent to the referral, and facilitating engagement between the referrer and the support service to ensure a smooth process.

Active engagement and referral to Intensive Family Support services
Where a family has multiple or complex needs, Family and Child Connect provides a more detailed needs assessment and seeks the family’s consent to be referred to an Intensive Family Support service.

You can make a referral by completing an online referral form from the Family and Child Connect website. Go to www.familychildconnect.org.au

Making a report to Child Safety

If Family and Child Connect receives information to suggest that a child may be in need of protection, a report will be made to Child Safety.

The principal child protection practitioner based at Family and Child Connect can assist to identify concerns that should be reported to Child Safety and facilitate this reporting process.