

How to access GRAICCHS Family Wellbeing Service

...and what's involved

GRAICCHS Family Wellbeing Program is designed for parents/caregivers and your children. It is available to families in Gladstone region, Biloela and Banana Shire region who would like support from our team.

If you are a service provider or a member of the public interested in referring a family or your own family, please use the Queensland Family Support Referral Page familysupportreferral.org.au by scanning this QR code or contact the office on 1800 293 293.



Specialist Domestic and Family Violence Worker (SDFVW)

The SDFVW is part of our Family Wellbeing Service and is able to provide culturally appropriate holistic wrap-around trauma informed and responsive services to support Aboriginal and Torres Strait Islander families affected by domestic and family violence. For more information contact the office on 1800 293 293.



Contact us

We at GRAICCHS Family Wellbeing Service are dedicated to providing culturally appropriate services to support positive outcomes for our families. Please feel free to reach out if you are interested in initiating the process.



Operating hours

8:30am - 5:00pm Monday to Friday



Toll Free Number

1800 293 293

(Option 1 for Family Wellbeing and or SDFVW)

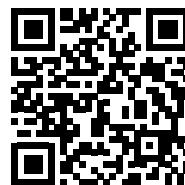
For crisis support after these hours, contact;

Queensland Police Service: 000

DVConnect hot line: 1800 811 811

Child Safety After Hours Service Centre: 1800 177 132

Feedback Your feedback matters so let us know how we're doing to make our services even better, complete our GRAICCHS Feedback Form (QR code) or talk to our friendly staff on 1800 293 293 (Option 1 for Family Wellbeing and or SDFVW)



Complaints You can make a complaint about any aspect of the services using the GRAICCHS Feedback Form (linked above) or contact the Department of Families, Seniors, Disability Services and Child Safety by scanning this QR code.



Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd

Gladstone & Biloela Region

27-29 Goondoon Street
Gladstone Q 4680

1800 293 293

After Hours **0461 533 273**

Email: familysupportreferral@nhulundu.com.au

ACN. 610 044 641



Delivering culturally appropriate services
to support families in the Gladstone
& Biloela communities



Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd



How can we help?

GRAICCHS Family Wellbeing Service supports Aboriginal and Torres Strait Islander families and children through assistance to build strong connection with family, culture and, minimise the risk of children entering or re-entering the child safety system.

- Referrals to internal support services (medical health appointments)
- Referrals to external support services
- In-home support
- Parenting
- Household management
- Group programs supporting parenting and child/ren
- Budgeting
- Substance abuse
- Domestic violence
- Social and emotional wellbeing
- School truancy (child/ren absent from school)

We can assist families with referrals and support to develop skills to deal with these issues. We assist the Department of Communities, Child Safety and Disability Services by providing information and advice.

Access our services for a better future

The Family Wellbeing Service provides diverse, comprehensive services encompassing education, healthcare, financial support, and community-based aid. Let us guide you in transforming your story and nurturing a brighter future for your family.

