

ParentLink

Quick Contacts

APRIL 2011



Now every parent can be well connected

Promoting positive parenting in the ACT

ParentLink is designed to increase parents' confidence and skills by supporting and linking them with a network of information, ideas and community services.



24 hour emergency services

Alcohol and Drug Helpline – ACT Health	6207 9977
Canberra Rape Crisis Line	6247 2525
Care and Protection Services (reporting harm where the child is in the ACT)	1300 556 729
Domestic Violence Crisis Service	6280 0900
HealthDirect	1800 022 222
Lifeline	13 11 14
Mental Health ACT Triage	1800 629 354
Mental Health Service (Queanbeyan)	1800 677 114
NSW Department of Community Services (reporting harm where the child is in NSW)	13 21 11
Poisons Information	13 11 26

Aboriginal & Torres Strait Islander support

Aboriginal and Torres Strait Islander Services	6205 4798
Gugan Gulwan Youth Aboriginal Corporation	6231 9555
Indigenous Children's Program — Marymead	6162 5800
Winnunga Nimmityjah Aboriginal Health Service	6284 6222

After separation support

Canberra Mediation Service	6122 7130
Canberra One Parent Family Support — Birthright	6247 4282
Conflict Resolution Service	6162 4050
Family Court of Australia	1300 352 000
Family Relationships Advice Line	1800 050 321
Family Relationships Centre Canberra	6122 2444
Relationships Australia	6122 7100

Alcohol, drugs and gambling

Alcohol and Drug Helpline—ACT Health	24hrs 6207 9977
Alcoholics Anonymous	24hrs 6287 3020
Directions ACT	6122 8000
Drugs in the Family	6257 3043
Gambling Care	6247 0655
Karralika	6292 2733
Oasis Bridge Program	6248 7191
Ted Noffs Foundation (14–18yrs)	6123 2400

Bereavement

Clare Holland House	6264 7300
Home-based care	6264 7333
Compassionate Friends (for parents whose child has died)	6286 6134 or 6290 3538
SIDS and Kids ACT (support following stillbirth, infant or young child death from any cause)	24hrs 6287 4255
Solace (for people whose partners have died)	24hrs 6297 1052

Breastfeeding

Australian Breastfeeding Association	1800 686 2 686
Maternal and Child Health Nurse – ACT Health	8am–5pm Mon-Fri 6207 9977

Children's services

Child and Family Centres ACT	9am–5pm Mon-Fri — Gungahlin	6207 0120
	9am–5pm Mon-Fri — Tuggeranong	6207 8228
	9am–5pm Mon-Fri — Belconnen	6205 2904
Children's Policy and Regulation (licencing)		6207 1114
Early Intervention Program — ACT Department of Education (2–5yrs)		6205 9168

Counselling and/or assessment

Children and youth

Child and Adolescent Mental Health Service (ACT youth)	southside	6205 1469
	northside	6205 1050
Child and Adolescent Mental Health Service (NSW youth)	24hrs	1800 677 114
Child at Risk Health Unit (CARHU) — ACT Health		6244 2712
Kids Help Line (5–18yrs)	24hrs	1800 55 1800
Menslink (12–25yrs)		6239 4699

Families and individuals

Family and Adolescent Counselling Service (FACES) — CatholicCare (10–21yrs)		6162 6100
Menslink (12–25yrs)		6239 4699
Navigate — YWCA (12–18yrs)		6258 5933
Reconnect — CatholicCare (12–18yrs)		6163 7600
Relationships Australia		6122 7100
Richmond Fellowship (12–25yrs)		6248 6118
Salvation Army Counselling Service		6248 5504

Disability support

Disability ACT	13 34 27
Disability Support — Marymead	6162 5800
Family Counselling and Mediation Service — CatholicCare	6162 6100
Local Area Coordination	Gungahlin 6255 7911 Woden Valley 6282 2644
Tandem Children and Young Persons Program	6287 2870
Therapy ACT (birth–65yrs)	6205 1277

Financial counselling

Care Financial Counselling Service and Consumer Law Centre of the ACT	6257 1788
Gambling Care	6247 0655

Maternal support

Child, Youth and Women's Health — ACT Health	8am–5pm Mon–Fri	6207 9977
HealthDirect	24hrs	1800 022 222
Karinya House for Mothers and Babies		6259 8998
Karitane Careline	24hrs	1300 227 464
Parenting Outreach Program — Barnardos		6228 9500
Parentline ACT	9am–9pm Mon–Fri	6287 3833
Queen Elizabeth II Family Centre	8am–5pm Mon–Fri	6207 9977

Mediation

Canberra Mediation Service	6122 7130
Conflict Resolution Service	6162 4050
Family and Adolescent Counselling Service (FACES) — CatholicCare (10–21yrs)	6162 6100
Family Relationships Advice Line	1800 050 321
Family Relationships Centre Canberra	6122 2444

Men's services

Canberra Men's Centre	6230 6999
CANFaCS (Canberra Fathers and Children Service)	6123 4000
MensLine Australia	24hrs 1300 789 978
Relationships Australia	6122 7100
Menslink (12–25yrs)	6239 4699
SAMSSA (Service Assisting Male Survivors of Sexual Assault)	24hrs 6247 2525

Mental health services

Child and Adolescent Mental Health Service (ACT youth)	southside northside	6205 1469 6205 1050
Child and Adolescent Mental Health Service (NSW youth)	24hrs	1800 677 114
Mental Health ACT Triage	24hrs	1800 629 354

Parenting skills

Child and Family Centres ACT	9am–5pm Mon–Fri — Gungahlin 9am–5pm Mon–Fri — Tuggeranong 9am–5pm Mon–Fri — Belconnen	6207 0120 6207 8228 6205 2904
Maternal and Child Health Clinics — ACT Health	8am–5pm Mon–Fri	6207 9977
Parentline ACT	9am–9pm Mon–Fri	6287 3833

Regional community services (see listing)

Postnatal depression

Child, Youth and Women's Health — ACT Health	8am–5pm Mon–Fri	6207 9977
PANDSI (Post and Antenatal Depression Support and Information)	administration support	6232 6277 6232 6664

Regional community services

Belconnen Community Services	www.bcsact.com.au	6264 0200
Gungahlin Regional Community Services	www.grcs.org.au	6228 9200
Northside Community Service	www.northside.asn.au	6257 2255
Southside Community Service	www.sscs.org.au	6126 4700
Tuggeranong — Communities@Work	www.commsatwork.org	6293 6500
Weston — Communities@Work	www.commsatwork.org	6288 4744
Woden Community Service	www.wcs.org.au	6282 2644

Reporting harm to children

Care and Protection Services (where the child is in the ACT)	24hrs	1300 556 729
NSW Department of Community Services (where the child is in NSW)	24hrs	13 21 11

Safety information

Kidsafe (Child Accident Prevention Foundation of Australia)		6290 2244
Poisons Information	24hrs	13 11 26

Support in the home

CatholicCare		6162 6100
Home Help Service ACT		6287 3777

Supported accommodation

Everyone

First Point (connects homeless people to the best available supports and provides crisis assessment and placement into homelessness and other support services)	9am–7pm Mon–Fri, 10am–1pm Sat	1800 176 468
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Families

Innana North	6163 6300
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St Vincent de Paul Family Service	6282 2722
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YWCA Housing Support Unit	6173 7100
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Men

Ainslie Village (no children)	6162 6800
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CANFaCS (Canberra Fathers and Children Services)	6123 4000
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Samaritan House	6247 6691
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Women (with or without children)

Women's Housing Program — Communities@Work	6288 4744
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Gunyah Women's Housing Program	6297 5827
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Inanna South Crisis Service	6295 3323
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Louisa Women's Refuge	6299 4799
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Toora House	after 7pm 6247 2399
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Youth

Canberra Youth Refuge (16–19yrs)	6247 0330
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Homelinx — CatholicCare (15–25yrs)	6163 7600
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Lowana Youth Service (15–20yrs)	6231 3297
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Oasis Canberra Transitional Service (16–21yrs)	6288 4484
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Oasis Youth Residential Service (15–21yrs)	6288 6248
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Queanbeyan Youth Refuge — Anglicare (15–18yrs)	after 7pm 6232 9717
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Transition Program — Barnardos (15–21yrs)	6228 9500
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Wallaballoo Refuge — Anglicare (16–18yrs)	after 7pm 6260 8380
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Time out

Carers ACT	1800 242 636
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Childcare Access Hotline	www.mychild.gov.au 8am–9pm Mon–Fri	1800 670 305
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Community Supported Respite (12–25yrs)	6282 5703
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Tandem Children and Young Persons Program	6287 2870
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Women's services and groups

Child, Youth and Women's Health — ACT Health	8am–5pm Mon–Fri	6207 9977
Women's Centre for Health Matters		6290 2166
Women's Information and Referral Centre (WIRC)		6205 1075
Women's Health Service — ACT Health		6205 1078
Women's Legal Centre		6257 4377

Young parents' support

Child and Family Centres ACT	9am–5pm Mon–Fri — Gungahlin	6207 0120
	9am–5pm Mon–Fri — Tuggeranong	6207 8228
	9am–5pm Mon–Fri — Belconnen	6205 2904
Karinya House for Mothers and Babies		6259 8998
Parenting Outreach Program — Barnardos		6228 9500

Youth centres

Gugan Gulwan Youth Aboriginal Corporation		6231 9555
Gungahlin Youth Centre		6123 4411
Lanyon Youth and Community Centre — YWCA		6294 4633
Queanbeyan Youth Services (AXIS Youth Centre)		6285 6340
Tuggeranong Youth Centre		6126 9059
U-Turn Youth Services Belconnen		6264 0260
Weston Creek Youth Centre		6293 2146
Woden Youth Centre		6126 9059
Youth in the City		6232 2444

Youth support

Bungee Youth Resilience Program		6264 0232
Community Youth Justice		6207 0755
Galilee LIFT Project (14–21yrs)		6290 2191
Junction Youth Health Service (12–25yrs)		6232 2423
Learning for Life — Smith Family		6283 3726
Lifeline Youth Networx (LYNX) (12–25yrs)		6247 0655
Menslink (12–25yrs)		6239 4699
Richmond Fellowship		6248 6118
SCOPE Ainslie Youth Service — YWCA (12–25yrs)		6257 1640
Youth and Student Line – Centrelink		13 24 90
Youth Law Centre ACT		6173 5410



Our website is the fastest way to access:

- parent guides, including electronic order form
- a directory of local parenting services
- upcoming community events and parenting courses
- further readings in relation to the parent guides
- links to other useful websites

www.parentlink.act.gov.au 

T 13 34 27 (9am–5pm, Monday to Friday)

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ParentLink

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