FAMILY MATTERS QLD

Strong communities. Strong culture. Stronger children.

RESPONDING TO CHILD PROTECTION ISSUES

Family Matters QUEENSLAND COMMUNITY RESOURCE GUIDE

CPP

ChildProtectionPeak

ACKNOWLEDGEMENTS

The Family Matters Community Resource kits were developed by SNAICC – National Voice for Our Children, in close consultation with Aboriginal and Torres Strait Islander leaders, community-controlled organisations and campaign committees in all Australian jurisdictions.

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QUEENSLAND ABORIGINAL & TORRES STRAIT ISLANDER CHILD PROTECTION PEAK

The Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) is the peak body representing, advocating and supporting the Aboriginal and Torres Strait Islander child protection and family support services sector in Queensland.

The principal purpose of QATSICPP is to, above all, promote and advocate the rights, safety and wellbeing of Aboriginal & Torres Strait Islander children, young people and their families through effective partnerships and strategic collaborations. QATSICPP provides leadership in advocacy and the development of policies, strategies and programs to resource, support and strengthen the capacity and capability of Aboriginal & Torres Strait Islander community controlled child protection agencies in the interests of Aboriginal & Torres Strait Islander children, families and communities.

QATSICPP has a current membership of 30 Aboriginal and Torres Strait Islander community controlled agencies that provide services to promote the safety and wellbeing of Aboriginal and Torres Strait Islander children, families and communities.

QATSICPP represents its members nationally through affiliation and membership on the Board of SNAICC – National Voice for our Children.

For further information on QATSICPP go to **www.qatsicpp.com.au**

WHAT ARE THE PROBLEMS WITH THE CHILD PROTECTION SYSTEM? WHAT ARE THE SOLUTIONS WE NEED?

1. **Aboriginal and Torres Strait Islander children are over-represented in the child protection system, including in out-of-home care**

   In Queensland and across Australia, Aboriginal and Torres Strait Islander children are over-represented in the child protection system. When compared with non-Indigenous children, Aboriginal and Torres Strait Islander children are more likely to come to the attention of child protection authorities, to have their cases investigated and to be removed from their parents' care.

   In Queensland at 30 June 2016, Aboriginal and Torres Strait Islander children were 8.4 times more likely than non-Indigenous children to be in out-of-home care – that is, removed from their parents by the Child Safety Services of the Department of Child Safety, Youth and Women, Queensland (Child Safety) and placed in 'care'.

   WE NEED strong preventative and early intervention measures to keep children safe and cared for with family. In order to keep children with their families, we need access to quality, culturally safe early childhood, health, education and other services for Aboriginal and Torres Strait Islander families. For children who have been removed, we need focused and well-resourced efforts to safely reunify children in out-of-home care with their families. We need Aboriginal and Torres Strait Islander Community Controlled Organisations resourced to design and deliver support services to Aboriginal and Torres Strait Islander families.

2. **Families aren't being supported to address their issues so that children can be safely cared for at home or returned home when they have been removed**

   Our governments aren't investing enough into family support services to keep Aboriginal and Torres Strait Islander children safe at home and prevent them from entering the child protection system – there simply aren't enough services, and particularly, there aren't enough culturally safe services. There also aren't adequate supports for families who are working to have their children returned safely home. Currently, the Queensland government spends only 14 per cent of child protection expenditure on family support services.

   WE NEED governments to spend at least 30 per cent of their total child protection system expenditure on family support services that will help Aboriginal and Torres Strait Islander families keep children safe and cared for at home, and safely return children home who are removed.

3. **There aren't enough resources provided to Aboriginal and Torres Strait Islander Community Controlled Organisations to support families, and families have difficulty finding services that are culturally safe**

   Aboriginal and Torres Strait Islander Community Controlled Organisations are best placed to understand, design and deliver services and supports to our families. There is not enough recognition of this and there is not enough investment in Community Controlled Organisations.

   WE NEED Aboriginal and Torres Strait Islander Community Controlled Organisations to be properly resourced and supported so that they can support families in their communities.

4. **Aboriginal and Torres Strait Islander families and organisations are often left out of the decisions that are made about their children**

   Aboriginal and Torres Strait Islander families, communities and organisations have a right to participate in decision making about their children. Self-determination means that Aboriginal and Torres Strait Islander peoples have a right to determine and control what happens to their children. Decisions about Aboriginal and Torres Strait Islander children can often discriminate when decision makers, such as Child Safety or the court, don't understand Aboriginal and Torres Strait Islander culture and child rearing practices, and fail to consult about these.

   WE NEED stronger laws, policies and practices that require Child Safety and the courts to involve and listen to Aboriginal and Torres Strait Islander families, community members and organisations when decisions are made about children. A process such as 'Aboriginal and Torres Strait Islander Family Led Decision Making' would allow families to participate in significant decision making, design

and own solutions, and promote the best interests of their children. Child Safety also needs to seek out and listen to the knowledge, advice and cultural authority of Aboriginal and Torres Strait Islander community leaders and Community Controlled Organisations – these organisations must actively participate and be taken seriously in decision making.

5. **Too many children are placed away from their Aboriginal and Torres Strait Islander relatives and kin**

   If Aboriginal and Torres Strait Islander children are removed from their parents, the first placement preference is always a safe placement with family including Aboriginal and Torres Strait Islander relatives and kin. In Queensland at 30 June 2016, only 42.6 per cent of Aboriginal and Torres Strait Islander children were placed with family, and only 24.1 per cent were placed with Aboriginal and Torres Strait Islander family.

   WE NEED stronger laws, policies and practices that prioritise placement with Aboriginal and Torres Strait Islander family. We need Aboriginal and Torres Strait Islander families and organisations to be involved in placement decision making. We need Aboriginal and Torres Strait Islander organisations to be resourced to identify, recruit, assess and support kinship carers.

6. **There isn't enough commitment to keeping children connected to family, community and culture**

   If Aboriginal and Torres Strait Islander children are removed from family, their important connections to family, community and culture must be maintained and developed.

   WE NEED stronger laws, policies and practices that require 'cultural support plans' to be developed, implemented and reviewed for all Aboriginal and Torres Strait Islander children in out-of-home care. Aboriginal and Torres Strait Islander families and organisations must be involved and Child Safety must support this.

7. **Child protection laws and services are increasing the use of permanent care without ensuring children are connected to family and culture, or that families get the supports needed to reunify**

   Across Australia many governments have been making it easier and faster to place children in 'permanent care' where they remain in out-of-home care until they are 18. When families aren't supported properly and Aboriginal and Torres Strait Islander people aren't involved in the decisions being made there is a big danger that our children will be permanently separated from family, community and culture.

   WE NEED to make sure that governments and services support our children in out-of-home care to be reunified with family and to maintain their connection to culture and community. We need flexible laws and policies that give our families the time and opportunity to get the support they need to reunify. We also need decisions about permanent care to always be made by Aboriginal and Torres Strait Islander people and organisations to ensure that Aboriginal and Torres Strait Islander children don't lose their culture.

8. **Our governments don't listen to Aboriginal and Torres Strait Islander people enough and aren't changing how they are doing things**

   WE NEED to hold our governments accountable to Aboriginal and Torres Strait Islander people. We need Aboriginal and Torres Strait Islander organisations and peak bodies to demand information, accountability and change. Queensland needs a Commissioner for Aboriginal and Torres Strait Islander children and young people to also make these demands. We need you to take action.

We all need to take action.

WHAT ACTION CAN YOU AND YOUR COMMUNITY TAKE?

1. **You can get a group of your community members together to share experiences and make a plan to take action**

   You can take action by yourself or you can get a group of your community members together and take action together. A group with shared experiences and a strong voice can be a powerful force for change.

2. **You can contact Child Safety about individual and shared problems with Child Safety. You can tell them what is happening for you and your community and ask for the changes you want**

   Department of Child Safety, Youth and Women

   1800 811 810

   https://www.csyw.qld.gov.au

3. **You can contact the Ombudsman about individual and shared problems with child protection and family services**

   Queensland Ombudsman

   1800 069 908 or (07) 3005 7000

   ombudsman@ombudsman.qld.gov.au

   https://www.ombudsman.qld.gov.au

4. **You can contact the Office of the Public Guardian for Children and Young People, Queensland Family and Child Commission or the National Children's Commissioner about problems with child protection and family services**

   Office of the Public Guardian for Children and Young People

   1800 661 533 or (07) 3225 8325

   child@publicguardian.qld.gov.au

   http://www.publicguardian.qld.gov.au/child-advocate

   Queensland Family and Child Commission

   (07) 3900 6000

   info@qfcc.qld.gov.au

   http://www.qfcc.qld.gov.au/

   National Children's Commissioner

   kids@humanrights.gov.au

   http://www.humanrights.gov.au/our-work/childrens-rights/about-childrens-rights

5. **You can contact your local member of parliament about problems with child protection and family services. You can tell them what is happening for you and your community and ask for the changes you want**

   Local Government

   http://www.dilgp.qld.gov.au/local-government-directory/

   Queensland Parliament

   https://www.parliament.qld.gov.au/

   Federal Parliament

   http://www.aph.gov.au/Senators_and_Members/Guidelines_for_Contacting_Senators_and_Members

PATHWAYS THROUGH THE CHILD PROTECTION SYSTEM

FAMILY SUPPORT

If you need help looking after your children, or if you need help with problems affecting how you look after your children, you can get help to ensure your child is safe and avoid moving further into the statutory (legal) child protection system.

NOTIFICATION

If the 'child protection department'* (the Department) receives a report or notification that your child has experienced, is experiencing, or is at risk of experiencing harm, including abuse and/or neglect, they will begin to assess the notification.

* The 'child protection department' is the government agency responsible for child safety and wellbeing in your state or territory – further details, including contact details, are provided in this booklet

INTAKE

The notification is considered and an initial assessment about whether to investigate further is made. To make this initial assessment, the Department may look at your family's child protection history and contact services, schools, or hospitals etc.

If the Department decides to not investigate further, they may instead make referrals to family support and other services.

INVESTIGATION AND ASSESSMENT

If the Department decides to investigate further, they will make contact with you and your child. A full assessment of your child's safety and well-being is made.

If the Department assesses that your child is safe and cared for, no further action will be taken, although they may refer you to family support and other services.

If the Department assesses that your child has been or is unsafe (this is called 'substantiation'), they will decide what is required to keep your child safe.

If the risk of harm is low, the Department may decide to work with the family while your child continues to live in the family home.

If the Department thinks the risk of harm to your child is high, they may remove your child from the family home and place the child in 'out-of-home care'. Out-of-home care includes kinship care, foster care and residential care. An out-of-home placement can be voluntarily agreed to by parents but if not, the Department must seek a court order to confirm any out-of-home care placement.

COURT

The Department may seek a court order (referred to as a 'care and protection order' or 'protection order') to ensure that your child is safe and looked after.

Usually, before a final order is made, an interim order/s will be made. An interim order may specify where your child lives – for example, with you or in out-of-home care.

A final court order may also specify where your child lives, how long the order is for, and also whether you keep parental responsibility or whether this is given to the Department or another person.

You, as a parent can agree to an interim or final order, or can disagree and contest the making of either type of order at court. You may be able to appeal against an order that is made by the court (for more information about this, see the *FAQs*).

ONGOING CASE MANAGEMENT

Throughout this process, the Department must work to ensure your child is safe and well. This includes where an interim or final order has been made. This process is called 'ongoing case management'.

Ongoing case management may involve supporting you and your child so that your child can return home if it is safe for your child to be there. This is called 'reunification'. Reunification may occur with a court order in place, or the Department may decide to withdraw involvement completely if they are satisfied that you can ensure your child is safe and well.

If reunification is not possible and your child remains in out-of-home care, the Department must ensure that your child is living in the most safe and culturally appropriate placement possible, and ensure that your child's connections to family, community and culture are maintained and developed.

'INDEPENDENT PERSON'/'INDEPENDENT ENTITY' AND THE FAMILY PARTICIPATION PROGRAM (FPP)

If the Department of Child Safety, Youth and Women (DCSYW) want to talk to you about your children, it is important that you know some basic rights. If you are not informed of your rights by the DCSYW, it is important that you ask for the following.

Aboriginal and Torres Strait Islander families have the right to an *independent person* or *independent entity*. An independent person is simply a support person who can be present during an initial DCSYW interview, investigation or other times when significant decisions are being made about Aboriginal and Torres Strait Islander children. They are there to assist the parents and family to put across views on culture and connection. The independent person can be an Aboriginal and/or Torres Strait Islander person who could be a family member or a friend, an elder or even an Aboriginal and/or Torres Strait Islander person from an Aboriginal and Torres Strait Islander organisation. The role of the independent person can also be to ask DCSYW to talk clearly or simply, in terms the parent or family can understand. The parent may also want the independent person to 'talk up' for them at times, this is also okay. The independent person who attends such meetings can also attend court with the family and even be asked by the court about their views relative to the matter.

If an independent person is not available, an independent entity can also play the same role. An independent entity is an Aboriginal and Torres Strait Islander community-controlled organisation and an Aboriginal and/or Torres Strait Islander employee of such an organisation can be present with parents and family to assist to put across their views on culture and connection.

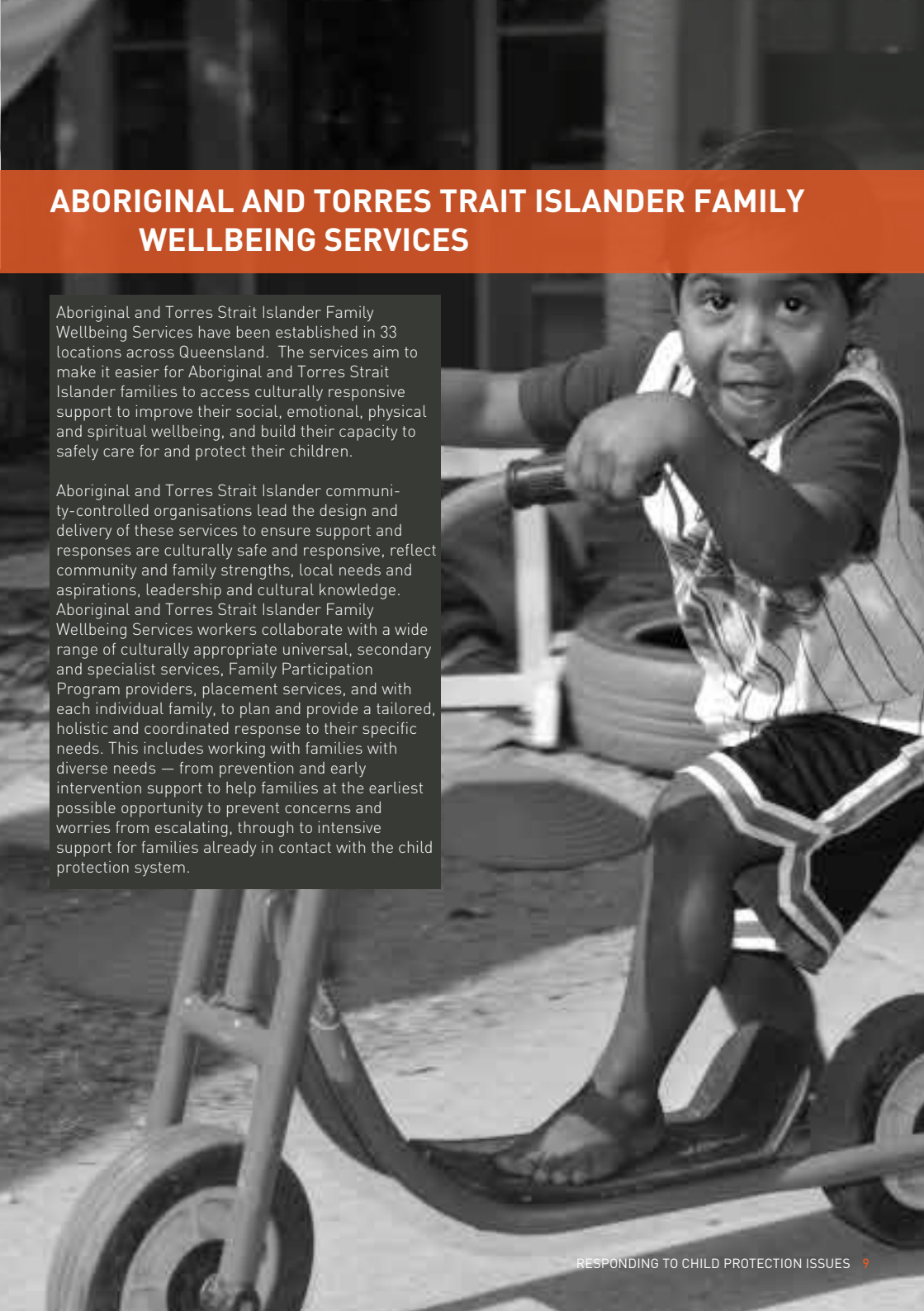
Another major reform in Queensland has been the introduction of Aboriginal and Torres Strait Islander Family Led Decision Making (ATSIFLDM). ATSIFLDM is facilitated by Family Participation Program (FPP) providers who are Aboriginal and Torres Strait Islander community-controlled organisations located throughout Queensland – *see Contact Lists*.

When DCSYW deem that you must have a Family meeting to assist the development of a case-plan, it is essential that you ask for the FPP program.

The FPP providers work together with parents, families and children to independently facilitate an ATSIFLDM process. ATSIFLDM is a process that gives authority to parents, families and children to work together to solve problems and lead decision making in a culturally safe space. This approach provides an opportunity to keep children safe in a way that optimises families' participation and confidence in the process, while meeting any statutory requirements.

The aim of the program is to take a strength-based approach that is solution focussed and engages the family in providing a safe environment for the child. A relationship that seeks to understand and invites responsibility and resilience rather than blame. A strength-based approach that acknowledges the positive aspects of the family and looks for exceptions to identified concerns. The goals of the intervention are developed with the immediate and extended family and other key identified persons. The ATSIFLDM process facilitates shared decision-making involving children, young people, parents and families to develop family-based solutions that provide for the safe care and connection of children; "VOICE and CHOICE".

ABORIGINAL AND TORRES TRAIT ISLANDER FAMILY WELLBEING SERVICES



Aboriginal and Torres Strait Islander Family Wellbeing Services have been established in 33 locations across Queensland. The services aim to make it easier for Aboriginal and Torres Strait Islander families to access culturally responsive support to improve their social, emotional, physical and spiritual wellbeing, and build their capacity to safely care for and protect their children.

Aboriginal and Torres Strait Islander community-controlled organisations lead the design and delivery of these services to ensure support and responses are culturally safe and responsive, reflect community and family strengths, local needs and aspirations, leadership and cultural knowledge. Aboriginal and Torres Strait Islander Family Wellbeing Services workers collaborate with a wide range of culturally appropriate universal, secondary and specialist services, Family Participation Program providers, placement services, and with each individual family, to plan and provide a tailored, holistic and coordinated response to their specific needs. This includes working with families with diverse needs — from prevention and early intervention support to help families at the earliest possible opportunity to prevent concerns and worries from escalating, through to intensive support for families already in contact with the child protection system.

FREQUENTLY ASKED QUESTIONS

1. I need help looking after my children – who can help?

You can get help from child care, playgroups, and family support services.

You can also get help for problems that affect how you look after your children – physical health, mental health, family violence, alcohol and other drug misuse, gambling, or anything else.

There may be Aboriginal and Torres Strait Islander organisations and staff that can help you and your children – *see Contact Lists.*

2. Why is 'child protection' calling and/or visiting me?

You, as a parent, are responsible for making sure your children are safe and looked after.

Child Safety Services of the Department of Child Safety, Youth and Women are also responsible for making sure your children are safe and looked after.

If Child Safety receives a 'notification' or report about your children and believes that your children might not be safe, they have to investigate and make sure your children are okay. One of the first things they will do is contact you to talk about your children – they will call or visit you.

You can get help from an Aboriginal and Torres Strait Islander legal service to understand why 'child protection' is calling or visiting you – see *Contact Lists*.

3. What did the notification say about my children?

Child Safety must tell you what the notification is about and why they are now worried about your children.

A notification can be about your children experiencing or being at risk of physical harm, sexual harm and/or emotional harm, and/or neglect. This could be about things you have done, or not done, or things that someone else has done.

An example of emotional harm is if your children have witnessed or know about family violence that has happened to you. An example of physical harm is if your children have been hit or hurt by you or someone else.

4. Do I have to talk to Child Safety? Do I have to let them into my house?

Yes, it is best for you and your children if you talk to Child Safety if they call you or come to your house. This can be hard, so you can ask the child protection worker to call back later or arrange another time or place to meet. You can ask for time to get a support person or lawyer to help you talk to Child Safety.

You do not need to let Child Safety into your house but they can get a court order to come into your house. If you're worried about this, you can talk to a lawyer from an Aboriginal and Torres Strait Islander legal service – *see Contact Lists.*

It is important to tell the child protection worker that your children are Aboriginal and/or Torres Strait Islander. This will help protect your children's cultural rights and ensure Aboriginal and Torres Strait Islander services are offered to you and your children.

5. Who can help me talk to Child Safety?

Aboriginal and Torres Strait Islander families have the right to an independent person or independent entity who is simply a support person who can be present during an initial Child Safety interview, investigation or other times when significant decisions are being made about Aboriginal and Torres Strait Islander children.

You can choose who you want to be your independent person. The independent person can be an Aboriginal and/or Torres Strait Islander person who is a family member or a friend, an elder, or an Aboriginal and/or Torres Strait Islander person from an Aboriginal and Torres Strait Islander organisation. A lawyer from an Aboriginal and Torres Strait Islander legal service can be an independent entity for families – see *Contact Lists.*

The role of the independent person can also be to ask Child Safety to talk clearly or simply, in terms

you and your family can understand. The parent may also want the independent person to 'talk up' for them at times, this is also okay. The independent person who attends such meetings can also attend court with the family and even be asked by the court about their views relative to the matter.

You can ask the child protection worker to wait until you have a support person or lawyer with you before talking to them.

If you don't understand what the worker is saying you can ask them to explain things again and in a different way and/or ask for an interpreter.

You should ask the worker if he or she has anything in writing to give you. It is also a good idea for you to write down what the worker tells you.

Child Safety has to treat you fairly and with respect. If you aren't happy with the way you've been treated, you have a right to complain to Child Safety and/or the Ombudsman – see *Contact Lists.*

6. I'm worried that Child Safety might take my children away from me. What can I do to stop Child Safety taking my children away?

The best way to stop Child Safety from taking your children away is to show Child Safety that your children are safe and looked after by you.

You need to understand what Child Safety is worried about and explain how you will change things to make sure your children are safe and looked after. You can get help and support from your family and community to make changes. You can also get help from family support services. There may be Aboriginal and Torres Strait Islander organisations that can help you – *see Contact Lists.*

If Child Safety suggests that you do something – for example, see a counsellor – it is important that you do this. However, if a service is not right for you or your children, and/or if you want an Aboriginal and Torres Strait Islander service, you should suggest this to Child Safety.

7. Can Child Safety take my children away from me? What should I do if Child Safety takes my children?

Child Safety can take your children if they believe that there is an immediate risk that your children will be seriously harmed.

Child Safety can take your children away without a court order if the situation is deemed dangerous, but they will need to go to court very soon after. The court then decides if your children come back home to you or not.

If Child Safety takes your children away, it is important that you ask for any paperwork and for the reasons why they are taking your children – you should write these reasons down. It is also important to ask when the first court hearing is and then contact a lawyer. There are lawyers at Aboriginal and Torres Strait Islander legal services that can help you – *see Contact Lists.*

8. If Child Safety takes my children, who will they stay with? Can I tell Child Safety who I want my children to stay with?

Child Safety must first see if your children can stay with your family. If there is a family member your children can stay with you need to tell Child Safety about this person. Child Safety will then complete an assessment to make sure it's safe for your children to stay with this person.

If there is no family your children can stay with, Child Safety must then consider – in this order – an Aboriginal or Torres Strait Islander person in your children's community, an Aboriginal or Torres Strait Islander person who lives nearby, and lastly a non-Indigenous person who can make sure your children maintains a connection to their family, community, and culture. If Child Safety cannot find one of these carers, your children may stay in a residential home with other children.

You can suggest family, friends, or other persons who you want your children to stay with. Child Safety must consider and assess the person/s you suggest, but Child Safety doesn't need to choose that person/s. The court has the final say about who your children will stay with – the court might give Child Safety the power to decide who your children stay with.

If you need help talking to Child Safety about who you want your children to stay with, you can contact an Aboriginal and Torres Strait Islander organisation and/or an Aboriginal and Torres Strait Islander legal service – *see Contact Lists.*

9. Can I still see my children if they have been taken away from me?

Usually, yes. If Child Safety has taken away your children and the matter has gone to court, the court will make an order that tells you when you can see your children and if there needs to be someone to supervise your time with your children.

If there is no court order telling you when you can see your children or if there are any problems with seeing your children, you should talk to Child Safety or contact a lawyer at an Aboriginal and Torres Strait Islander legal service *Contact Lists.*

10. If my children have been taken away from me, how will they keep their language and culture?

Although it's not the same as living with you, your children can keep their connections to family, language, and culture by staying with an Aboriginal and/or Torres Strait Islander family member or carer, spending time with you and with other family, and going to family and cultural events.

Child Safety is required to take your children's connections to family, language, and culture seriously and must develop and follow a cultural plan to make sure that these connections are developed and maintained.

If you have any worries about your children's connections to family, language, and culture, you can speak to an Aboriginal and Torres Strait Islander organisation and/or a lawyer at an Aboriginal and Torres Strait Islander legal service – *see Contact Lists.*

11. How do I get my children back home? Do I have to do all of the things Child Safety asks me to do?

You need to show Child Safety that you can keep your children safe and looked after.

You can do this by getting help and support from your family and community, and/or by getting help and support from support services – *see Contact Lists.*

If Child Safety suggests that you do something, such as see a counsellor and/or a family support service, it is important that you do this. However, if a service is not right for you or your children, and/or if you want an Aboriginal and Torres Strait Islander service, you should suggest this to Child Safety.

You should also keep talking to your lawyer about getting your children back. A lawyer from an Aboriginal and Torres Strait Islander legal service can help you – *see Contact Lists.*

12. Do I need to go to court?

Yes, you need to go to every court hearing – even if your children are still living with you.

It is best if you have a lawyer to help you at court. You can find a lawyer to help you from an Aboriginal and Torres Strait Islander legal service – *see Contact Lists.*

If you can't go to court, you need to tell the court or your lawyer this.

Child Safety should tell you about the first time you need to go to court. If you don't know when the first or next court hearing is, you should contact Child Safety and/or your lawyer.

13. What if I'm not happy with the court's decision?

If you 're not happy with the court's decision, you need to talk to your lawyer about this as soon as possible.

You may be able to appeal the decision, but you need to do this as soon as possible. For example, you must appeal a final order within 28 days of the making of the order.

If things have changed since the court made its decision, you may be able to ask the court to change or remove an order. Again, you should talk to your lawyer about this as soon as possible.

If you don't already have a lawyer, you can contact an Aboriginal and Torres Strait Islander legal service to help you – *see Contact Lists.*

14. How do I make a complaint about Child Safety?

Child Safety is required to treat you fairly and with respect. They are required to keep your information private unless they need to share it to keep your children safe. They are required to give you all the information you need to understand what they are doing, what they are asking for, and why. This includes answering your questions about your children as soon as they can.

Child Safety needs to make sure your children are safe and looked after, including if your children have been taken away from you.

If you think Child Safety hasn't acted in the right way, you can make a complaint.

Usually, it is best to first complain to your children's child protection worker or their supervisor. If you're still not happy, you can make a complaint to Child Safety' complaint section. After this you can make a complaint to other agencies such as the Ombudsman – *see Contact Lists*.

It can be hard to make a complaint. If you need help you can speak to an Aboriginal and Torres Strait Islander organisation or lawyer at an Aboriginal and Torres Strait Islander legal service – *see Contact Lists*.

15. How do I make a complaint about my lawyer?

It is your lawyer's job to represent you fairly and properly. Your lawyer should also treat you fairly and with respect.

If you don't think your lawyer has done their job properly and/or has treated you unfairly or disrespectfully, you can make a complaint – *see Contact Lists*.

CONTACT LISTS

DEPARTMENT OF CHILD SAFETY YOUTH AND WOMEN QUEENSLAND	
T	General enquiries: 1800 811 810

SUPPORT SERVICES	
Family and Child Connect (integrated referral service)	
T	13FAMILY (13 32 64)
W	http://www.familychildconnect.org.au/index.asp
Early Childhood Education and Care (ECEC)	
T	13 QGOV (13 74 68)
Kindy Hotline	
T	1800 4 KINDY (1800 454 639)
Child Care Access Hotline	
T	1800 670 305
W	www.mychild.gov.au
Playgroup Queensland	
T	1800 171 882
W	https://www.playgroupqld.com.au/

PLAYGROUPS (CHILDREN'S ACTIVITY SERVICES)		
Kubin Community Children's Activity Service		
Moa Island	T	(07) 4048 6200
Monkar Child Care Activity Program		
Kowanyama	T	(07) 4083 7100
Mookai Rosie-Bi-Bayan Playgroup		
Earlville	T	(07) 4045 6333
Pormpur Paanth Aboriginal Corporation (Playgroup)		
Pormpurraw	T	(07) 4060 4295

OUTSIDE SCHOOL HOURS CARE		
New Mapoon Children Activity Services		
New Mapoon	T	(07) 4069 3408

ABORIGINAL AND TORRES STRAIT ISLANDER CHILDREN AND FAMILY CENTRES		
Wuchopperen Health Services Ltd.		
Cairns	T	(07) 4080 1000
	W	http://www.wuchopperen.org.au/
Dumaji Child and Family Centre (Save the Children)		
Doomadgee	T	(07) 4745 8096
Kambu Aboriginal and Torres Strait Islander Corporation for Health		
Ipswich	T	(07) 3812 3843
	W	http://kambuhealth.com.au/
Crèche and Kindergarten Association Ltd		
Mackay	T	(07) 4842 0600
	W	http://www.candk.asn.au/
Mulungu Aboriginal Corporation Primary Health Care Service		
Mareeba	T	(07) 4092 7667
	W	http://mulungu.org.au/home
Mornington Island Child and Family Centre (Save the Children)		
Mornington Island	T	(07) 4745 7075
North West Queensland Indigenous Catholic Social Services		
Mount Isa	T	(07) 4743 2900
	W	http://nwqicss.webplus.net/index.html
Palm Island Community Company Ltd.		
Palm Island	T	(07) 4791 4031
	W	http://picc.com.au/
Bidgerdii Community Health Services		
Rockhampton	T	(07) 4928 5043
	W	http://www.bidgerdii.com.au/

FAMILY SUPPORT HUBS

Koolkan Woyan Min Child Care and Family Support		
Aurukun	T	(07) 4060 6800
Cooktown District Community Centre (CAFS)		
Cooktown	T	(07) 4069 6098

Child and Family Support Services (CAFS)

Central Cape Child and Family Support Service		
Coen	T	(07) 4060 1160
Koolkan Woyan Min Child Care and Family Support		
Aurukun	T	(07) 4060 6800
Northern Peninsula Area – Child and Family Support Service		
Bamaga	T	(07) 4212 2000
Pormpur Paanth Child Care Centre		
Pormpuraw	T	(07) 4060 4295
Torres Strait Child and Family Support Service		
Thursday Island	T	(07) 4069 1663

VACATION CARE ACCESS

Dajarra Holiday Centre		
Dajarra	T	(07) 4748 4828 (07) 4743 2900

LONG DAY CARE ACCESS

Aragun Child Care Centre		
Badu Island	T	(07) 4069 4243
Injinoo Children's Activity Centre		
Injinoo	T	(07) 4069 3109
Napranum Children's Activity Program		
Napranum	T	(07) 4069 7855
Nola's Place		
Hope Vale	T	(07) 4083 8000
Nurapai Kazil Centre		
Horn Island	T	(07) 4069 2344
Umagico Child Care Centre		
Umagico	T	(07) 4083 0111
Warrgoobulginda Children's Activity and Support Service		
Doomadgee	T	(07) 4745 8363
Ama Lala Child Care Centre		
Bamaga	T	(07) 4212 2100
Wujal Wujal Community Kindergarten		
Wujal Wujal	T	(07) 4083 9100

FAMILY WELL-BEING SERVICES

ATSICHS Brisbane		
Woolloongabba Brisbane	T	(07) 3240 8900
Yulu-Burri-Ba Aboriginal Corporation for Community Health		
North Stradbroke	T	(07) 3409 9596
Capalaba	T	(07) 3900 7800
Wynnum	T	(07) 3164 5800
Central Queensland Indigenous Development (CQID)		
Rockhampton	T	(07) 4920 0000
Gladstone	T	(07) 4972 8332
Emerald	T	(07) 4987 4792
Woorabinda	T	(07) 4913 2100
Cherbourg Regional Aboriginal and Islander Community Controlled Health Service (CRAICCHS)		
Cherbourg	T	(07) 4169 8600
Gidgee Healing		
Mount Isa	T	(07) 4744 0400
Girudala Community Co-Operative Society Ltd.		
Bowen	T	(07) 4786 1000
Marabisda Inc.		
Mackay	T	(07) 4848 1062
Mudth-Niyleta Aboriginal and Torres Strait Islander Corporation		
Sarina	T	(07) 4956 2509
Goolburri Aboriginal Health Advancement Ltd.		
Toowoomba	T	(07) 4632 0338

Moreton ATSICHS		
Morayfield	T	(07) 5429 1000
Strathpine	T	(07) 3897 0500
Deception Bay	T	(07) 3049 2299
Caboolture	T	(07) 5428 5855
Kalwun Development Corporation		
Gold Coast: Coomera	T	(07) 5676 6477
Burleigh	T	(07) 5520 8600
Kambu Aboriginal and Torres Strait Islander Corporation for Health		
Ipswich	T	(07) 3810 3000
Kummara Association		
Inala	T	(07) 3128 0940
Kurbingui Youth Development Ltd.		
Zillmere	T	(07) 3156 4800
Mulungu Aboriginal Corporation Primary Health Care Service		
Mareeba	T	(07) 4086 9200
Mununjali Housing & Development Company Ltd.		
Beaudesert	T	(07) 5541 2575
Gladstone Regional Aboriginal and Islander Community Controlled Health Service (GRAICCHS)		
Gladstone	T	(07) 4979 0992
NPA Family & Community Services		
Bamaga	T	(07) 4212 2202
Palm Island Community Company (PICC)		
Palm Island	T	(07) 4421 4300
REFOCUS		
Sunshine Coast	T	(07) 5442 3992
Townsville Aboriginal and Islanders Health Services (TAIHS)		
Townsville	T	(07) 4759 4000
The Murri School		
Acacia Ridge	T	(07) 3255 6133
Wuchopperen Health Service		
Cairns	T	(07) 4080 1000
Mamu Health Service		
Innisfail	T	(07) 4061 5100
Gurriny Yealamucka Health Service Aboriginal Corporation		
Yarrabah	T	(07) 4226 4100
Mura Kosker Sorority Inc.		
Thursday Island (Torres Strait Islands)	T	(07) 4069 1663
Remote Area Aboriginal & Torres Strait Islander Child Care (RAATSICC)		
North West Cape York & Kowanyama	T	(07) 4030 0900
Gungarde Community Centre Aboriginal Corporation		
Cooktown	T	(07) 4069 5412
Pormpur Paanthu Aboriginal Corporation		
Pormpuraaw	T	(07) 4060 4295
Puuya Foundation		
Lockhart River	T	(07) 4060 4295

ABORIGINAL AND TORRES STRAIT ISLANDER PEAK ORGANISATION

Queensland Aboriginal & Torres Strait Islander Child Protection Peak Ltd (QATSICPP)

Queensland	T	(07) 3102 4119
	W	http://www.qatsicpp.com.au/

LEGAL SERVICES

Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd.

T	1800 012 255
W	http://www.atsils.org.au/

Queensland Indigenous Family Violence Legal Service

T	1800 88 77 00
W	http://www.qifvls.com.au/

Aboriginal Family Legal Service (Southern Queensland)

T	1800 185 950
W	http://www.aflssq.org.au/

QUEENSLAND FAMILY PARTICIPATION PROGRAM

Child and Family Services (ATSICHS Brisbane)		
Brisbane	T	(07) 3240 8900
Logan, Beenleigh/Bayside and Browns Plains	T	(07) 3239 5381
Remote Area Aboriginal & Torres Strait Islander Child Care (RAATSICC)		
Cape York	T	(07) 4030 0900
CRAICCHS Inc.		
South Burnett (Cherbourg, Kingaroy, Bundaberg, Hervey Bay & Maryborough)	T	(07) 4169 8600
REFOCUS		
Moreton Bay, Sunshine Coast and Gympie	T	(07) 5442 3992
Central Queensland Indigenous Development Ltd.		
Rockhampton, Gladstone, Emerald, Maryborough and Bundaberg	T	(07) 4920 0000
Kambu Aboriginal and Torres Strait Islander Corporation for Health		
Ipswich and surrounds	T	(07) 3810 3000
Goolburri Aboriginal Health Advancement Ltd.		
Toowoomba & South West Queensland	T	(07) 4632 0338
Kalwun Development Corporation		
Gold Coast	T	(07) 5520 8600

Marabisda Inc.		
Mackay and surrounds	T	(07) 4848 1062
Aboriginal and Islanders Development and Recreational Women's Association		
Mt Isa	T	(07) 4743 0440
Townsville Aboriginal and Islanders Health Services (TAIHS)		
Townsville	T	(07) 4431 1460
Wuchopperen Health Service		
Cairns and surrounds and Cape York	T	(07) 4080 1000
Mununjali Hosing and Development Company Ltd.		
Beaudesert	T	(07) 5541 2575
Palm Island Community Company		
Palm Island	T	(07) 4421 4300

BLUE CARD SERVICES QUEENSLAND

T	1800 113 611
W	https://www.bluecard.qld.gov.au

COMPLAINTS

Department of Child Safety, Youth and Women Queensland

T	1800 080 464
E	feedback@csyw.qld.gov.au
W	https://www.csyw.qld.gov.au/contact-us/compliments-complaints

Ombudsman QLD

T	(07) 3005 7000 or 1800 068 908
E	ombudsman@ombudsman.qld.gov.au
W	https://www.ombudsman.qld.gov.au/

Queensland Legal Services Commission

T	(07) 3406 7737 or 1300 655 754
E	lsc@lsc.qld.gov.au
W	https://www.lsc.qld.gov.au/complaints/how-to-make-a-complaint

QUEENSLAND FOSTER AND KINSHIP SERVICES

Child and Family Services (ATSICHS Brisbane)		
Brisbane	T	(07) 3240 8900
Central Queensland Indigenous Development Ltd.		
Rockhampton	T	(07) 4920 0000
Goolburri Aboriginal Health Advancement Ltd.		
Toowoomba & South West Queensland	T	(07) 4632 0338
REFOCUS		
Sunshine Coast	T	(07) 5442 3992
Kalwun Foster and Kinship Care		
Gold Coast	T	(07) 5520 8600
Marabisda Inc.		
Mackay	T	(07) 4848 1062
Townsville Aboriginal and Islanders Health Services (TAIHS)		
Townsville	T	(07) 4753 8352
Wuchopperen Health Service		
Cairns	T	(07) 4091 1188

This document provides general information only. It does not provide or replace the need for legal, procedural or other advice. All efforts have been made to ensure the accuracy and completeness of information contained in this document, which was current at the time of publishing in 2019 and is subject to change.

FAMILY MATTERS

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