

*Parent***Link**

informing  supporting  connecting



# Quick Contacts

[www.parentlink.act.gov.au](http://www.parentlink.act.gov.au)



**ACT**  
Government

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Community Services

# ParentLink

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**ParentLink is a FREE service of the ACT Government Community Services Directorate.**

ParentLink aims to increase the confidence and skills of parents by supporting and linking them to information, ideas and community services.

ParentLink guides are full of practical information and tips to manage parenting challenges, including sibling rivalry, sleeping, blended families and grandparenting.

Whatever your child's age, you will find lots of good ideas.

**t** 13 34 27

**e** [parentlink@act.gov.au](mailto:parentlink@act.gov.au)

**w** [www.parentlink.act.gov.au](http://www.parentlink.act.gov.au)



## Aboriginal & Torres Strait Islander support

Aboriginal Legal Service NSW/ACT	6249 8488
Gugan Gulwan Youth Aboriginal Corporation	6296 8900
Winnunga Nimmityjah Aboriginal Health Service	6284 6222

## Accommodation

First Point	1800 176 468
Housing and Community Services	13 34 27

## Alcohol and drugs

Alcoholics Anonymous	Local support	6287 3020
	National Hotline	1300 222 222
Directions ACT		6132 4800
Headspace ACT (12–25yrs)		6201 5343
Karralika		6163 0200
Ted Noffs Foundation (14–18yrs)		6123 2400
WIREDDD (Women's Information Resources and Education on Drugs and Dependency)		6248 8600

## Child care

Childcare Access Hotline	1800 670 305
Children's Education & Care Assurance	6207 1114
Children's Services Program	6207 1103

### Child protection

Child & Youth Protection Services (where the child is in the ACT)	General public Mandated reporters	1300 556 729 1300 556 728
Child Abuse Prevention Service	Mon–Fri: 9am–5pm	1800 688 009
Child Protection Helpline (where the child is in NSW)	24hrs	13 21 11

### Children, youth & families

ACT Children’s Court	6207 1746
ACT Education and Training Directorate	6207 5111
Bimberi Youth Justice Centre	13 34 27

### Community Health Intake

For access to a range of community-based health services: 6207 9977

- Alcohol & Drug Helpline (24 hrs)
- Maternal & Child Health Nurses
- Queen Elizabeth II Family Centre
- Women, Youth & Children Community Health

### Community services

Belconnen	6264 0200
Communities@Work	6293 6500
Northside	6257 2255
Southside	6126 4700
Woden	6282 2644



## Counselling

ACT Gambling Counselling & Support Services	24hrs	1800 858 858
Care Financial Counselling Service and Consumer Law Centre of the ACT		6257 1788
CatholicCare		6162 6100
Child at Risk Health Unit (CARHU)		6244 2712
Conflict Resolution Service		6162 4050
Family Relationships Advice Line		1800 050 321
Family Relationships Centre Canberra		6122 7190
Kids Help Line (5–25yrs)	24hrs	1800 55 1800
Relationships Australia		6122 7100

## Culturally & Linguistically Diverse (CALD)

Companion House		6251 4550
Migrant and Refugee Settlement Services of the ACT		6248 8577
Multicultural Youth Services		6100 4611

## Gay, lesbian, bi-sexual, transgender, intersex & queer

AIDS Action Council of the ACT		6257 2855
Police Gay & Lesbian Liaison Officer		6256 7777

## Grief & loss

Australian Child & Adolescent Trauma, Loss & Grief Network		6244 3500
Lifeline		13 11 14
SIDS and Kids ACT (support following stillbirth, infant or young child death from any cause)	24hrs	1300 308 307

# CHILD, YOUTH & FAMILY Gateway

**Child, Youth & Family Services Program**

The Gateway is a service for children, young people (up to 25 years) and families who are looking for help with the tough stuff, but are not sure where to go. We have links to all kinds of programs and services that can support people to have the best chance to stay on track in their lives.

The Gateway is also for children, young people and families who might be (or are) involved with Child and Youth Protection Services, and would like support to work through what's happening.



[info@thegateway.org.au](mailto:info@thegateway.org.au)



**The Gateway** can refer to a range of services including:

- › Belconnen Community Services
  - › Barnardos
  - › Woden Community Services
  - › YWCA of Canberra
  - › Canberra Police Community Youth Club
  - › CatholicCare
  - › Smith Family
  - › UnitingCare Kippax
  - › Anglicare
  - › Companion House
  - › Multicultural Youth Service ACT
  - › Relationships Australia
  - › Gugan Gulwan
  - › Migrant and Refugee Settlement Services
  - › St Vincent de Paul
- and many more.

**1800 647 831** Monday to Friday  
9am–5pm

[www.thegateway.org.au](http://www.thegateway.org.au)

**Legal**

Canberra Community Law	6218 7900
Human Rights Commission	6205 2222
Legal Aid ACT	1300 654 314
Office of the Public Advocate	6207 0707
Ombudsman's Office	1300 362 072
Street Law	1800 787 529
Tenants Advice Service	6247 2011
Victim Support ACT	1800 822 272
Women's Legal Centre	6257 4499
Youth Law Centre ACT (12–25 yrs)	6173 5410

**Men's services**

Canberra Men's Centre	6230 6999
CanFaCs (Canberra Fathers and Children Service)	6123 4000
MensLine Australia	24hrs 1300 789 978
Menslink (12–25yrs)	6239 4699
SAMSSA (Service Assisting Male Survivors of Sexual Assault)	6287 3935
	crisis line 6247 2525

**Mental health**

Child and Adolescent Mental Health Service (ACT youth)	southside 6205 1469 northside 6205 1050
Child and Adolescent Mental Health Service (NSW youth)	24hrs 1800 011 511
Headspace ACT (12–25yrs)	6201 5343
Mental Health ACT Triage	24hrs 1800 629 354



## Parenting

Australian Breastfeeding Association	1800 686 268
Child and Family Centres ACT	Gungahlin 6207 0120 Tuggeranong 6207 8228 West Belconnen 6205 2904
Karitane Careline	1300 227 464
NEWPIN (New Parent & Infant Network)	6254 1733
PANDSI (Post & Antenatal Depression Support & Information)	6288 1936
Parentline ACT	6287 3833
Tresillian Parent Help Line	1300 272 736
Young Parents Program (outreach support and accommodation to young families who are homeless—16–25yrs)	6234 7376

## Pregnancy

Calvary Hospital Antenatal Clinic	6201 6359
Canberra and Region Multiple Birth Association	0411 883 844
Canberra Fertility Centre	6282 5458
Canberra Midwifery Program (Centenary Hospital for Women & Children)	6174 7341
CatCH (Continuity at Centenary Hospital)	6174 5800
Karinya House for Mothers and Babies	6259 8998
Pregnancy Support Service ACT	24hrs 6247 5050
Sexual Health and Family Planning ACT	6247 3077



**Women's services**

ACT Women's Health Service	6205 1078
Canberra Rape Crisis Centre	6247 2525
Women's Centre for Health Matters	6290 2166
Women's Legal Centre	free telephone advice 6257 4499

**Young carers and disability**

Carers ACT	1800 242 636
CYCLOPS (Connecting Young Carers to Life Opportunities & Personalised Support in the ACT)	6232 2432
DUO	6287 2870
Marymead Child and Family Centre	6162 5800
NDIS—National Disability Insurance Scheme	1800 800 110

**Youth Services**

Junction Youth Health Service (12–25yrs)	6232 2423
Tuggeranong Arts Centre	6293 1443



## Accessibility

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

If you have a problem reading a standard printed document and would like to receive this publication in an **alternative format** — such as large print or audio — please telephone **(02) 6205 0619**.

If English is not your first language and you require the **translating and interpreting service** — please telephone **131 450**.

If you are deaf or hearing impaired and require the **TTY typewriter service** — please telephone **(02) 6205 0888**.



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**Access  
Canberra.**

**Access Canberra** provides a single point of contact to make it easier for the community to do business with the ACT Government.

Contact **Access Canberra** for information on all ACT Government Services, transactions and payments.

Call **13 22 81** or visit  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)

# 24 hour services

**Ambulance, Fire, Police**  
(life-threatening or time-critical emergency)

**000** or 112  
from  
a mobile phone

<b>ACT Police Assistance</b>	<b>13 14 44</b>
<b>Alcohol and Drug Helpline</b>	<b>6207 9977</b>
<b>Calvary Hospital</b>	<b>6201 6111</b>
<b>Calvary John James Hospital</b>	<b>6281 8100</b>
<b>Canberra Hospital</b>	<b>6244 2222</b>
<b>Canberra Rape Crisis Centre</b>	<b>6247 2525</b>
<b>Child &amp; Youth Protection Services</b> (reporting harm where the child is in the ACT)	<b>1300 556 729</b>
<b>Child Protection Helpline</b> (reporting harm where the child is in NSW)	<b>13 21 11</b>
<b>Domestic Violence Crisis Service</b>	<b>6280 0900</b>
<b>HealthDirect</b>	<b>1800 022 222</b>
<b>Lifeline</b>	<b>13 11 14</b>
<b>Mental Health ACT Triage</b>	<b>1800 629 354</b>
<b>NSW Mental Health Line</b>	<b>1800 011 511</b>
<b>Poisons Information</b>	<b>13 11 26</b>

## OTHER USEFUL CONTACTS

Access Canberra	13 22 81
ACTION buses	13 17 10
ACT SES	13 25 00
Canberra Cabs	13 22 27
Electricity	13 10 93
Gas	13 19 09