

Helpful Contacts for Families

Family Payments

Child Care Benefit

Service provided: The Commonwealth Department of Families, Community Services and Indigenous Affairs through their Family Assistance Office (FAO) is responsible for the Child Care Benefit (CCB). The FAO is responsible for decisions about the amount of care for which the CCB can be paid based on your income. Telephone the FAO to discuss your circumstances and entitlements.

Operating hours: 8am – 8pm, Monday to Friday

Contact number: 13 61 50

Child Support Agency Enquiry Line

Service provided: The Commonwealth Department of Families, Community Services and Indigenous Affairs through their Family Assistance Office (FAO) is responsible for the assessment and collection of child support. The service cannot assist with custody issues or changing amounts of maintenance ordered by a court.

Operating hours: 8.30am – 4.45pm, Monday to Friday

Contact number: 13 12 72

Complaints

Child Care Services To make a complaint about a child care service, contact the Child Care Information Service to obtain the telephone number of the most appropriate office of the Department of Communities.

Operating hours: 8.30am – 5pm, Monday to Friday

Contact number: 3224 4225 or 1800 637 711 (outside Brisbane)

Health and Safety Services

Child Health Line

Service provided: The Child Health Line is a free telephone and information advisory service for parents/guardians wishing to discuss issues such as teething, post-natal depression, immunisation, toilet training, feeding, sleep problems and other health related issues.

Operating hours: 24 hours, 7 days a week

Contact number: 3862 2333 or 1800 177 279

Australian Breastfeeding Association

Service provided: The primary aim of the Australian Breastfeeding Association is to support and encourage women who choose to breastfeed. Relevant services include group discussions on topics relevant to mothers, sale of booklets, lactation and mothering aids.

Operating hours: 9am – 2pm, Monday to Friday

Contact number: 3844 6488 (24 hour breastfeeding helpline: 3844 8977 or 3844 8166)

Health & Community Services Information Line

Service provided: The Health & Community Services Information Line is a free community referral service for health and related community agencies throughout the State. The service is operated by Queensland Health and provides information, such as, the location of your nearest baby clinic and where to seek assistance with behavioural problems. Whilst the Health & Community Services Information Line can provide you with information about how, when, where and who to contact for health and other related services, it cannot provide counselling or medical advice.

Operating hours: 9am – 5pm, Monday to Friday

Contact number: 3837 5986

Immunise Australia National Infoline

Service provided: The Immunise Australia National Infoline is a service provided by the Commonwealth Department of Health and Ageing. The service can provide information regarding the Immunisation Schedule, however cannot answer medical questions. The service will refer callers to the most appropriate agency.

Operating hours: 8.30am – 5pm, Monday to Friday

Contact number: 1800 671 811

Child Care Information Service

8:30 – 5:00 Monday to Friday

Contact: 3224 4225 in Brisbane

1800 637 711 freecall outside Brisbane

Website: www.communities.qld.gov.au/childcare

Email: ccis@communities.qld.gov.au

Child Accident Prevention Foundation (Kidsafe)

Service provided: The Child Accident Prevention Foundation of Australia is an independent, non-profit organisation dedicated to preventing unintentional death and injury to children. It conducts and fosters research into the causes of accidental injury to children and the effectiveness of preventative measures. Kidsafe also has baby capsules and short term car seat hire, restraint checking and fitting service.

Operating hours: 9am – 3pm, Monday to Friday

Contact number: 3854 1829

Poisons Information Centre

Service provided: The Queensland Poisons Information Centre provides a telephone service on poisoning, suspected poisoning, bites and stings to callers from Queensland and adjoining geographical areas.

Operating hours: 24 hours, 7 days a week

Contact number: 13 11 26

Family Support Services

Parentline

Service provided: Parentline is a confidential telephone service aimed at providing professional counselling and support to parents/guardians.

Operating hours: 8am - 10pm, 7 days a week

Contact number: 1300 301 300

Triple P (Positive Parenting Program)

Service provided: A family intervention program for the prevention and treatment of behavioural and emotional problems in children aged 18 months to 8 years of age. This free service can discuss specific child care questions as well as arrange additional financial assistance for parents/guardians.

Operating hours: 8.30am – 5.00pm, Monday to Friday

Contact number: 3365 7290

Kids Help Line

Service provided: Kids Help Line is a confidential service for children who need to speak about problems at home, not coping in school or just feeling down or unhappy. They offer online, email and telephone service.

Operating hours: 24 hours, 7 days a week

Contact number: 1800 55 1800 (freecall)

Women's Infolink

Service provided: Women's Infolink is a free confidential Queensland-wide information and referral service open to all women and girls.

Operating hours: 8.00am – 6pm, Monday to Friday

Contact number: 1800 177 577

DVConnect Mensline – Domestic & Family Violence Men's Crisis Line

Service provided: The DVConnect Men's Info Line provides a confidential telephone counselling referral and support service to men in relation to relationships, health, family issues and domestic violence.

Operating hours: 10am – 6pm, Monday to Friday

Contact number: 1800 600 636

DV Connect Womensline – Domestic & Family Violence Women's Crisis Line

Service provided: The Women's Domestic Violence Telephone Service provides a confidential information service and counselling to women, children and young people affected by domestic violence. The service assesses and refers clients to a place of safety.

Operating hours: 24 hours, 7 days a week

Contact number: 1800 811 811

Disability Services

Disability Information Service

Service provided: Disability Information Service is a free statewide service which helps you to find information and services for children and adults who have a disability. You can access information on accommodation, respite care, education, recreation and sporting services located throughout Queensland.

Operating hours: 9am – 5pm, Monday to Friday

Contact number: 3224 8444 or 1800 177 120 (TTY: 3896 3471 or 1800 010 222) Email: disabilityinfo@disability.qld.gov.au

Child Care Information Service

8:30 – 5:00 Monday to Friday

Contact: 3224 4225 in Brisbane

1800 637 711 freecall outside Brisbane

Website: www.communities.qld.gov.au/childcare

Email: ccis@communities.qld.gov.au

General

Playgroup Association of Queensland

Service provided: Provides parents/guardians with the name and contact telephone number of playgroups in their area.
Operating hours: 9am – 5pm, Monday to Friday and 9.00am – 3pm Monday to Friday during school holidays
Contact number: 1800 171 882

Gymboree Play and Music

Service provided: A motor sensory play program designed to enhance the development in young children from birth to 5 years. 45 minute classes run Monday to Saturday. Telephone during office hours for class times.
Operating hours: 9am – 4pm, Monday to Friday (office hours)
Contact number: 3878 2468
