Opening titles: Family and Child Connect featuring woman wearing a headset talking to someone on the phone.

Questions are displayed on a teal background with white letters throughout the video. Different Family and Child Connect staff members answer the questions. They are each seated in different locations in their local offices.

Question: How can Family and Child Connect help?

Brynne, Engagement and Referral Practitioner, Family and Child Connect:

Family and Child Connect are a one stop shop for families experiencing tough times.

Question: How can families engage with Family and Child Connect?

Nadine, Advice and Referral Practitioner, Family and Child Connect:

Pretty much anyone in the community, so anyone that calls 13-FAMILY. That can be families that are seeking to self-refer into the service or families that are just wanting a bit of advice and information and also referrers. So we get calls from police, schools, health services, pretty much anyone in the community who might have some worries or have some concerns or just want to get some information around how they can support their own family or another family that they're aware of.

Question: Is Family and Child Connect free?

Brynne:

Family and Child Connect is a free service and always will be.

Question: What sort of things can Family and Child Connect help with?

Tayla, Family Response Facilitator, Family and Child Connect:

Family and Child Connect, when we do have a family come to us with some, I guess, more simple concerns, often that can include just needing some parenting support, having a few children that they're having behavioural issues with. Some of the families that come to us do have quite complex needs.

Some of the common scenarios in that case can be if there's children with multiple disabilities, domestic violence that’s occurring in the home, significant mental health concerns for parents as well.

Does Family and Child Connect work with First Nations and culturally diverse families?

Cherylee, Family Response Facilitator, Aboriginal and Torres Strait Islander specialist role, Family and Child Connect:

I'm the Aboriginal and Torres Strait Islander specialist worker, so I do a lot of work with the First Nations families that come into our service and I look at linking them up with whatever services best suit their needs. Some families in that instance prefer to link in with local First Nations services.

I look at the needs of each particular family, whether they're First Nations, whether they're from different cultural backgrounds, and I look for the best service that would meet their needs.

There's a lot of our clients who don't speak English, and so we would do whatever we need to to try and address those needs through use of interpreters and support people that they might have that can speak English on their behalf.

Question: What happens to the families’ information?

Tayla: So Family and Child Connect, when we're working with families, it's usually in the first meeting that we have a conversation to let them know that anything they share with us will remain private and confidential.

No one in the community could ring and call and ask for any of their information.

We wouldn't share that with anyone without their consent.

What ages can Family and Child Connect help with?

Cherylee: So we can work with families who have brand new babies all the way up to 17 year olds.

Final screen on a teal background reads:

Free. Unlimited. Confidential.

Family and Child Connect

13-FAMILY 13-32-64

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

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