



Picnic Creek
STATE SCHOOL

**Health & Wellbeing
Services Information
Northern Gold Coast
Booklet of Information for
Parents/Carers/Teachers/ Other:**





Momentum 2026



MOMENTUM in wellbeing is

- moving forward through support, connection, routines, and small positive steps — with schools, carers, and communities working together to support everyone's wellbeing and belonging.

PURPOSE

- Children grow when they feel meaning, direction, and belief in themselves.
- Carers guide children toward who they can become, not just who they are today.

CHILD FOCUS

- Children thrive when carers give attention, time, and presence.
- Feeling seen and heard helps children build confidence and trust.

ROUTINE

- Simple routines create calm, safety, and confidence.
- Small daily habits help shape strong futures.

BOUNDARIES

- Clear boundaries help children feel safe and secure.
- Boundaries show care, guidance, and protection.

BOUNCING BACK

- Resilience grows when children learn to try again.
- Children thrive when supported through challenges, not protected from all difficulty.

REACHING OUT

- Strong families know support is a strength.
- Connection and support can positively change a child's future.

COMMUNITY

- Children grow best with caring people around them.
- Strong communities help children feel connected, supported, and valued.

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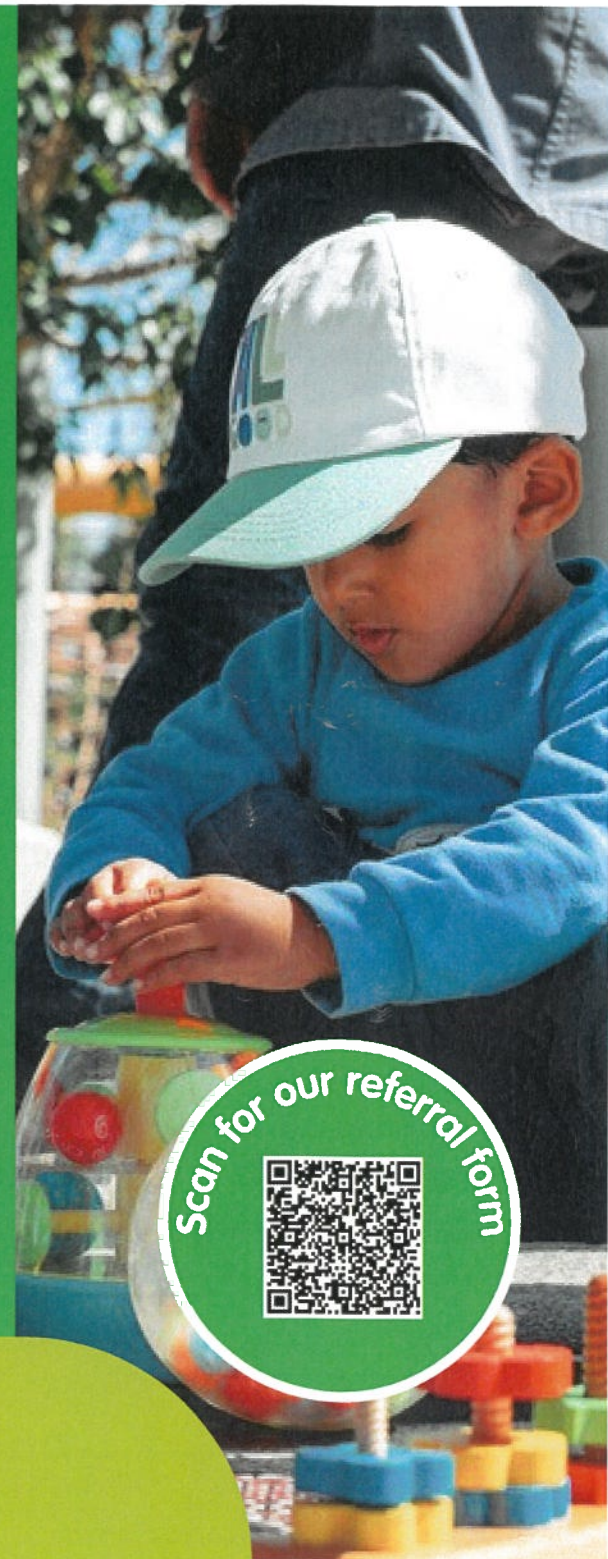
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Early Childhood Coordinator

The Early Childhood Coordinator assists families with children aged 0-8 years who are facing challenges with enrolling in Early Education/Kindy, attending developmental checks with Community Child Health, and connecting with local early intervention services.

We can help with:

- Assisting with applications for Early Education/Kindy, NDIS, playgroups, and school readiness programs.
- Providing tailored support for smooth transitions into education settings, from selecting the right centre to attending the first day.
- Connecting families to Community Child Health for developmental checks.
- Linking families to other community support services.
- Overcoming barriers to ensure your child's developmental needs are met and they are ready for Prep.



This program is available on the Northern Gold Coast between Oxenford to Ormeau.

For more information and referrals, please contact Jake Harrison on 07 5644 9400 or email ECCgoldcoast@benevolent.org.au



The Benevolent Society acknowledges the Traditional owners of country throughout Australia and recognises Aboriginal & Torres Strait Islander continuing connection to land, waters and community. We pay our respects to Elders both past and present.

Activities & Groups

Sing, Move & Play

This program aims to promote singing, movement and play in an environment where children and parents can learn and interact together. This space encourages language, gross and fine motor movement, social interactions and develops the natural wonder and curiosity of children. Children 0 – 5 years.

Play With Me - Small Talk

Join our supported playgroup that is aimed at developing play-skills and understanding the importance of how play enhances baby's development. This program is run by qualified early childhood educator for parents/carers and children aged 6 weeks – 6 months. This group connects with the Queensland Child Health Nurse.

Explore With Me - Small Talk

Join our supported playgroup that promotes babies and toddlers development through play and exploration. This program is run by qualified early childhood educators for parents/carers and children aged crawling – 18 months.

Jarjums

A culturally aligned playgroup for the Aboriginal and Torres Strait Islander communities, facilitated by qualified Aboriginal and Torres Strait Islander early childhood educators. We explore building strong foundations between parents and children through the use of traditional song, dance, art and storytelling. For all Jarjums 0 - 5 years.

Volunteer Home Visiting Program

Our VHV program offers support to families with children 0-8 years by providing weekly home visits by a trained volunteer. Volunteers support families in a friendly, supportive and non-judgmental way and can assist parents to overcome feelings of isolation.

Infant Massage + INFANT - Small Talk

Join our qualified Infant Massage Instructors and early childhood educators for an interactive 4 week program which combines both the Infant Massage and INFANT session. Infant massage aims to promote nurturing touch, interaction, stimulation and relaxation with your baby aged 6 weeks to pre-crawling. INFANT Program (Infant Feeding, Active play and Nutrition) is designed to help families with healthy eating, active play and reduced screen time from the start of their baby's life. INFANT also provides an opportunity for mums, dads and carers to support each other's learning through shared experiences, tips and strategies and through social connection.



Queensland
Government



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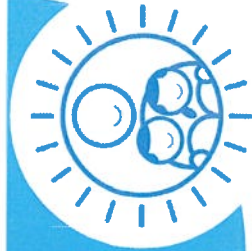
benevolent
SOCIETY

National Office
The Benevolent Society
2E Wentworth Park Road
Globe NSW 2037



Coomera Springs Early Years Centre

Old Coach Rd Upper Coomera
Please call us on: **5644 9400**



Term 2 2025

Activities & Groups



benevolent
SOCIETY
benevolent.org.au



Find Support

Bravehearts
bravehearts.org.au

When a child or young person has made a disclosure of sexual abuse, it can also be an overwhelming time for a parent/carer to hear that their child has been harmed. As a parent, you might experience your own distressing emotions, like anger, sadness and feeling at a loss of how to help your child. At this critical time, knowing where to find the appropriate support can be difficult. It is equally important that you follow your obligation to report as soon as practically possible.

WHO CAN REFER YOU AND OR YOUR CHILD TO A SERVICE?

Parents/carers can self-refer to some service providers, and if in doubt, there are a range of services that will provide you with support in relation to finding the most appropriate service to support your child/children and you. Options to contact a support service may depend on your circumstances. Sometimes relevant authorities who have received a report, such as Child Safety and Police, might make a referral to another service. Alternatively, General Practitioners, community agencies and schools may support by making a referral on your behalf.

HOW WE CAN HELP

You can contact the Bravehearts Information and Support Line between 8.30am and 4.30pm Monday to Friday AEST on 1800 272 831. We will be able to provide you with support and guidance on how to proceed with protecting and supporting your loved one(s) and help you identify local support services who may be able to support you.

Bravehearts provides counselling services to:

- Children and young people under the age of 18 who have experienced or are at risk of experiencing child sexual abuse within defined catchment areas across the Gold Coast, South Queensland and North Brisbane areas. For children and young people outside of these areas, Bravehearts' Information and Support Line will assist you in locating the most appropriate service for you and your child(ren).
- In addition to supporting the children and young people impacted by child sexual abuse, we also provide support to their non-offending family members, including parents, siblings, grandparents and others.
- Children under 12 engaging in harmful sexual behaviour are eligible for our free counselling support services in the areas listed above.
- Young people between 13-17 years who have engaged or are at risk of engaging in harmful sexual behaviour through our Turning Corners Program, across Queensland.

WHAT SUPPORT IS AVAILABLE?

A range of support services are available for children or young people and their non-offending family members who have been impacted by child sexual abuse. Some options to consider are:

- Counselling
- Protective behaviours education for you and your children/children
- Parent support groups
- Family support

OUT OF HOURS SUPPORT

You can contact the below services if you are in crisis or require after hours assistance.

Police Link – 131 444

1800 RESPECT – 1800 737 732

Relationships Australia – 1300 364 277

Kids Help Line – 1800 551 800

Lifeline – 13 11 14

13YARN – 13 92 76

**IF A CHILD IS AT IMMEDIATE RISK OF HARM,
PLEASE CALL 000**

**NEED SUPPORT OR MORE INFORMATION?
Bravehearts Information and Support Line
FREECALL 1800 272 831 (Mon to Fri 8:30am - 4:30pm AEST)**

bravehearts.org.au



Tips for primary school students who experience bullying

Bullying is when a person, or a group of people, tries to upset or hurt you. Bullying can make you feel very sad, scared or upset. Bullying can happen anywhere – in person or online. When it happens online it is often called cyberbullying.

Bullying in person or online might look or feel like someone is:

- repeatedly saying mean words to your face, teasing you, hurting your body or damaging your things
- hurting your feelings through mean online posts, comments or messages
- spreading lies about you
- leaving you out or ignoring you
- sharing something online that will make you feel bad, like a photo or video that you don't want anyone to see
- threatening to do any of the things on this list.

No one deserves to be bullied or hurt. You can choose to:

- treat others how you would like to be treated – with kindness and respect
- include others in games and chats
- only share something about others if they say it's okay.



Developed in partnership
www.esafety.gov.au | www.bullyingnoway.gov.au



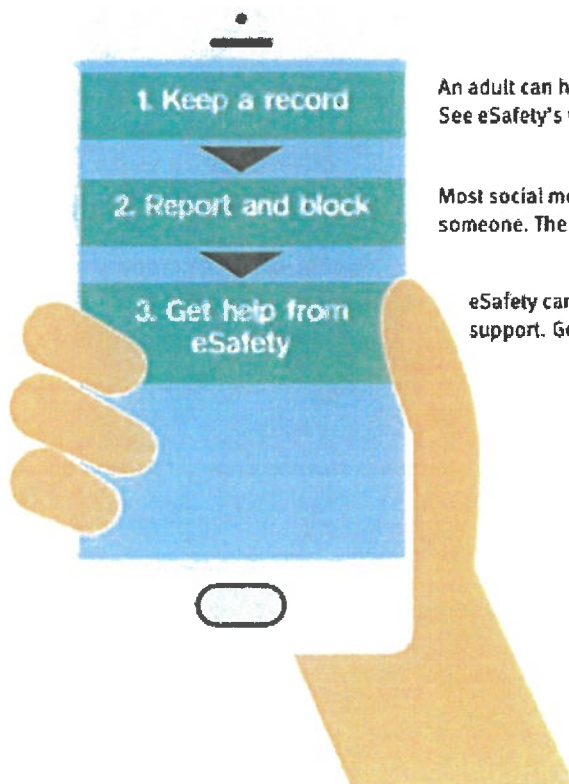
You have the right to feel safe and be safe. Here are some ideas about what you can do if someone is bullying you:

- If they are doing it to your face, tell them to stop and then walk away.
- Find somewhere safe and get help from a friend or trusted adult.
- Don't respond if they are doing it to you online.
- Protect yourself online by unfriending them or using privacy settings to block them.

It's okay to ask for help if you are being bullied or see it happening to someone else. You can speak to:

- a **trusted adult** — this could be a parent or carer, an adult friend, or an aunty or uncle who will listen and help you
- **your teacher or principal** — you can talk to your teacher about the bullying and how to stop it
- **your friends** — they can listen to you and help you get support
- **Kids Helpline** — they have counsellors available at any time who will listen and help you work out what to do
- **the police** — if you are in immediate danger, call the police
- **the eSafety team** — you can report serious cyberbullying (see the steps below).

Reporting cyberbullying



An adult can help you take screenshots or keep a record of the cyberbullying. See eSafety's videos on how to take screen shots.

Most social media services, games and apps have a way to report and block someone. The eSafety Guide shows you how.

eSafety can help to remove serious cyberbullying content and get you support. Go to eSafety kids to learn more about how eSafety can help.

Important links

Bullying. No Way!	bullyingnoway.gov.au
eSafety kids	esafety.gov.au/kids
eSafety Guide	esafety.gov.au/esafety-guide
eSafety Report	esafety.gov.au/report
Kids Helpline	kidshelpline.com.au

Who is a young carer?

A young carer is someone under the age of 25 who helps a family member or friend with:



emotional support



grocery shopping



preparing meals



administering medicine



personal care



paying bills

Is this you?

Being a young carer can be hard, but you don't have to do it alone. Free support is just a phone call away, call Carer Gateway on **1800 422 737**.

wellways

 Carer
Gateway
An Australian Government **6** Initiative

Visit carergateway.gov.au
for more information

Extra support for **you!**



Carer Gateway gives young carers like you extra support when you need it.

If you need to talk to someone, our counsellors are here to listen.

If you are feeling alone, we can introduce you to other young carers.

If you need to access support services, we can help.

If you need to focus on your studies, we can give you a break.

If you need help in an emergency, we are available 24/7.

Supporting your loved one is an important job, but it is important that you look after yourself too. Our friendly Carer Gateway team is here to help!

Call us on **1800 422 737**
or visit carergateway.gov.au for more information.

wellways

 **Carer
Gateway**

An Australian Government

7

Initiative





FREE information, referrals and advice

We Hear You! As the Peak Body for carers across Queensland, we understand the importance of recognising the invaluable contributions of unpaid carers.

Our Carer Program provides personalised information, referrals, and advice for carers and organisations in Queensland. Our dedicated team is here to connect you with local resources, ensuring you stay supported and well-informed.

Reach Out to Us! Whether you're a carer, know a carer, or are a professional supporting carers, we're here to help. We can connect with you via phone, email, or video – whichever works best for you.

Find out more



carersqld.com.au/carer-program



1300 747 636



carerprogram@carersqld.com.au



SCAN ME

NDIS LOCAL AREA COORDINATION

Your partner in the community.

Carers Queensland is working with the National Disability Insurance Scheme (NDIS) to deliver the Local Area Coordination Partner in the Community Program, supporting Australians with disability to live fulfilling and connected lives.

We help people understand and access the NDIS and connect them to local services. We build connections and partnerships with local community and mainstream services to increase opportunities for people with disability to participate socially and economically in the ways they choose.

We also support people with disability to connect to services, supports and activities happening in the community if they are not eligible for the NDIS.

CONNECT WITH US

 1300 999 636

 cq.enquiries@ndis.gov.au

 carersqld.com.au/ndis



Delivering the NDIS in
your community

A FAIRER TAX AND WELFARE SYSTEM

- Lift between 193,000 and 834,000 people out of poverty by increasing
 - JobSeeker by \$176 per fortnight (pf), \$249 pf or \$338 pf
 - Youth Allowance by \$149, \$211 or \$286 pf
 - Parenting Payment by \$167 pf, \$238 pf, or \$351 pf
 - Disability Support Pension and Carer Payments by \$69 pf or \$249 pf
 - Family Tax Benefit (A) by 20 per cent
 - Commonwealth Rent Assistance by 25 per cent (in addition to the 15 per cent increase in the 2023 Budget)
 - the tax-free threshold from \$18,200 to \$24,000.



Frédéric Ozanam (1813-53)
founder of St Vincent de Paul Society

St Vincent de Paul Society National Council of Australia acknowledges the traditional custodians of country throughout Australia; recognises their continuing connection to land, waters and culture and community; and pays its respect to elders past, present and emerging.

St Vincent de Paul Society National Council of Australia Inc
PO Box 243, Deakin West ACT 2600. vinps.org.au

MEETING THE NEEDS OF FIRST NATIONS PEOPLES

- Provide Commonwealth leadership to progress the Uluru Statement from the Heart agenda
- Fund and commit to full implementation of the National Agreement on Closing the Gap targets, particularly bringing its Priority Reforms to life by all Australian governments
- Raise the age of criminal responsibility from 10 to 14 years of age
- Fund and increase community-led programs and services that support justice reinvestment and keep children safe.

INCOME SUPPORT, POVERTY AND DEBT

- Define, monitor and halve child poverty by 2030
- Enact a National Children's Act, appoint a Cabinet Minister for Children and establish a Ministerial Council for Child Wellbeing
- Increase the base rate of working age payments to lift recipients out of poverty
- Index income support payments biannually in line with wage growth or CPI
- Increase the earnings threshold of income support recipients by \$150 a fortnight (to \$300)
- Increase access to medical bulk billing services
- Increase the base rate of family and domestic violence payments
- Review Buy Now Pay Later legislation to assess its effectiveness
- Implement fairer eligibility criteria and assessment processes for the Disability Support Pension.

HOUSING SECURITY ACROSS THE COUNTRY

- Recognise housing as a human right and legislate the National Housing and Homelessness Plan
- Double the Housing Australia Future Fund
- Reform taxes to incentivise the use of long-term vacant residential properties and land
- Increase needs-based funding for homelessness services and permanent supportive housing including client-led support services
- Increase funding of Commonwealth Rent Assistance and review the program
- Fund and implement policies that improve energy efficiency in low-income households
- Increase private and institutional incentives to increase affordable housing
- Fund and legislate the implementation of national minimum standards for renters (A better deal for renters)
- Reduce the capital gains tax discount on investment property (from 50 per cent to 37.5 per cent) and review negative gearing.

GAMBLING REFORM

- Urgently implement all 31 recommendations in You win some, you lose more. In particular:
 - ban online gambling inducements and advertising
 - appoint a single Government Minister responsible for online gambling harm reduction supported by national regulation, as well as a national online gambling regulator, an ombudsman, and a national strategy

LET'S BUILD A FAIRER AUSTRALIA!

DECEMBER 2024



 St Vincent de Paul Society
NATIONAL COUNCIL OF AUSTRALIANS *good work.*

- implement a harm reduction levy on Wagering Service Providers, develop a public education campaign and improve data collection.

RISING TO THE REFUGEE CHALLENGE

- Provide an adequate safety net for all asylum seekers and a fairer process for all affected by the unjust fast track process
- Resettle all people subject to offshore processing and move people held in PNG and Nauru to Australia while they await resettlement
- Make detention a last resort (maximum of 90 days), and improve the living conditions of those that must be detained for security reasons
- Increase the minimum annual humanitarian intake to at least 27,000 by 2027-28, reform the family reunion process, increase the community support program to 10,000 (making it additional), and accept refugees held in South-East Asian countries within this increased intake
- Hold a Royal Commission into immigration detention, both offshore and onshore.

SECURE WORK

- Continue the commitment to address wage suppression and undervalued jobs
- Implement the recommendations contained in the Select Committee's Final Report on Workforce Australia Employment Services (November 2023)
- Develop a detailed strategy to assist the long-term unemployed.



Child and Family Health Service

Giving every child
the best start in life.

Visit our website
for information on our
services and resources.



Gold Coast Health
always care

 **Queensland
Government**

Child and Family Health Service

Drop-In Clinics (0-12m) / Group Sessions

For appointments, please call 07 568 79183

Centres	Day
HELENSVALE (BREAST FEEDING DROP-IN) 105 Lindfield Road, Helensvale	MONDAYS 8.30am - 11.30am *By appointment 1.00-3.00pm (only)
PALM BEACH 9 Fifth Ave Palm Beach Community Health	TUESDAYS 8.30am - 11.30am 1.00pm - 3.00pm
LABRADOR 57 Billington Street, Labrador	TUESDAYS 8.30am - 11.30am 1.00pm - 3.00pm
COOMERA SPRINGS Early Years Centre 255 Old Coach Road, Coomera Springs School Campus	WEDNESDAYS 8.30am - 11.30am 1.00pm - 3.00pm
NERANG 40 Martin Street, Nerang (Corner White Street)	WEDNESDAYS 8.30am - 11.30am 1.00pm - 3.00pm
VARSITY LAKES Day Stay Hospital First Floor, 2 Lake Street, Varsity Lakes	THURSDAYS 8.30am - 11.30am 1.00pm - 3.00pm



Child and Youth Mental Health Service

About Us

CYMHS is a free and confidential specialist mental health service for children and young people in the Gold Coast region. Our services may be delivered in the community or within the hospital environment and they are designed for treating individuals up to the age of 25 years who have complex mental health needs.

Services We Offer

We provide support in the following areas:

- o Mental Health triage, comprehensive assessment, and specialist consultation
- o Acute care and intervention
- o Multi-disciplinary care for the treatment of mental illness
- o Collaborative care coordination
- o Carer and family support
- o Referrals to other services

Accessing Care

Referrals to CYMHS can be made by young people, families, doctors, schools, or other professionals by calling 1300 MH CALL (1300 642 255). The Access Team will provide crisis support, assessment, guidance to community services, or referral to CYMHS care teams. Existing referrals can contact the Access Team directly on (07) 5635 6392 or via email: CYMHSAccessTeam@health.qld.gov.au

What happens after we receive your referral?

Once a referral is received, a clinician will contact the young person and their family for a phone triage. They may then be offered an initial assessment, crisis support, guidance to other community services, or referral to a Continuing Care Team or Specialty Program.

What if a referral does not meet CYMHS criteria?

If the young person does not meet criteria, we provide recommendations and support to connect them with the most appropriate services.

Helpful tips when referring:

Please obtain consent from the young person and their family/carer before referring where possible. Provide detailed information about current mental health concerns and risks. If there is imminent risk of self-harm or harm to others, contact the CYMHS Access Team immediately to seek guidance. Use the least restrictive pathway; Emergency Departments are for immediate risk only.

Child & Youth Mental Health Service Access Team
Level 3, 2 Campus Crescent Robina Qld 4226
Phone: 1300 64 22 55 (New referrals)

(07) 5635 6392 (Open consumers or general enquiries)
Email: CYMHSAccessTeam@health.qld.gov.au
Website: Child and Youth Mental Health Service



Community Child Health, Coomera Springs

Early Years Centre, 255 Old Coach Rd Upper Coomera
(Coomera Springs State School Campus)



Drop-In Clinics – Wednesday

Newborn - 12 Months

8.30 - 11.30am

Closed for lunch

1.00 – 3.00pm

Child Health Assessments

Health assessments offered include:

0-4 weeks	12 months
6-8 weeks	18 months
4 months	2½ - 3 years
6 months	4 - 5½ years

To book your appointment

Call (07) 5687 9183 (select option 1)

Advice:	13 HEALTH (13 43 25 84)
Breastfeeding Helpline:	1800 888 268
Info:	raisingchildren.net.au

Parenting Group – 4 week

Information sessions

3-6 Month olds – Wednesday 1.00 - 2.00pm

Group begins the first Wednesday of the month, excluding the 5th Tuesday of the month.

Sessions will include discussions, sharing and connecting on the below topics.

Play & Development

Infant Feeding

Social & Emotional Development / Transition to Parenting Sleep & Settling

Please register your interest with your Child Health Nurse or via QR code



Sold Coast Health
always care





CYMHS GC SERVICE DIRECTORY

CONNECTING THE COAST TO CARE

Your guide to finding the right help — locally, online, or in a crisis.



Find out more by visiting our website

www.health.qld.gov.au/oralhealth



Queensland
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FIRST DENTAL VISIT



Children need a dental check-up by their second birthday

This will check the health of the mouth and teeth and help get children used to regular dental visits.

- Tooth decay can start as soon as teeth appear. It may not cause pain in its early stages.
- A dental check-up will help pick up any problems with the teeth or mouth early - before they become severe.

Don't wait until there is a problem – children need regular dental check-ups



Tips for a positive first dental visit

- Let your child watch you or an older sibling have a check-up.
- Schedule appointments for the morning so tiredness is not a problem.
- Talk about what will happen at the dentist: counting teeth and learning to care for them.
- If your child is unsure, have them sit on your lap in the dental chair during their check-up.
- Avoid using words such as “drill” or “needle”.
- Let the dental team know of any medical condition or past-experience that might affect your child's behaviour.
- Dental practitioners are trained to make children feel comfortable and first visits a positive experience.

Did you know your child may be eligible for free public oral health care?



QParents



Fact sheet for parents

What is QParents?

QParents is a user-friendly portal (accessible via app or web browser), that provides parents with secure online access to information about their child's schooling.

How will QParents help me?

QParents enables you to access and manage information about your child online.

What information is available in QParents?

You can access information about:

- attendance details
- timetables and upcoming events
- report cards and assessments
- invoices and payment history.

What are the benefits of using QParents?

QParents provides:

- greater transparency with online access to your child's information
- ease of viewing and updating your child's details (including address and medical conditions)
- anytime, anywhere access on a smart phone, tablet or computer
- access to the latest information in one centralised place
- improved administration efficiencies and reduced printing and mail-outs.

Which schools use QParents?

QParents is an optional resource available to any Queensland state school. Schools may choose to use QParents depending on the needs of their community.

Contact your child's school to find out if they are registered to use QParents.

How do I register for QParents?

Your child's school will send you a letter or email inviting you to register for QParents. You will then be able to register via the secure QParents website (qparents.qld.edu.au) using the unique invitation code contained in the letter or email.

You will need each child's unique EQ ID and you must verify your identity by providing 100 points of ID. If you cannot verify your identity online, you should contact your child's school for assistance.

The school will review your registration and approve your account. You will then be able to access the QParents app and delegate read-only access to another parent, carer or family member (known as a 'Delegated Viewer').

Refer to the QParents Registration fact sheet for parents for more information on registering and verifying your identity.

What personal information is stored about me in QParents?

The following details are securely stored on your QParents account:

- your full name
- your email address
- your mobile phone number (if provided)
- basic details of any delegated viewers you have invited
- the types of documents you provided during registration (but not the actual documents)
- details of any payments you have made (but not credit card details).

Where is my personal information stored?

The Department of Education has contracted Microsoft to host the QParents app. Your personal information is stored in Microsoft's secure data centre in Australia. All personal information is protected using the latest encryption techniques, rendering this information unreadable to unauthorised people. Refer to the [Microsoft Azure Trust](#) Centre for more information.

Will you use my data for advertising purposes?

No. Queensland Government agencies are not permitted to disclose your information for marketing, advertising or other purposes.

Where has my child's information been sourced from?

Information about your child in QParents has been collected through school processes (such as enrolment) and/or recorded by teachers and school staff in the school's IT system (OneSchool).

How current is the information in QParents?

Information will be available in QParents as soon as it has been recorded or updated in OneSchool.

Any information updated by you in QParents (e.g. reasons for absences, your child's details or medical conditions) will be available immediately for the school to review and confirm the update in OneSchool.

What happens if I don't want my child's information in QParents?

Where there is more than one parent or guardian of a child, either party may opt to have a QParents account. In these circumstances, your child's information will be available to the other parent or guardian. If all parties do not want their child's information in QParents, you should contact your child's school.

Where can I find help using QParents?

If you need assistance using QParents, you can:

- check the help page at qparents.qld.edu.au/#/help
- call 13 QGOV (13 74 68)
- contact your child's school.






Parent and Community Code of Conduct

Supporting learning, wellbeing and safety in every Queensland state school

We welcome parents¹ and other members of our diverse community into schools across Queensland.

Working together with their school community², school staff support the learning and wellbeing of every student, and are entitled to a safe work environment.

Parents and other visitors to schools support safety by ensuring their communications and conduct at the school and school activities is respectful.

Elements of engagement	It is expected that parents and visitors to our school communities will:	Parents and visitors to our school communities demonstrate this by:
<p>Communication</p> 	<ul style="list-style-type: none"> • be polite to others • act as positive role models • recognise and respect personal differences • use the school's communication process to address concerns 	<ul style="list-style-type: none"> • using polite spoken and written language • speaking and behaving respectfully at all times • being compassionate when interacting with others • informing staff if the behaviour of others is negatively impacting them or their family • respecting staff time by accepting they will respond to appropriate communication when they are able • requesting a meeting to discuss any concerns about their child's education — allowing staff time to prepare and appreciating their time may be limited
<p>Collaboration</p> 	<ul style="list-style-type: none"> • (parents) ensure their child attends school ready to learn • support the Student Code of Conduct 	<ul style="list-style-type: none"> • taking responsibility for their child arriving and departing school safely on time every day • reading and encouraging their child to understand and follow the Student Code of Conduct
<p>School Culture</p> 	<ul style="list-style-type: none"> • recognise every student is important to us • contribute to a positive school culture • work together with staff to resolve issues or concerns • respect people's privacy. 	<ul style="list-style-type: none"> • valuing each child's education • acknowledging staff are responsible for supporting the whole school community • speaking positively about the school and its staff • not making negative comments or gossiping about other school community members, including students — in person, in writing or on social media • understanding, at times, compromises may be necessary • considering the privacy of all school community members at all times, and understanding that the school cannot share confidential information.

¹The term 'parent' refers to parents, carers, guardians and people who exercise parental responsibility for a child.

²The term 'school community' refers to staff, students, parents, local business and community organisations and visitors to the school.

Digital Mental Health Resources for Adolescents (12-17yrs)

Digital mental health resources are online programs, tools, apps, phone lines and video services that deliver mental health support. They can be used alone or with support from your doctor or therapist.

These resources are free or low cost, and easy to access at a time that suits you, with your phone or the internet. Some services even allow you to remain anonymous.

Your doctor, psychologist, or guidance counsellor can help you work out if you might need more support with your mental health.

For other relevant digital mental health resources see Medicare Mental Health or WellMob.

Medicare Mental Health

 Connecting all Australians to mental health support.

WellMob



Digital social, emotional and cultural wellbeing resources for Aboriginal and Torres Strait Islander People.

This brief guide provides a list of digital mental health resources suitable for adolescents. This list is not exhaustive and represents only Australian products. For other relevant resources see Medicare Mental Health.

This guide is for general information purposes only and is not a substitute for professional mental health advice. For more information on mental health assessment or treatment, visit your GP or other mental health professional.

This brochure is not to be used for commercial purposes.

Counselling

Support to work through a problem.



Beyond Blue

☎ 1300 22 4636 (24/7)

Information, phone and webchat counselling, and peer support forums for people going through a tough time. Not a crisis service.



Quit

☎ 13 7848

Phone line, online planning resources, distraction tools, and personalised 12-week email program for people at any stage of trying to quit smoking or vaping.

Information

Learn more about what is going on and what getting better looks like.



headspace

Information, tools, phone and webchat support, and peer-led group chats to support young people (12-25yrs), parents, and caregivers in managing mental health, physical health, alcohol and other drugs and work & study.

Crisis Counselling

Support to work through service distress or crisis.

If you are in immediate danger please call "000" or go to an emergency department.



KidsHelpline

☎ 1800 55 1800 (24/7)

Webchat and phone counselling and information service for young people (5-25yrs).



Lifeline

☎ 13 11 14 (24/7)

Phone, SMS and webchat counselling and information for people experiencing emotional distress and thoughts of suicide.



Suicide CallBackService

☎ 1300 659 467 (24/7)

Counselling for people in Australia who are feeling suicidal or affected by suicide available via webchat (15yrs+), telephone (15yrs+) and video call (18yrs+).



13YARN

☎ 13 92 76 (24/7)

Callers who are feeling worried or no good can have a confidential yarn to an Aboriginal and Torres Strait Islander crisis supporter over the phone.



1800RESPECT




☎ 1800 737 732 (24/7)

Phone, video, SMS and webchat counselling for anyone who has experienced or is at risk of experiencing domestic, family, or sexual violence.

Psychological Intervention

A structured, interactive program or service that helps with a particular mental health concern.

+ Guided support available from a clinician.

MOST  
MOST  Anon-demand digital support service to help young people (12-25yrs) going through a tough time.

THIS WAY UP

TeenWorry and Sadness Program

Self-guided or own-clinician-supported self-assessment and mental health treatment and wellbeing programs for adults and teens with various mental health concerns.

THIS WAY UP 

The Brave Program

Self-guided programs to help children and teenagers (3-17yrs) better cope with their worries, with optional parent or caregiver components.

The Brave Program 

Momentum

Tailored self-guided online intervention programs for young people (7-17yrs) to manage feelings of anxiety and unhappiness. Parent registration is required for young people under 16.

Momentum 

OCD? Not Me!

An eight-week self-guided online treatment program for young people (12-18yrs) with OCD.

OCD? Not Me! 

Butterfly Foundation

Information, self-assessment (14yrs+), webchat and phone counselling, peer support (16yrs+) and recovery programs (16yrs+) for individuals worried about eating disorders and body image issues and their support people.

Butterfly 

e-couch

Online self-directed programs for adults (16yrs+) to help manage depression, worry, social anxiety, or wellbeing through separation/divorce or grief and loss.

e-couch 

moodgym

An interactive, self-guided program for adults (16yrs+) for the prevention and management of symptoms of anxiety and depression.

moodgym 

Peer Support

Connect with other who have been in the same position.

QLife

☎ 1800 184 527 (3pm-12am)

Anonymous one-on-one phone and webchat peer support service for members of the LGBTIQ+ community.

QLife 

ReachOut

Information website and peer support service offering online chats with trained peer workers, resources, and personalised guidance for young people (16-25yrs) seeking support to improve wellbeing.

REACHOUT 

My Circle

A safe, confidential, moderated peer support platform for young people (12-25yrs) going through challenges to connect and learn from each other.

kids helpline 

Symptom Management and Wellbeing Tools

Tools to help cope with mental health symptoms or improve mental wellbeing.

Clearly Me

App for young people (12-17yrs) with bite-sized skills, coping strategies and mood tracking to support low moods and negative thoughts.

Clearly Me 

Moody Tunes

Wellbeing app that aims to help young people (13-25yrs) recognise the impact of songs on their mood, by linking to users' Spotify playlists.

Moody Tunes 

Mello

An app to help young people (16-25yrs) break free of "stuck thinking" such as worry or rumination.

Mello 

Sleep Ninja

An app to help young people (12-16yrs) improve their sleep quality.

Sleep Ninja 

MoodMission

An app for all ages (adolescents and older) to learn new strategies to cope with stress, low moods, and anxiety. \$7.99

MoodMission 

Beyond Now

App and web-based safety planning template to cope with suicidal thoughts. It should be used as part of a wider program of support.

Beyond Now 

Smiling Mind

Website and app teaching mental fitness skills, including mindfulness meditation, to help people of all ages and stages thrive.

Smiling Mind 

Stress Less Tips

Tips to help support mental health and wellbeing by decreasing stress.

Stress Less Tips 

Screening and Referral

Check your symptoms and find further help.

Inside Out Institute for Eating Disorders

Online self-assessment, information, and referral to face-to-face services for eating disorders for adults (16yrs+).

INSIDE OUT 

ADF Path2Help

Online portal for individuals, or family and friends seeking alcohol and other drug services in their area.

ADF 

Aboriginal and Torres Strait Islander People

Resources to support connection to Country, culture, spirituality, family and community.

AIMhi-Y

An app developed on the lands of the Larrakia and Arrernte People for young Aboriginal and Torres Strait Islander People (12-25yrs) at risk of distress and suicide.

AIMhi-Y 

Bunyarabugalma Youth

App developed with and by young Indigenous People (12-25yrs) on Bundjalung Country to strengthen wellbeing.

Bunyarabugalma Youth 

What is domestic violence?

Call 1800 811 811, 24 hours, 7 days

QUICK
EXIT



Domestic and family violence usually occurs as a pattern of behaviours aimed at exerting power and control over another person. This can occur in the context of intimate personal (partner or ex-partner), family, or informal care relationships.

Any person can experience domestic or family violence and it can take many different forms. If you are not sure if what you are experiencing is abuse, call us for a confidential chat.

Call 1800 811 811



1 call for help
every 5 minutes



of safe accommodation
for women and children



Calls to our
Sexual Assault Helpline
increased again this year



10,000+
referrals to our Mensline
from the police

DVConnect's Mensline
received, on average,
25 referrals
from the police every day



DVConnect provided
29 nights
of emergency
accommodation
to men

Other useful resources and services

Kids Helpline

Free, confidential and available 24/7. Provides online and phone counselling support for children and young people aged 5 to 25 years.
PH: 1800 55 1800
www.kidshelpline.com.au

Headspace

Online, phone and face-to-face support for children and young people aged 12 to 25 years. Offers mental health, physical health, alcohol and drug services, work and study support – and information for parents and caregivers.
PH: 1800 650 890
www.headspace.org.au

Bravehearts

National support line to access information or advice relating to concerns of child sexual assault and exploitation.
PH: 1800 272 831
www.bravehearts.org.au

QLife

Provides anonymous and free LGBTI peer support and referral for people in Australia seeking to access support and information.
PH: 1800 184 527
www.qlife.org.au

1800 RESPECT

Provides confidential information, counselling and support via phone or online chat – available 24/7.
PH: 1800 737 732
www.1800respect.org.au

About DVPC Children and Young People's Service

This service offers appointments with trained Advocates who are skilled and experienced in working with children and young people.

We provide an environment where children and young people can feel safe to share with the Advocate about anything that is important to them.

Our Advocates work alongside children and young people using a child-centred, non-directive and trauma-informed approach. We know that every child and young person's story is unique to them, so we tailor the support provided.

We can support children and young people

- ✓ To help make sense of their experience(s)
- ✓ To learn helpful tools and strategies that can assist them with managing and expressing their emotions
- ✓ To develop an understanding of healthy and positive relationships



For further information about this service, please contact us:

(07) 5532 9000

info@domesticviolence.com.au



The Domestic Violence Prevention Centre provides support, information, counselling and advocacy to women, children and young people who have experienced or been impacted by domestic and family violence.

All services are free and confidential.

We accept self-referrals or referrals from other support services. Please visit our website for further information:
www.domesticviolence.com.au



This brochure is funded by the Queensland Government, Department of Children, Youth Justice and Multicultural Affairs

Produced by the Domestic Violence Prevention Centre Gold Coast Inc. (DVPC GC Inc.)



Domestic Violence Prevention Centre Gold Coast Inc.

Children and Young People's Service

Supporting children and young people aged 4 to 18 years who have experienced or been impacted by domestic and family violence



What children and young people have told us

"I feel really good here, it's fun and I like playing with you and talking with you, I think I will talk about my birthday next time."
— Male (aged 6)

"I didn't really want to talk about anything but now I want to talk to you again some more... I really really like talking to you, I feel good and happy now."
— Female (aged 10)

"Feeling completely free... [the] weight is lifted..."
— Male (aged 17)

"I was feeling nervous in my stomach but now I know you're nice and we can do good things together..."
— Female (aged 8)

What mothers and caregivers have told us

"...she is eager to come back, asking all the time when the next appointment is."
— Mother of female (aged 14)

"[the children] felt heard and got to talk about things they didn't want to talk about with anyone else."
— Mother of siblings (aged 8 and 10)

"I have seen a lot of changes ... I know great work is being done ... he really tries to use the mechanisms he learns."
— Mother of male (aged 9)



Confidentiality

It is important for the child or young person to feel comfortable sharing and expressing what is important to them.

Using age-appropriate language, children and young people are advised that what they choose to disclose to the Advocate will remain confidential.

Information may only be shared in the event that the child or young person discloses that they are at immediate or serious risk of harm to themselves or others.

Feedback

Generally, we do not provide formal assessments, reports or specific feedback regarding our work with children and young people.

With the child or young person's consent, Advocates can provide general feedback to support the mother/caregiver in building on any new tools and strategies discussed with the child or young person.

At the end of each session, the child or young person will be invited to provide feedback about their time with the Advocate.

For more information about our Confidentiality and Code of Ethics, please visit our website
www.domesticviolence.com.au

Domestic and family violence: student safety checklist

The information below provides guidance for school principals, guidance officers and members of the leadership team to assess, manage and reduce the risks of harm to students, where domestic and family violence (DFV) is suspected or confirmed.

It has been designed to be completed by a principal or their delegate, in collaboration with the protective parent/carer. This checklist can be used to inform the *DFV Student Safety Plan*.

For imminent risk of significant harm to the student and/or others

If the offending adult appears on site with a weapon, seeking unauthorised access to the student, is behaving in a hostile aggressive manner, and/or poses possible safety risks:

- Call the police on triple zero (000).
- Implement school security measures, such as lock down or evacuation.
- Advise the relevant regional office contact, in line with your region's school alert notification process.

Supporting student safety at school

Where suspected risks of significant harm to a student have been identified while the student is at school, it is recommended that specific safety and support actions be documented in the *DFV Student Safety Plan*.

With the protective parent/carer's permission, these actions should be shared with relevant staff to enable effective risk management processes to be implemented.

Consideration should be given to the following actions:

- Ensure key contact information for police, emergency service providers, DFV crisis helplines and local DFV services is held on site and provided to key staff.
- Ensure contact details for the protective parent/carer and other emergency contacts are up to date and reflected on OneSchool and all other school records.
- Identify with the protective parent/carer if a Domestic Violence Order (DVO) or Family Court Order (FCO) exists.
- Review DVO and FCO documents to identify whether there are any operational considerations for the school. It is important to note whether the student has been named or the school listed as a restricted area on the Order(s).
- If required, seek advice from Legal and Administrative Law Branch to interpret DVO or FCO conditions.
- Note whether contact conditions exist on the DVO or FCO, in relation to the student and offending adult.
- Amend OneSchool and other school records to ensure communications are in line with Order conditions. In some instances, this may mean no information must be shared with the offending adult.
- Remind staff of information privacy requirements and the requirement to confirm identification and contact arrangements, when speaking with individuals.

- ❑ Review reception desk processes and visitor sign-in procedures. Regularly remind staff, students and the school community of visitor access processes.
- ❑ Screen abusive phone calls, retain records and report calls to the police, if required.
- ❑ Remind staff of standard school security and emergency management processes. Regularly rehearse lock down and evacuation practices.
- ❑ Use video surveillance as appropriate, including posting signs to inform people of the surveillance.
- ❑ Train staff how to question strangers or intruders about the appropriateness of their presence in a non-confrontational manner.
- ❑ Examine the student's location(s) within the school. Identify whether there is a need to relocate the student from more isolated areas, to areas that are more secure.
- ❑ Ensure, where possible, that there are clear lines of sight throughout the school.
- ❑ Examine whether there is a need for a safe area for the student.

Supporting the protective parent/carer

- ❑ Acknowledge how difficult this issue is to manage. Avoid judging the protective parent/carer's actions.
- ❑ Praise positive actions and empower the parent/carer to make decisions in the best interests of themselves and their children/household family members.
- ❑ Provide the protective parent/carer with contact information for the police, DVConnect and local DFV services.
- ❑ Reinforce that in an emergency or where there is imminent risk of harm, the police should be called on triple zero (000).
- ❑ Inform the protective parent/carer that the police have an online form that can be used to contact police for non-urgent DFV matters.
- ❑ Encourage the protective parent/carer to contact the local DFV service for specialist advice and support. Local DFV services can assist with safety planning, counselling and provide court support.

Information on local DFV services can be found on the [Queensland Government's DFV web portal](#).

- ❑ Outline the steps the school has committed to undertake since becoming aware of an incident or potential risk and seek their input on these actions.
- ❑ Outline how the school will record incidents and disclose information on a "need to know" basis in order to protect confidentiality, while ensuring safety for the student and the general school community.

Supporting the student

- ❑ Offer departmental support services to the student, as appropriate. This may include guidance counselling, support from the chaplain, student welfare worker, community education counsellor, youth support co-ordinator, school-based youth health nurse and/or school-based police liaison officer.
- ❑ Identify whether there are external specialist counselling and support services that the student would benefit from referral to.

Key DFV and emergency services

For imminent risk/danger

- Call the police on triple zero (000)

DFV services for the protective parent/carer

Queensland DFV crisis helplines

- **DVConnect Womensline** Ph: 1800 811 811 (24/7)
- **DVConnect Mensline** Ph: 1800 600 636
(9am-midnight, 7 days)
- **DVConnect Sexual Assault Helpline**
Ph: 1800 010 120 (7.30am-11.30pm, 7 days)
- **1800 RESPECT** Ph: 1800 737 732 telephone and
webchat counselling (24/7). Crisis calls are
referred to DVConnect
- **MensLine Australia** Ph: 1300 78 99 78 telephone,
online and video counselling

For non-urgent DFV matters

- **Policelink** Ph: 131 444, Police **online form** and SMS
text (0437 131 444)

For children and young people

- **Kids Helpline** Ph: 1800 55 1800, telephone, email
and live web chat (24/7) Ages 5 – 25 years. Email
counsellor@kidshelpline.com.au
- **eHeadspace** Ph: 1800 650 890 telephone, email
and online counselling (register online) 8am –
midnight, 7 days (ages 12–25)

FaCC Family and Child Connect



Welcome to the Family and Child Connect (FaCC) program.

What is Family and Child Connect?

Family and Child Connect (FaCC) is a free advice, information and referral service to help with the challenges of parenthood. Over the phone, or through one or two face-to-face sessions, we gather information and connect families with services that can help with any issue impacting the family.

Family and Child Connect is for families who would like some advice or help referring into a support service, or for service providers seeking advice about where they can refer a family or who need help engaging a family in a conversation about referral options.

Did you know?

Family and Child Connect is a free, unlimited and confidential service that can connect you to the practical support you need to bounce back in tough times.

For children to develop and grow in healthy and positive ways, they need life to be stable, even when their family faces tough times. This is particularly important in a child's early years.

If you feel you need some support to help get you back on track, Family and Child Connect can help you with:

- ▼ managing your child's behaviour.
- ▼ building better family relationships.
- ▼ stopping any violence at home.
- ▼ budgeting and managing money.
- ▼ alcohol, drug or gambling problems.
- ▼ housing, health care or other community or government services.

How we help families.

- ▼ We work hard to contact families that may be going through a tough time.
- ▼ We talk to families over the phone, at their home or another safe location.
- ▼ We listen to what is happening in the family.
- ▼ We share information about local support services.
- ▼ We connect families with support services chosen by the family.

13-FAMILY 13-32-64

familychildconnect.org.au



Learn more at: actforkids.com.au

Act for Kids Limited, ABN 98 142 986 767

Funded by



27

FaCC/A4
24/06

 **Act for kids**

What is Flourish Child and Family Therapy?

Flourish is a privately-funded and trauma-informed program which provides counselling for children, young people and their families who have experienced trauma from abuse and/or neglect or who are at risk of harm.

Our therapists support children and young people by:

- ♥ providing a safe place to express and process difficult thoughts and feelings.
- ♥ giving them the opportunity to explore the impact of their experiences.
- ♥ helping them develop skills to manage unpleasant physical sensations.
- ♥ empowering their parents and caregivers to deal with the complexity of the situation and any challenging behaviours of the child or young person.



Healing is a process
...and everyone's
journey is different.

How does it work?

Our therapist will work with you and your child or young person to understand what their needs are, and how to best provide support.

Often this looks like:

- ♥ **Initial meeting:** getting to know you and your child or young person.
- ♥ **Assessment:** understanding the complexity and need of the situation.
- ♥ **Safety planning:** ensuring your child and those around them are safe and heard.
- ♥ **Goal planning:** developing relevant and timely goals to meet the need of the child or young person.
- ♥ **Intervention:** attending regular and consistent sessions designed to meet the goals we created together.
- ♥ **Celebration:** acknowledging building resilience, successes and achievements as goals are reached.

How long can we get support for?

Counselling can range from as little as three sessions, up to three months. The number of sessions is negotiated between the family and the therapist, dependent on the child's and family's needs.

How often will we see our child's therapist?

This will depend on the concerns your child presents with and your family situation. In most cases, sessions are at a consistent time each week or fortnight.

Where do we meet?

Sessions will be held at an Act for Kids center or online via telehealth.



Learn more at actforkids.com.au

Act for Kids Limited. ABN 98 142 986 767.



FLO/AA
24/06



334 FOXWELL ROAD
COOMERA



MON - FRI 9AM-4.30PM
SAT - 9AM-12PM

DISCOUNTED GROCERIES



**WE OFFER EVERYDAY LOW PRICES ON
ALL YOUR GROCERIES**

**YOU CAN ACCESS FREE PRODUCTS 3
TO 4 TIMES A WEEK.**

NO CRITERIA TO SHOP

**HELP US HELP OTHERS 'JUST BY
SHOPPING WITH US**

GOLD COAST YOUNG PEOPLE

Are you looking for support?



Access services that can help you.

MOB



LGBTIQA+
Communities

24/7 HELP

SAFE SPACES AND HUBS

Save these details to your phone for quick access.

Steps may appear slightly different depending on phone

-  Scan QR code to visit webpage
-  Select share icon
-  Add to home screen
-  Shortcut added to home screen

20 questions that build connection



Parent Resource

Getting our children to open up after a long day at school can be challenging, but by asking thoughtful, open questions and taking the time to truly listen, we create moments where they feel heard, safe, and loved. The 20 questions below offer valuable opportunities to learn more about your child's thoughts, feelings, and daily experiences, fostering a strong connection. Spending as little as 5 minutes a day connecting together can make a real difference.

What made you smile today?

What did you find challenging today?

What was your favourite thing you ate today?

On a scale of 1 being tough and 10 being amazing, how would you rate your day and why?

What are you grateful about today?

What do you wish you did differently today?

What is the nicest thing someone said to you today?

What sparked your curiosity or made you think differently today at school?

What was the most fascinating thing you encountered in your school day?

Did you share today? Tell me about it.

What did you do at lunch/recess today?

What is the biggest difference between this year and last year?

What frustrated you today?

Which teacher did you connect best with today and why?

Tell me about any disagreements you had today?

What are you looking forward to in school tomorrow?

What would you like to get better at?

Who can you ask for help at school?

What can you do to help make someone feel good tomorrow?

What is it about your school that makes you feel like you belong?



Emotional Regulation Activities to Build your Emotional Muscles



As children grow and face more of life's challenges, they will experience a wide range of emotions. Developing the ability to regulate these emotions during difficult or challenging times is an essential and valuable skill. Below is a list of 10 activities and experiences designed to help your children strengthen their emotional muscles and learn to better manage their feelings.



Deep Breathing Exercises

Teach children to take slow, deep breaths to calm down. Use our mindful breathing resource to assist you.



Mindfulness Meditation

Practice our mindful meditation sessions to help children focus and stay present. Try our [Sobala, Cincin, Cincin, Chichilico!](#) at a family.



Emotion Journaling

Encourage children to write about their feelings and thoughts. Use our journal prompts to get started.



Art Expression

Keep an art box handy and use drawing, painting, or coloring to help children express their emotions creatively.



Physical Activity

Engage in activities like mindful walking, jumping, or dancing to help release pent-up energy and stress. These provide an opportunity to shift the energy in the room.

Practice simple yoga poses to promote relaxation and emotional balance. Not only does yoga produce oxygen going to your brain but it reduces stress hormones.



Let's build our mental fitness together
[www.mentalfitness.org](#) | 1-800-876-6767



Sensory Play

Provide sensory materials for playdough, sand, or water to help children calm down and focus.



Storytelling and Reading

Read books that explore emotions and discuss the characters' feelings and actions. Explore our Emotional Explorers book set.



Role-Playing

Play a game of charades or act-out scenarios where children can practice responding to different emotions.



Nature Walks

Spend some time outdoors to help children connect with nature and reduce stress. Listen to the sounds and explore nature using different senses.



Quiet Time

Create a designated calm space where children can go to relax and regroup. Follow the steps to effectively incorporate a calm corner in your home.



Let's build our mental fitness together
[www.mentalfitness.org](#) | 1-800-876-6767

Grandparent, Foster and Kinship Carer Advisers

Grandparent, Foster and Kinship Carer Advisers support formal and informal carers who provide ongoing care for children.

They can help you with:

- tailored information about payments and support services based on your circumstances
- arranging appointments with specialist staff, including social workers, Financial Information Service Officers, Indigenous Service Officers and Multicultural Service Officers
- referrals to federal, state and community service providers
- accessing Medicare, Centrelink and Child Support information and payments.

Contact an adviser today to get tailored information about payments and support services. They're here to help, even if you aren't accessing services or payments from us.

For more information, go to servicesaustralia.gov.au/grandparentfosterkinship
You can speak to an Adviser on 1800 245 965.

Social workers

Our social workers can provide short term counselling and information to help you through a difficult time. Social workers can also connect you with other support and services to help you.

To speak to a social worker call 132 850 or visit a service centre.

Payments you may be eligible for

FAMILY TAX BENEFIT

Family Tax Benefit (FTB) helps with the cost of raising children. It's made up of two parts: FTB Part A and FTB Part B.

We pay FTB Part A for each child. The amount you get depends on your family's circumstances.

FTB Part B provides extra assistance to:

- single parents
- non-parent carers (including grandparents, foster and kinship carers)
- some coupled families with one main income earner.

If a child under one comes into your care or you adopt a child of any age, your FTB Part A may increase. This increase is Newborn Supplement and will last for up to 13 weeks. If you get Newborn Supplement you will also get Newborn Upfront Payment as a one-off payment.

For more information, go to servicesaustralia.gov.au/ftb

CHILD CARE SUBSIDY

Child Care Subsidy gives you assistance with the cost of child care. We pay it directly to your child care provider to reduce the fees you pay. Your child needs to be attending approved child care to be eligible.

Approved child care can include outside school hours care, family day care, vacation care, long day care, in-home care and some occasional-care services.

When attachments are broken, children grieve. Children process grief in their own way, often with various emotional and physical changes. As disruptions to relationships and routines occur, behavioural problems and repetitive patterns can be exhibited.

After a death, illness, family separation or a big life change, it's very tempting for parents to shield their child from the emotional upheaval and pain experienced but loss of these kinds of attachments have physical, cognitive, behavioural, social and spiritual dimensions. During this time it is essential children receive help to process their grief so they can heal and move forward in life with a restoration of confidence.

"Exposure to adverse childhood experiences contributes to poor lifelong outcomes, but supporting children to have a strong start, through strong child and family support services, provides benefits to the whole community"

- QLD Mental Health Parliamentary Committee (June 2022 Inquiry Report).



TEEN PROGRAM

The Teen Grief & Loss Support Program provides face-to-face support, education, connection, community and creative expression for young adults aged 12 to 18 living with loss and resulting grief. When teenagers are dealing with confusion, uncertainty, fear or a sense of isolation due to a significant life change or loss, we are here.

Face to Face: book [online via our website](#)

STORYBOOKS

Our collection of storybooks are created to help children understand and deal with aspects of grief from various kinds of loss.

Developed by the Paradise Kids team, each title tells the story of a child experiencing a big life change. Grief and loss is normalised as the reader is shown a grief experience that is unique to the individual yet universal, for change and loss is part of life. This is useful in helping children relate to the deep emotional issues and the painful situations they are currently facing.

Physical Copies: storybooks titles and grief journals are available for purchase via our website.



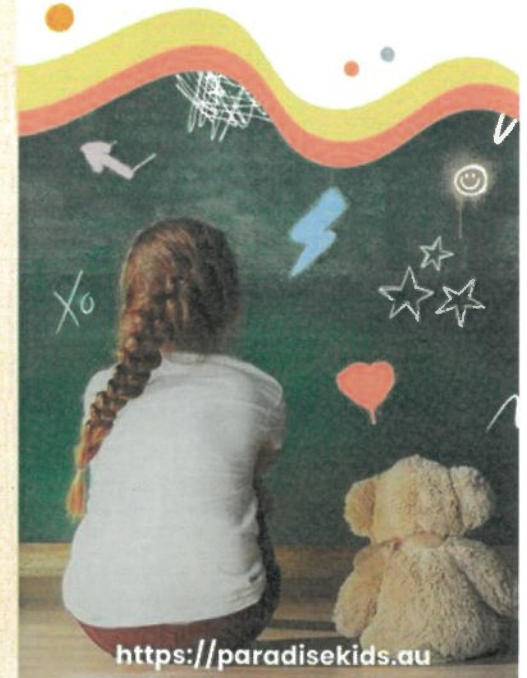
@paradisekidsau

PH: 0412 465 176

Paradise Kids Australia is the children's educational division of the Rev. Dr Ian Mavor Foundation.
ABN: 87 009 150 278
ACN: 209 150 278



Is a young person in your life
STRUGGLING after loss or
a big life change?



<https://paradisekids.au>

Paradise Kids Australia delivers specialised grief education and support for children and teens experiencing loss. Providing them with the inner life skills needed, to build resilience and weather life's storms.

We offer a peer-based, supportive space for young people where they are free to tell their story and express their strong feelings in safe ways, without hurting themselves, others or their surroundings. All whilst walking them through the tasks of grief so healing and growth can occur.

SUPPORTS CHILDREN & TEENS, HELPING THEM TO:

- 1- understand the event as a loss.
- 2- tell their story, and facilitate discussion about the loss.
- 3- grieve the loss and feel all the feelings.
- 4- physically and creatively express their strong feelings in safe ways, including any anger which is a natural response to loss.
- 5- process any unfinished business around the loss.
- 6- commemorate the loss to assist healing and look forward to the future.
- 7- gain a new sense of self that has grown through grief and is empowered to move on.

Our founder, Deirdre Hanna and her team have over 25 years of experience helping children improve their emotional, spiritual and physical well-being through a loss of any kind.



PARADISE KIDS AUSTRALIA

Part of The Rev. Dr Ian Mavor Foundation

GRIEF EXPLORERS

Grief Explorers is a 5 session small group program for children aged 7 to 11. Held onsite over 5 consecutive weeks with intakes each school term.

Our engaging curriculum features a mixture of storytelling, art activities, meditations and imaginative exercises. With peer sharing and support, grief is normalised and children no longer feel alone. Grief Explorers has a optional concurrent onsite Parent's Program.

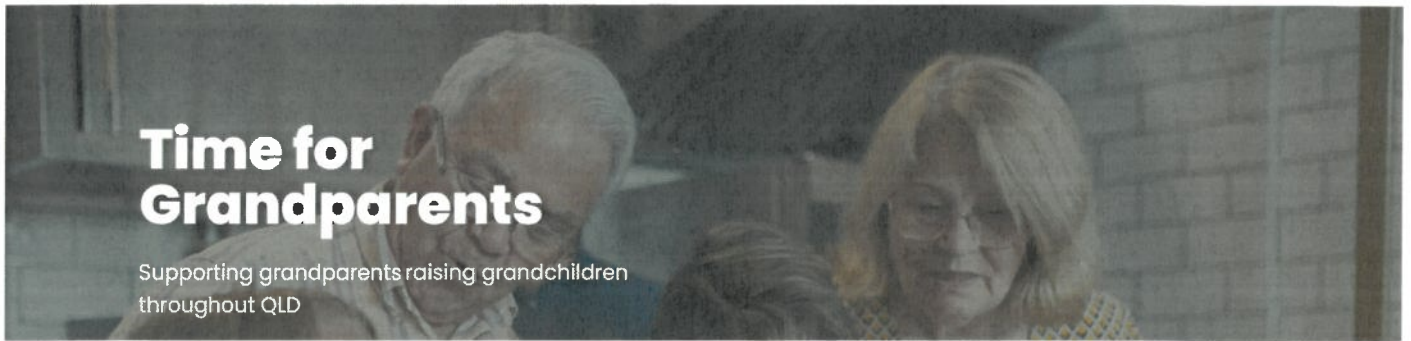
Book Online: via our website or socials

FACILITATOR'S PROGRAM

The 'Grief Explorers' Facilitator's Program. This program equips facilitators to deliver our comprehensive grief support curriculum within their local areas.

The course includes two (half) days of training, available either online or in-person. Upon completion, participants gain access to an online program and will receive hard copy resources to effectively implement the program.

Enquiries: via our website



Time for Grandparents

Supporting grandparents raising grandchildren throughout QLD

← ↻ 🏠 https://grandparentsqld.com.au/useful-links/#gl_1 🌐 ⭐ ⚙️ 📌 ⋮

Our websites ▾

Time for Grandparents

[About us](#) [What we do ▾](#) [What's happening ▾](#) [Useful links](#) [Contact us](#)

📞 1300 135 500

📞 Outside QLD: 07 3867 2500



Resources for Grandparents raising grandchildren

📞 1300 135 500

<https://grandparentsqld.com.au/>

Who we are

Time for Grandparents partners with the Queensland Government Department of Families, Seniors, Disability Services and Child Safety to provide state-wide support and programs for Grandparents raising grandchildren, including:

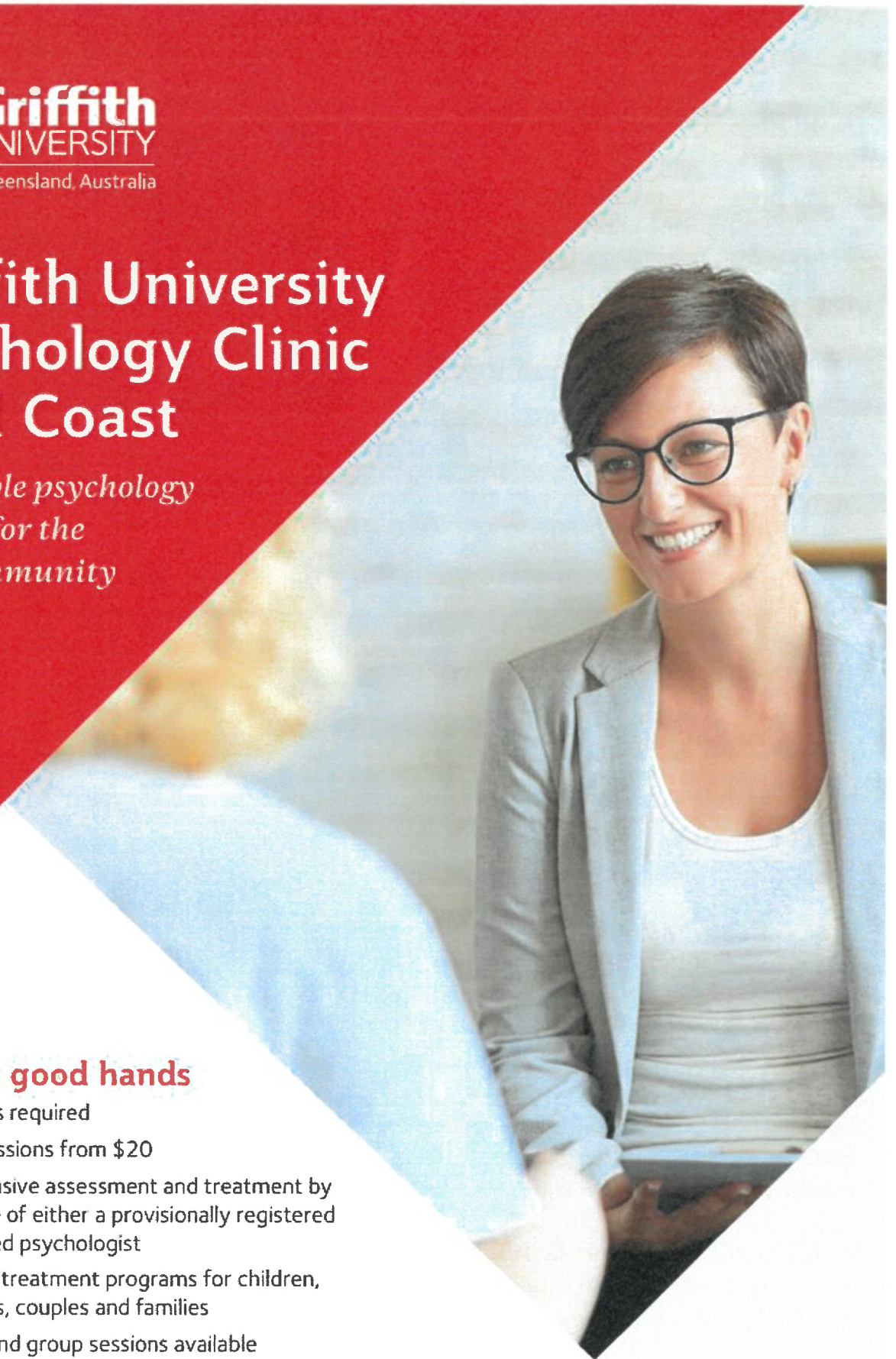
- ✓ Respite and support for Grandparents through the provision of educational and recreational activities for Grandparents and their grandchildren.
- ✓ Grandfamily camps for Grandparents and grandchildren in their care.
- ✓ Culturally appropriate Aboriginal and Torres Strait Islander grandfamily camps.
- ✓ Face-to-face and online support groups.
- ✓ Telephone information, advice, engagement and referrals, as well as eligibility assessment for specialised programs.
- ✓ Financial assistance (brokerage) for activities.



The state-wide Time for Grandparents service is for Grandparents who are the full-time primary carers of Grandchildren and who are not receiving the fostering allowance or kinship carer payment and do not have a care plan through the State Government.

Griffith University Psychology Clinic Gold Coast

*Affordable psychology
services for the
local community*



You're in good hands

- No referrals required
- Therapy sessions from \$20
- Comprehensive assessment and treatment by your choice of either a provisionally registered or registered psychologist
- Specialised treatment programs for children, adolescents, couples and families
- Individual and group sessions available
- Full cognitive and behavioural assessments from \$300
- Unlimited therapy sessions with provisional psychologists—no GP mental health plan required
- After hours appointments available on request

griffith.edu.au/healthclinics



headspace

National Youth Mental Health Foundation

headspace is here to help

headspace is a free or low-cost youth mental health service for 12–25 year olds.

headspace provides information and support to young people and their family and friends in four key areas:

- mental health
- physical and sexual health
- work, school and study
- alcohol and other drugs. ✓



Mental health issues affect 1 in 4 young people. It can be hard to know if a young person needs help with their mental health, but there are some warning signs that might suggest they are having problems, such as:

- avoiding activities that they would normally enjoy
- changing their appetite or sleeping patterns
- becoming easily irritated or angry
- seeming unusually stressed, worried or sad for no reason
- having difficulties with concentration or motivation
- having negative, distressing or unusual thoughts
- finding their performance at school, TAFE, university or work is not as good as it was or should be
- involving themselves in risky behaviour that they would usually avoid, such as taking drugs or drinking too much alcohol.

The right support can help get a young person back on track at school, work and in their personal and family relationships.

For information and support:



Go to headspace.org.au.

For online and telephone counselling:



Go to ehheadspace.org.au or call **1800 650 890**.

To talk to a headspace worker about a young person:



Contact your local **headspace** centre. There are **headspace** centres all over Australia. Go to headspace.org.au to locate your nearest centre.

If you need to speak to someone in your language, call the Translating and Interpreting Service (TIS National) on **131 450** and say the language you need.

headspace respects a young person's right to privacy but if we think the safety of a young person or someone else is at risk we will share this information with appropriate support people. For more information please speak to a **headspace** worker.

headspace is not an emergency service

If you or a young person need immediate support or medical assistance contact:

- Emergency Services: 000
- Lifeline: 13 11 14
- Kids Helpline: 1800 55 1800

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

HEAD TO HEALTH kids QUEENSLAND

A friendly, safe place for children and their families to access mental health and wellbeing services.



About Head to Health Kids – Queensland

Head to Health Kids – Queensland (H2HK-Q) services offer a range of specialist supports for children under 12 years of age experiencing developmental, behavioural or emotional issues that may affect their mental health and wellbeing. Support is also provided for their families/carers if required.



H2HK-Q services are new to Queensland and are jointly funded by the Australian and Queensland Governments.



H2HK-Q services will be offered to children who are in need of additional support to prevent mental health deterioration. They may also be 'struggling' in their functioning, and in need of support to reach their full developing potentials.



H2HK-Q services are free to access, with priority for those children and families who present with multiple, co-occurring and complex vulnerabilities. They do not require an existing diagnosis to be offered a service.

<https://www.health.qld.gov.au/>



Helping Hands Picnic Creek

At Helping Hands Network, we pride ourselves on providing children with fun, play-based learning experiences that meet all your family's needs. You can be confident that your child is in safe hands with our experienced and passionate educators. Whether your child attends Helping Hands Network daily or only occasionally, each visit is an exciting new adventure with healthy, nutritious food, awesome clubs, activities and so much more.

How to enrol

Enrolling with Helping Hands is easy and completely free. We don't charge any annual registration fees. [Click here](#) to create an account and complete our online enrolment form. Select the Helping Hands service for your child's school and enter all required information into the relevant fields. Once enrolled, you can manage your bookings and cancellations with ease online.

Your child's enrolment must be confirmed before attending their first session with us. If at any time your family details or emergency contacts change, please update them through our website so that our records remain current.

Child Care Subsidy (CCS)

Many families are eligible for Child Care Subsidy, which can reduce the cost of Outside School Hours Care by up to 85%. All our services are CCS approved, so we encourage all families to find out whether they are eligible. To establish what level of CCS you may be entitled to please contact the Centrelink Family Line on 13 61 50.

Join the fun at Helping Hands

For more information speak to our friendly service coordinator on 0436 821 223 or visit our website [here](#).

We look forward to meeting you and your family.

What is Intensive Family Support?

Our **Intensive Family Support** (IFS) services work together with families, often in their home, to support them to strengthen the things that are going well and to help work through some of the things that make it hard for families to stay connected, safe and happy.

This means that we work with you to put in place a Family Case Plan that builds on your family's strengths and identifies ways to achieve your family's hopes for support.

“Your practitioner will walk alongside you throughout this journey.”

We talk openly and honestly about things that may be impacting your kid's safety and wellbeing.

Our job is to make sure all supports are working together with your family to help build skills and resilience that create lasting change.

STEPS WE TAKE TOGETHER

Connection, your rights and consent

- ♥ We explain our services and your rights, and to see if you are interested in signing a CONSENT FORM to work with us on your family's goals.

Understanding your family

- ♥ We talk to all family members (even the little ones) about their strengths, worries, support and hopes.

Goal setting and planning

- ♥ We develop goals and list actions for the family and other people involved to help the family keep safe and well.

Working together to create change

- ♥ We work together and with other services to help you reach your goals.

Reviewing progress

- ♥ We talk to you and use resources that help us to check how we are progressing with the goals and make sure there is nothing getting in the way.

Celebrating progress and saying farewell

- ♥ As goals are reached, we celebrate together and make sure you have the skills and support you need to thrive and stay safe.

“ We promise to support you through hard times, and celebrate your successes.”



Parenting Education, Wellness and Connection

Wellbeing and Connection

- ♥ General wellness groups
- ♥ Youth groups
- ♥ Mum and dad groups
- ♥ Yarning circles

Protective Behaviours Personal Safety Education

- ♥ Identifying feelings
- ♥ Name private body parts and understand personal safety boundaries
- ♥ React quickly to unsafe or uncomfortable situations

Early Learning and Development Groups

- ♥ Cross-disciplinary play groups
- ♥ One-on-one support focus on the holistic wellbeing and development of young children and their learning needs

Parenting and Attachment Programs

- ♥ Teaching care givers and parents skills to support children and adolescents with their emotions, manage their behaviours and build strong family connections



Learn more at actforkids.com.au

Act for Kids Limited ABN 98 142 986 707



IFS/AA
24/06





Coomera

Our Coomera Health and Wellbeing Hub is conveniently located just off the Pacific Motorway and offers a range of medical services to Kalwun clients.

All clients are required to bring their Medicare card and concession card to all appointments.

Please arrive 10 minutes before your appointment time and check in with reception staff to ensure your details are up to date.

We do not allow pets in our clinics, unless they are registered assistance or guide dogs with relevant identification.

Services provided

- **General medical (GPs)**
- **Dental**
- **Targeted Health Programs**
 - Connected Community Pathways
 - Social and Emotional Wellbeing
 - Deadly Choices
- **Allied health services:**
 - Adult Occupational Therapy
 - Audiology
 - Diabetes Education

 - Dietetics
 - Optometry
 - Paediatric Occupational Therapy
 - Paediatric Speech Therapy
 - Paediatrics
 - Podiatry
 - Psychiatry
 - Psychology

Opening hours

Monday to Friday 8.30am – 4.30pm

Thursday 8.30am – 6.30pm (7 Jowett Street only)

Location and contact details

4 & 7 Jowett Street, Coomera QLD
PO Box 820, Oxenford QLD 4210
Phone: (07) 5514 7100
Fax: (07) 5514 7110

<https://www.kalwun.com.au/health-wellbeing-services/our-clinics/coomera>



**Thank you
and please get in
touch if you have
questions or need
support!**



kidshelpline
Anytime Any Reason

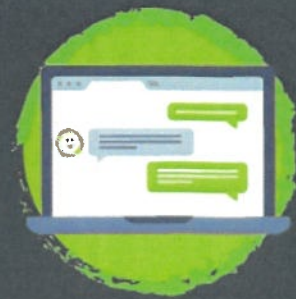
We support young people aged 5 - 25.

Call

Email

WebChat

We're here for you!



1800 55 1800 FREE CALL 24/7 | counsellor@kidshelpline.com.au | kidshelpline.com.au

Who is a Young Carer?

A Young Carer is a young person aged 4 to 25 who provides, or intends to provide care, assistance or support to a family member affected by disability, chronic or mental illness, substance use, or the impacts of older age.

Some examples of a Young Carer’s responsibilities include:

- | | | |
|-------------------------|------------------------------|-----------|
| Sorting out medication | Physical & emotional support | Dressing |
| Setting up appointments | Communicating for others | Laundry |
| Attending appointments | Helping with mobility | Showering |
| Looking after siblings | Cooking | Cleaning |
| Organisation | Budgeting | |

Little Dreamers acknowledges that a young person does not need to be the sole carer or primary carer for their life to be impacted by caring responsibilities. Young Carers are not defined by geography, culture or socio-economic factors and their roles vary in every family.



Did you know?

It is estimated that there are more than 750,000 Young Carers in Australia.



1 IN 10 YOUNG PEOPLE IN AUSTRALIA HAVE CARING ROLES IN THEIR FAMILY.



IT'S ESTIMATED THERE ARE **2-3 YOUNG CARERS** IN EVERY SINGLE CLASSROOM.



2 IN 3 YOUNG CARERS EXPERIENCE MENTAL HEALTH CHALLENGES AS A RESULT OF THEIR CARING ROLE.

Apply for support:

littledreamers.org.au/apply-for-support

@LittleDreamersAustralia

www.littledreamers.org.au

Young Carer Support and Connect

Recognising, supporting and empowering Young Carers to reach their full potential.

LITTLE DREAMERS

Chat to us for more info:
info@littledreamers.org.au
1800 717 515

Who is Little Dreamers? We're Little Dreamers, Australia's leading Young Carer organisation. We support young people aged 4 to 25 who provide care for a family member impacted by disability, chronic or mental illness, substance use, or frail age.

Young Carer Support and Connect has been developed to connect Young Carers to social supports and develop strengths and strategies to cope with every day challenges, both within and independent of their caring roles.

We've crafted a comprehensive program suite addressing the five primary risk areas Young Carers often encounter: education, employment, mental and physical health, as well as social and financial wellbeing.

The nitty gritties:

- No direct cost
- Flexible delivery options - whether it's online or in-person, we come to you
- Evidence-based programs with trained and passionate facilitators who 'just get it'
- Professional youth counsellors available
- Pathway into additional support options with Carer Gateway

Interested? Scan the QR code to enquire and be connected with a member of the Little Dreamers team!



All of our programs are offered in **Carer Gateway** regions.

To find out more about Carer Gateway, please visit:
www.carergateway.gov.au.

Our Programs:



PEER SUPPORT

A fun and engaging eight week program that encourages Young Carers to form connections, focus on their strengths, and feel empowered as they move through various topics & activities.



COACHING

A capacity building, goal orientated program helping Young Carers to identify their goals and learn how to balance their needs with the needs of the people they care for.




COUNSELLING


Employing a therapeutic, strength-based approach, we cultivate a secure and supportive environment where Young Carers can discover their identity and effectively navigate life's challenges.


Get mental health support when and where you need it


MOST is a free digital mental health service for young people aged 12 – 25

MOST gives you

 Online support with real people

 Tailored therapy journeys

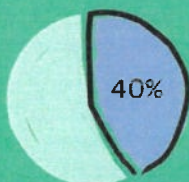
 A social network with a difference

 A personalised library of tools

MOST has small bites of therapeutic content served up as cartoons, activities and practical strategies that work – all available online, when and where they're needed.

There are journeys to help you improve your mood, improve your sleep, find your confidence, find your calm, explore social hacks and sort out all things work and study.

If you need it, connect with peer support on MOST's online community. It's a safe social network of young people who get it, and peers who've been through it. On MOST you can feel safe to react, contribute and post about your world (only if you want to).



40% of young people experience mental ill-health every year

How MOST works

MOST provides on-demand support to young people experiencing mental ill-health.

It connects you to a blend of online tools and real support from real people.

Get tips and strategies that work – in a personal program to work through in your own time – plus access to clinical and career experts and a peer support team with their own lived experiences.

↳ MOST gives you online tools and support to get back on track with the things that matter – like friends, mental health, work and study.





Nerang Neighbourhood Centre

Community Support

When you call in (or ring) our Centre, the first smiling face you will see is either Reece and/or Zoe, our fabulous Community Support Workers. They offer a listening ear, warm cuppa, free meal and years of experience and knowledge of the Gold Coast community sector. In the rare case that they cannot assist you, they will put you with the right person and/or service.

Youth

Our youth coaches, Deacon and Nate, provide a variety of supports to at-risk young people, aged 12-21, and their families.

Funded by Department of Children, Youth Justice and Multicultural Affairs

Food Service

Anyone in need of a hand up can access our pre-packed \$25.00 food boxes every Thursday and/or Friday. No concession cards required. Contact Lisa for more information.

Self funded by the Nerang Neighbourhood Centre

Employment

Rhonda, our Employment Coordinator, offers free and practical assistance to individuals between the ages of 16 and 65 who are seeking employment and/or training opportunities.

Funded by Department of Employment, Small Business and Training

Financial Resilience

Jess provides budget guidance & information including making sure you are getting all your concessions and entitlements. We also offer No Interest Loans (NILs).

Funded by the Department of Communities, Housing and Digital Economy in partnership with Good Shepherd

Nurse Practitioner

Leone, our bulk billed Nurse Practitioner, is in the Centre on Tuesdays & Thursdays for a listening ear, advice and prescription management if needed.

Consultations available

Community Connect

Cath, our Community Connect worker can help you navigate through life's struggles by providing support, advocacy, advice and counselling. Her speciality is Domestic Violence prevention and support.

Funded by the Department of Communities, Housing and Digital Economy

Disaster Recovery

Jordy's role is to help navigate and assist those affected by the SEQLD



0.0

New Zealand citizens

Vicky is our resident expert on all things relating to New Zealand migrants. She can help with rights & entitlements, pathway to Australian citizenship and navigation what

Tax Help

In partnership with the ATO, Anthea, our long standing and knowledgeable volunteer, helps low and single income earners complete and lodge their annual tax returns for free.

When attachments are broken, children grieve. Children process grief in their own way, often with various emotional and physical changes. As disruptions to relationships and routines occur, behavioural problems and repetitive patterns can be exhibited.

After a death, illness, family separation or a big life change, it's very tempting for parents to shield their child from the emotional upheaval and pain experienced but loss of these kinds of attachments have physical, cognitive, behavioural, social and spiritual dimensions. During this time it is essential children receive help to process their grief so they can heal and move forward in life with a restoration of confidence.

"Exposure to adverse childhood experiences contributes to poor lifelong outcomes, but supporting children to have a strong start, through strong child and family support services, provides benefits to the whole community"

- QLD Mental Health Parliamentary Committee (June 2022 Inquiry Report).

TEEN PROGRAM

The Teen Grief & Loss Support Program provides face-to-face support, education, connection, community and creative expression for young adults aged 12 to 18 living with loss and resulting grief. When teenagers are dealing with confusion, uncertainty, fear or a sense of isolation due to a significant life change or loss, we are here.

Face to Face: book online via our website

STORYBOOKS

Our collection of storybooks are created to help children understand and deal with aspects of grief from various kinds of loss.

Developed by the Paradise Kids team, each title tells the story of a child experiencing a big life change. Grief and loss is normalised as the reader is shown a grief experience that is unique to the individual yet universal, for change and loss is part of life. This is useful in helping children relate to the deep emotional issues and the painful situations they are currently facing.

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@paradisekidsau

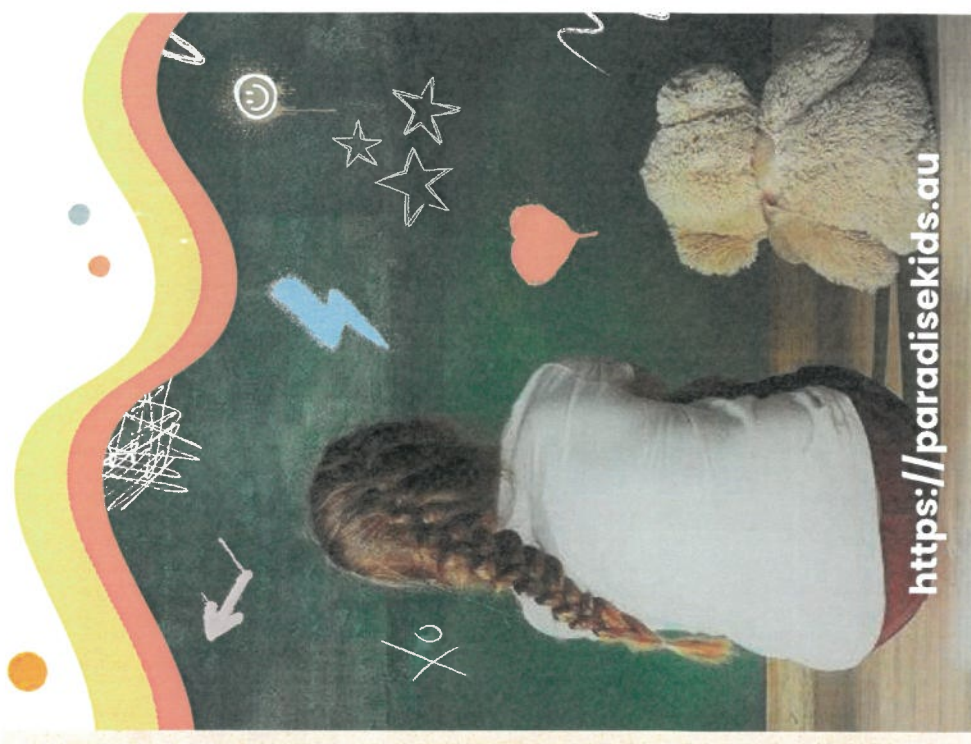
PH: 0412 455 176

Paradise Kids Australia

is the children's educational division of the Rev. Dr Ian Mavor Foundation.
ABN: 87 609 160 278
ACN: 609 160 278



Is a young person in your life STRUGGLING after loss or a big life change?



<https://paradisekids.au>



parentline
parentline is a service of yourtown

1300 30 1300

♥ Kids do better
when parents
feel supported

Parentline Counsellors are here to help
8am - 10pm, seven days a week
Queensland & Northern Territory
Parentline.com.au

1300 30 1300 | Parentline.com.au | @ParentlineQLDNT

SOMETIMES YOU JUST NEED
SOMEONE TO TALK TO.
SOMETIMES YOU NEED GUIDANCE.

We know that families are complex and that anything can affect the functioning of a family. Whether your concerns feel big or small, we are here to support your family needs.

Parentline is a private and confidential telephone and online counselling and information service. We offer FREE education, guidance and support for parents and others who care for children in Queensland and the Northern Territory.

How can we help?

We work with you to:

- Help you work through what is worrying you
- Identify and strengthen ways to increase family wellbeing
- Find other services and information to help you

What can we talk about?

Anything! Including:

- All things parenting
- Relationships in your family
- Family breakups
- Mental and emotional wellbeing

So call us for a chat. We're here for you.



1300 30 1300



EMAIL



WEBCHAT

FOLLOW US ON FACEBOOK

Parentline is a service of yourtown.



Pathways to Grow

Child, youth
and family services

Pathways to Grow supports children, youth and families to work through challenging times.

The program:

- Offers free individual and family counselling.
- Provides children and young people a safe space to explore their feelings, identify strengths, and learn new ways to respond to challenging situations.
- Offers support to parents to build on their existing skills and strengths.
- Links in with other services and resources to ensure holistic support.

Problem-solving strategies for parents and teachers

Key points

- School problems are quite common. Some problems you can sort out at home, but some need parent-teacher cooperation.
- If you need to solve a problem with a teacher, it's a good idea to ask for a special parent-teacher meeting.
- Positive and respectful problem-solving can help you and the teacher work towards a solution.

Good parent-teacher relationships

A good [relationship with your child's teacher and school](https://raisingchildren.net.au/school-age/school-learning/working-with-schools-teachers/relationship-with-school) (<https://raisingchildren.net.au/school-age/school-learning/working-with-schools-teachers/relationship-with-school>) is a great starting point for handling any problems that come up at school.

You can lay the groundwork for a good parent-teacher relationship by introducing yourself and getting to know your child's teacher as early as possible. Communicating and building relationships with your child's teacher helps you to work well together when there's a problem.

Good parent-teacher relationships mean children:

- do better academically, emotionally and socially
- are happier at school
- attend school more regularly
- are better behaved.

School problems: what to do

It's common for children to have some problems at school.

Some problems are **minor** – for example, missing out on school council or forgetting to bring the right sports uniform. You and your child can usually sort these ones out yourselves by talking and **problem-solving together** (<https://raisingchildren.net.au/teens/behaviour/encouraging-good-behaviour/problem-solving-steps>).

Some problems might be **more complicated or long-lasting**. For example, your child might be having ongoing difficulties in the playground with another child and the strategies you've suggested to your child haven't worked. With these problems, you might need to talk with your child's teacher to find solutions.

How to approach school problems with teachers

When you need to talk with teachers about problems, a **calm and positive approach** is likely to get a positive outcome for your child. Here's what to do.

Pause to calm down

If something has just happened to upset your child, this can upset you too. Try to take some time to calm down before you do anything. This will help you avoid doing something you might regret later, like sending an angry email.

You could say, 'I see you're very upset about this, and I'm upset too. We need to calm down so we can think about what to do'. Saying this will help your child to learn this strategy too.

Be a positive role model

Even with a serious problem, you can model positive problem-solving for your child by being positive, thinking about solutions, and talking about working with the teacher. This is better than complaining or being aggressive.

You could say something like, 'Let's ask Mr Smith if he has any ideas about how we can sort out this problem'. This kind of approach shows your child that you value the teacher's opinion.

Speak respectfully

No matter what you think, it's important to speak positively and respectfully about your child's teacher, the school and other children in front of your child. If you complain or criticise the teacher or other children and their families, your child will do the same.

Go through the right channels

This usually means talking *directly* to your child's teacher to start with, rather than the principal. Going straight to the principal can make the problem bigger than it is.

It's best to make an appointment with the teacher. This way you can discuss the issue privately and the teacher can give you their full attention.

Depending on the issue and your child's age, it might be appropriate for your child to come to this meeting.

Avoid defensiveness

When there are problems, people sometimes feel defensive. For example, if either you or the teacher feels criticised, you could both end up feeling defensive.

Defensiveness can get in the way of problem-solving, so it's good to try seeing the teacher's perspective and to help the teacher see your perspective too. For example, 'I can see it's unrealistic to expect you to spend lunch time in the playground helping Ethan, but I'm worried because he's lonely and has nobody to play with. How can we both help him with this?'

Problem-solving steps to use when meeting with teachers

If you decide you need to meet with your child's teacher about a serious problem, the following steps can help you and the teacher work together to get a positive outcome.

1. Identify the problem

Be clear and specific about what the problem is – for example, what's happening, how often, who's involved and who's affected. It can help to use a question. For example, the problem of 'How can we help Brenna make some friends to play with?' is easier to solve than 'None of the children will play with Brenna'.

It's also helpful to ask your child's teacher about the problem. This way you'll hear about the situation from another person's point of view. For example, 'Brenna is saying no-one wants to play with her. Does this sound right from what you've seen?'

2. Identify wants, needs and concerns

Allow everyone to identify their needs, wants and concerns. For your child's teacher to appreciate your concerns, it'll help if you can explain the situation from the teacher's position.

Use sentences like 'I understand...', 'I'm concerned about...', 'I want...'. For example, 'I understand that it's a big class and the teacher is falling behind because he doesn't understand the situation. I want to make sure the stair is safe.'

3. Come up with possible solutions

Work with the teacher to come up with as many possible solutions to the problem as you can. Your child's teacher has a lot of experience dealing with problems. The teacher also has strategies that have worked in the past.

It's very important not to judge ideas at this point. This increases the chances of finding the right solution to your problem.

relationships

Relationships impact on our wellbeing and happiness. When our personal relationships are not working well, our ability to cope with other areas of our life is often affected. Many relationship difficulties can be managed and supported with the right kind of help.

- + Relationship Counselling
- + Relationship Courses

families

Family counselling and support services aim to prevent family breakdown by working directly with couples, families, young people and their families or caregivers to resolve conflict and improve relationships.

- + Family Therapy
- + Family Counselling
- + Relationship Counselling (for families)
- + Family and Parenting Courses
- + Relationship Courses
- + Family Support Services

separation services

Separation is a difficult time for everybody involved. Our separation services aim to provide support for parents, children, and other family members following separation, as well as negotiation of parenting arrangements.

- + Programs and support for separated parents
- + Support for children
- + Children's Contact Service (changeover service and supervised contact)
- + Family Dispute Resolution (mediation)
- + Family Dispute Resolution for One
- + Family Relationship Centres
- + Separate courses for Parents and Children

individuals

Relationship counsellors can also work with individuals to support them in creating strategies to deal with specific problem areas, traumatic events, and everyday life issues.

- + Gambling Help Service
- + Traumatic Events/Crimes Counselling and Support
- + Domestic and Family Violence support
- + Courses for Individuals including Life Skills, Relationships, Anger Management

language, culture, community

Some people appreciate being able to see a counsellor with specific training and experience in working with people from a particular community or background. You may choose one of our specialist options or simply access the venue closest to where you live or work.

- + Aboriginal & Torres Strait Islander team members, counselling and services
- + LGBTI counselling and support
- + Support for migrants, refugees and people with English as a second language

There are times in life when we all need help. We are committed to offering the best possible counselling, mediation, education and support services in a professional, relaxed and confidential environment.

More than 350 highly qualified and experienced staff make up the heart and soul of Relationships Australia and we provide services from centres across Queensland. We can work with you face-to-face, by telephone, online or in one of our centres.

We recognise that Queensland is a culturally and linguistically diverse state and are continuously working towards developing a quality service which is inclusive and sensitive to all Queenslanders regardless of their cultural, language, ethnic or religious background. We support people living in Aboriginal and Torres Strait Islander communities. We offer support for people of all sexual orientation and gender identities.

We work with you to build a better future: for you, your children, your families and your communities.

At Relationships Australia we believe that healthy relationships are essential for the wellbeing of children, families, individuals and communities. We are committed to social justice and inclusion, and respect the rights of all people, in all their diversity, to live with dignity and safety, and to enjoy healthy relationships.

These principles underpin our work.

Relationships Australia (Qld) works with you through services tailored to your needs at times of challenge and change in your life.

For more information on individual programs including brochure downloads (where available) please visit our website www.raq.org.au

Relationships Australia.

QUEENSLAND

1300 364 277
www.raq.org.au

Mon-Fri: 8am-8pm
Sat: 10am-4pm
Relationships Australia QLD
ABN 38110 021 755

Funded by the Australian Government

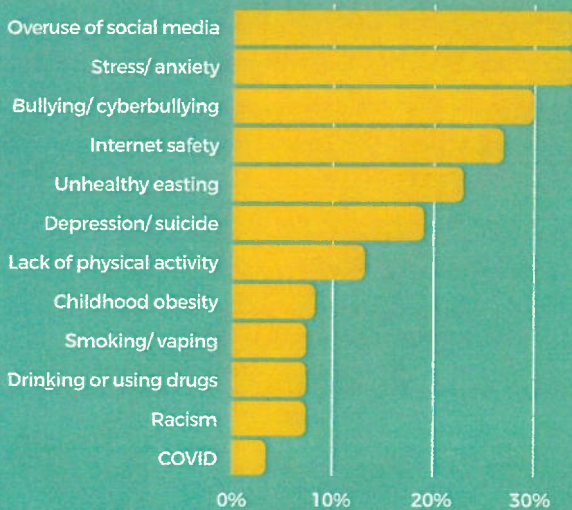



*Counselling, Mediation,
Education & Support for*


- + Families
- + Separation
- + Individuals
- + Diverse cultures, languages, and communities

AND REMEMBER YOU'RE NOT ALONE!

The top topics Aussie Parents would like advice on are; the overuse of social media, and how to manage stress and anxiety.



 @screensanity_australia

 @screen-sanity-australia

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[SCREENSANITY.ORG.AU](https://www.screensanity.org.au)

SURVEYS SHOW THE #1 BATTLEGROUND IN HOMES IS SCREENTIME...

...and Screen Sanity is here to help.

Screen Sanity is a not-for-profit that offers tips, tools and trainings to help families **raise happy, healthy kids in an increasingly digital world.**

Our unmatched family-education programs help parents consider the role technology plays in their lives and connect with their kids in meaningful ways – both offline and online.

Topics we cover:

- Digital Health 101
- Screentime
- Smartphones
- Social Media
- Pornography
- Video Games



Find out more
here!

99% OF PARTICIPANTS RECOMMEND OUR PROGRAMS

SCREENSANITY.ORG.AU

FEATURED TOOLS:



**Screen Sanity
Handbook**



**Social Media
Playbook**



**Smartphone
Toolkits**



**Video Game
Decision Tree**



Supports for Families & Children

Siblings Australia is a national for-purpose organisation that promotes better support for siblings of children and adults with disability and their families. We believe, and research shows, that recognising and responding to the needs of siblings in childhood is a vital part of providing holistic support to families of children with disability.

We recognise that sibling children are at increased risk of feelings of isolation and challenging emotions, and that meeting the needs of all children can be tough for many families.

By supporting sibling children, we can help to maximise their well-being, capacity to manage, and also strengthen the lifelong relationship with their brother or sister with a disability.

If you're the parent of a sibling child, we're here to help you facilitate the best possible wellbeing outcomes for your whole family.



How we can help

SiBWISE

Is our online learning program, designed to help parents and professionals better understand and respond to the needs of siblings of children with disability.



Scan the QR code to learn more

Alex and Arlo: A Sib Story

for children aged 4-7 to read with their parents. Download your **FREE** e-book using the QR code



SiBWORKS

Facilitator training to equip your child's health professionals with the tools and resources to facilitate our internationally recognised peer support program for siblings aged 8-12 years.



Scan the QR code to learn more



Time flies. Make every parenting moment count.

Proven, positive strategies to help every family

Now free in Australia

BUILD A CLOSER BOND, AND HELP CHILDREN REACH THEIR POTENTIAL

You want to support your baby and child's development, grow closer and solve problems – positively. Now you can do the parenting program developed here in Australia, and used around the world. It's backed by research, proven by parents. And it's free!

- Create a positive foundation, right from the start.
- Boost children's emotional wellbeing and maintain a good relationship – now, and in the years to come.
- Make family life less stressful and more enjoyable – even in tough times.
- Practical, simple strategies you can start using straight away – backed by 35+ years of research studies.
- Set good habits early and nip problems in the bud – you tailor the program to suit your child.
- Raise happier, more capable kids who can meet life's challenges.
- Join a million+ parents/carers in Australia who've been helped by the Triple P – Positive Parenting Program®

Free support for your positive parenting journey

Now, you can do Triple P programs online, at no cost. Choose what works for you, to help you manage the transition to parenthood, give your kids key life skills and help the whole family stay calm and positive. Partners and other family members can also do Triple P, so everyone's on the same page and there's less conflict.

- Interactive, easy-to-use online programs with videos and activities and a downloadable workbook.
- Each module only takes about an hour or less, and you can do just a few minutes at a time.
- Available anytime, at your place, at your pace!

The Triple P – Positive Parenting Program® system includes the following online programs:

TRIPLE P ONLINE FOR BABY

for parents/carers to be or with a baby under 12 months old

TRIPLE P ONLINE

for parents/carers of children under 12

FEAR-LESS TRIPLE P ONLINE

for parents/carers of children (6+) who are often anxious

START YOUR FREE PROGRAM TODAY!

triplep-parenting.net.au

Funded by the Australian Government Department of Health and Aged Care.





UnitingCare Early Childhood Early Intervention

NDIS Early Childhood Partner
in the Gold Coast Region

UnitingCare is the Early Childhood Partner for the National Disability Insurance Scheme (NDIS) in the Robina service area, which includes Robina, Gold Coast and Hinterland areas. Early Childhood Early Intervention (ECEI) can offer a range of supports for families with a child aged 0-6 years who has either a disability or a developmental delay. The types of supports offered will be different for every child and their family according to their individual needs.

What is ECEI?

ECEI is funded by the NDIS and can offer a range of supports for children aged 0 to 6 years with developmental delay or disability and their families.

What is the aim of ECEI?

The aim of ECEI is to provide parents and families with the knowledge, skills and support to optimise their child's development and ability to participate in family, early childhood education and care settings, and in broader community life.

Who can benefit from ECEI?

A child aged 0 to 6 years who has either:

- a developmental delay which is the result of an impairment and causes substantial functional limitations and who requires a coordinated, multidisciplinary service response; or
- a disability

And

- Lives in the Gold Coast region

Feel free to contact us:

**UnitingCare
Early Childhood Early Intervention**
Suite 3A, Level 3,
3027 The Boulevard,
Carrara QLD 4211

Ph: 0427 084 280

Or look online for more information:

NDIS
www.ndis.gov.au/ecei

UnitingCare
www.unitingcareqld.com.au/ecei

Email
eceiadminrobina@uccommunity.org.au

Julie Langeveld
Community Development Coordinator
Julie.Langeveld@uccommunity.org.au
0428 826 085

Selecting the right Mental Health Service



Situational Distress



Supporting Minds Psychological Therapies

Referrals via:

- Self-referral
- General Practitioner
- Community Organisations
- Head to Health (1800 595 212)



Suicidal Ideation



The Way Back Support Service Out of Hospital Pathway

Referrals via:

- General Practitioner
- Kalwun
- Head to Health (1800 595 212)

Letters-of-referrals via fax (07) 3539 6444
or Medical Objects: MS42140001L

If you're unsure which service is appropriate, refer your patients to Wesley Mission Queensland to help find the right service for their needs.



Australian Government



An Australian Government Initiative

