

Building bright futures: an action plan for children with a disability — birth to eight years



DRAFT

2010-13



Tomorrow's Queensland:
strong, green, smart, healthy and fair





Contents

Foreword	3
Setting the scene	4
Principles	6
Current environment	7
Key priority areas	8
Linking children with a disability and their families to information	10
Linking children with a disability and their families to early intervention services	12
Linking children with a disability and their families to services in rural and regional areas	18
Linking children with a disability and their families to a skilled and knowledgeable workforce	22
Linking children with a disability and their families to evidence-based practice	23
Service and resource directory	25

Foreword



By assisting families to support their child with a disability we can improve their quality of life. With this aim in mind, it is with great pleasure the Queensland Government presents *Building bright futures: an action plan for children with a disability — birth to eight years*.

The first eight years is an important time for children with a disability and their families — a time of joy as well as of challenges. It is important that families can access appropriate supports and services during these years to help them meet their child's disability support needs, maximise developmental opportunities and promote the achievement of developmental milestones.

Queensland families have spoken with us about the importance of planning for children with a disability. We are committed to improving supports and services for children and their families.

This action plan outlines the Queensland Government's commitment to ensure that children with a disability and their families are connected to the supports and services they need. The action plan highlights a number of strategies to provide better access to supports and services for children and their families. As part of the action plan the Queensland Government will trial two initiatives — self-directed support and Child Connect — which are designed to improve access and participation in early intervention services for families with children with a disability.

Over the next three years the Queensland Government is increasing its investment in disability services by \$52.5 million to improve the quality of life and enhance the wellbeing of people with a disability, their families and carers. Of this, \$12.7 million will be directed to children with a disability and their families. This new funding will include \$9.7 million over three years to provide additional respite services and to support more families caring for a child with high and complex needs, and \$3 million over three years to provide specialist early intervention services for children with autism and their families in Bundaberg and Mackay.

Families, government agencies and non-government service providers agree that it is time to put forward a clear plan of action for children with a disability and their families. To achieve the actions in the plan we will need to work together to provide better access to information and targeting of existing services to meet the needs of children with a disability and their families.

A handwritten signature in black ink that reads "Anna Bligh".

Anna Bligh MP
Premier of Queensland

A handwritten signature in black ink that reads "Annastacia".

Annastacia Palaszczuk MP
Minister for Disability Services and Multicultural Affairs



Setting the scene

What we want to achieve

The early years of a child's life have a significant impact on his or her future health, development, learning and wellbeing. Experiences in the early years of life shape a child's immediate wellbeing as well as future opportunities.

With early access to the right supports and services, children are more likely to enjoy a happy and healthy childhood, do better at school and are less likely to develop more complex problems as teenagers and young adults. Families are also more likely to have the capacity, resilience and skills to support their child when they have early access to supports and services.

Consultations with families, as well as government and non-government service providers, highlighted the need to improve the way families are supported to care for their child with a disability. These consultations have informed the development of this action plan.

The Queensland Government is committed to supporting families with a child with a disability to give their child the best start in life.

This action plan outlines a range of new and existing strategies to improve access to universal and specialist disability services for children with a disability and their families.

Universal services support child development and are available to all children, whether or not a child has needs related to a disability. Examples include general practitioners, maternal and child health services, child care, kindergartens and schools.

Specialist disability services provide additional support for children with a disability and their families. Families can access these services in addition to universal services. Examples include therapy and family support provided through early intervention programs such as Family and Early Childhood Services and the Early Intervention for Children with a Physical Disability program.

The Department of Communities will partner with relevant government and non-government service providers to implement the action plan. We will know the action plan has made a difference to Queenslanders if we see:

- improved access to information about supports and services available to children with a disability and their families
- increased numbers of children with a disability receiving specialist disability services
- increased numbers of children with a disability supported to access early childhood education and care services such as child care and kindergarten
- increased participation in disability services by children with a disability and their families who are from vulnerable and hard-to-reach sections of the community. We will see this through an increase in the number of children from low-income families or Aboriginal and Torres Strait Islander or culturally and linguistically diverse backgrounds who receive a specialist disability service each year
- families reporting increased capacity to plan for and support their child with a disability
- improved attraction and retention of staff within the specialist disability early childhood workforce

- the Department of Communities adopting many of the key recommendations from the evaluation of initiatives linked to the action plan.

The action plan will be monitored by the Department of Communities. Updates on the progress of initiatives will be provided through forums such as ministerial roundtables, the Department of Communities annual report and disability service plans.



Principles



Queensland children with a disability have the right to live in supportive communities and access services that respect their human worth and dignity. The principles of this action plan are consistent with international human rights standards, including those expressed in the Convention on the Rights of the Child and the Convention on the Rights of Persons with Disabilities.¹

The principles guiding the action plan are:

- Families have primary responsibility for the upbringing, protection and development of their children.
- All children have the right to reach their potential, to participate fully in all aspects of life and to be protected from harmful influences, abuse and exploitation.
- The best interests of children are of paramount importance.
- All children are provided with the opportunity to access services to promote their health, education and wellbeing and maximise their potential development.
- Services must be respectful of diversity and difference, helping children develop a positive sense of self and culture.

¹ United Nations, *Convention on the Rights of the Child*, opened for signature 20 November 1989, 1577 UNTS 3 (entered into force 2 September 1990).

United Nations, *Convention on the Rights of Persons with Disabilities*, opened for signature 30 March 2007, ATS 12 (entered into force 3 May 2008).

Current environment

Queensland is well positioned to achieve improved outcomes for children with a disability and their families.

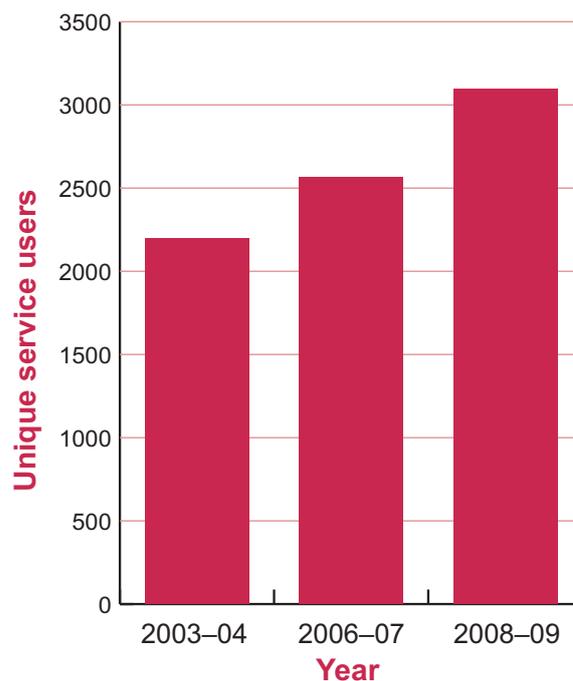
Over the last decade, state funding for disability services has increased significantly from just over \$179 million in 1999–2000 to \$726 million in 2009–10. The Department of Communities is expected to provide more than \$600 million to more than 370 non-government organisations for the provision of specialist disability services in 2010–11.

The Queensland Government, through the Department of Communities, provides or funds programs and initiatives to support children with a disability and their families, including:

- Family Support Program for Children
- Family and Early Childhood Services
- Early Intervention for Children with Autism initiative
- Early Intervention for Children with a Physical Disability initiative
- respite services
- All Abilities Playgrounds
- Local Area Coordination.

The number of children with a disability and their families receiving services has increased significantly over the past five years. Table 1 shows that in 2008–09, the Department of Communities assisted 3093 children aged from birth to eight years, which represents a 40 per cent increase on figures for 2003–04. Some of these children and families also accessed more than one service.

Table 1: Growth in disability service provision to children aged 0–8 years²



² Commonwealth, State and Territory Disability Agreement National Minimum Data Set. Includes disability services provided and funded by the department.

Key priority areas

This action plan has five key priority areas to improve access to supports and services for children with a disability and their families. These priority areas were identified through extensive consultation with families, government agencies and non-government service providers. The priority areas are:

Information

Families have told us that, at times, they find it hard to access information about the supports and services available for their child. We know that parents often receive valuable information through informal parent support groups and networks. Providing easy access to information about what is available in their local community is an important way we can support families.

Early intervention services

Families need to be able to access a range of early intervention services to assist them to care for their child. Families sometimes need assistance to identify the supports and services that will meet their needs and value having someone to assist them to plan the best ways to support their child. Early intervention supports and services need to be easy to find, well targeted and able to meet the diverse needs of families throughout children's lives.

Services in rural and regional areas

Children and their families who live in rural and regional areas often experience difficulties accessing the supports and services they need. These services must be relevant to where people live and responsive to the needs of local communities.

A skilled and knowledgeable workforce

To provide specialist disability services to children and their families the workforce needs to have diverse knowledge and skills and operate in a culturally sensitive manner. Innovative approaches are required to ensure that a readily available, skilled and culturally competent workforce is available to support children and their families.

Evidence-based practice

To be sure children and their families receive the best possible services, we need a strong research and evidence base. Undertaking research and sharing findings about early intervention will inform how best-practice services are delivered to children and their families.



Linking children with a disability and their families to information

Why is this needed?

Services for children with a disability are provided by a variety of professionals in a range of settings sometimes making it difficult for families to access the information they need.

What we will do

Over the next three years we will provide easy-to-understand information in a variety of ways to help families make informed decisions and access the supports and services they need for their child before, at the time of or following a diagnosis.



How we will achieve this

Action 1: Develop family-friendly printed and online resources

We will develop and provide a range of resources about disabilities and the support services available for children with a disability and their families.

We will publish this information on the Department of Communities website and distribute printed resources to government and non-government organisations, including parent support groups, medical practitioners and disability service providers.

Action 2: Provide doctors and hospital staff with information about disability supports and services

We will assist doctors and hospital staff to access up-to-date information to help them advise families of the supports and services available in their local area, and link them with relevant supports and services.

We will do this by working with peak bodies in the health sector, as well as public and private hospitals, to provide medical practitioners with up-to-date information about the supports and services available to families.

Action 3: Equip staff to assist families to access the information they need

We will use a 'no wrong door' approach to ensure our staff have the knowledge, skills and tools to support families to access the information they need. This means that families caring for a child with a disability will have access to information and support and will be connected with the right types of services.

Butterfly Kids has been allocated \$125 000 in 2009–10 to provide information, advice and support to children with a disability and their families on the Gold Coast from Burleigh to Broadbeach.

Umbrella Network has been allocated \$90 000 over three years from 2009–10 to 2011–12 to support their volunteer work with parents of children with a disability by providing information and advice, and linking families in the Townsville area to local services.



Linking children with a disability and their families to early intervention services

Why is this needed?

Families with a child with a disability need access to early intervention services that are easy to find, responsive and appropriately targeted to meeting their needs.

What we will do

Over the next three years we will, wherever possible, support families to obtain an early diagnosis and identify appropriate supports and services that will meet their needs and assist in improving the long-term outcomes for the child with a disability and his or her family.

We will also improve access to therapy aids and equipment and support better targeting of therapy services to meet the needs of children with a disability.

How we will achieve this

Action 1: Strengthen families by increasing access to early intervention services, respite and family support

We will support families to access early intervention services, respite and family support to strengthen their capacity to care for their child within the family home.

Additional respite will be available to families to provide short-term and time-limited breaks that will support families in their caring role and provide children with a disability with positive and enjoyable experiences outside the family home.

Additional funding of \$1.3 million has been allocated in 2010–11 increasing to \$1.8 million from 2011–12 to provide more families with respite.

We will provide additional family support services for families caring for a child with high and complex support needs. Families will be able to access a range of flexible and responsive services that strengthen their resilience, increase their support networks and minimise the incidence of crises.

Additional funding of \$1.6 million has been allocated from 2010–11 to support more families with children with a disability with high and complex support needs.

Action 2: Pilot the Child Connect initiative

We will pilot the Child Connect initiative in Ipswich and Townsville. Child Connect officers will link children with a disability from birth to six years and their families with early intervention services and promote their participation in Family and Early Childhood Services, kindergarten, child care, health services and parenting support programs.

Child Connect officers will identify children with a disability who may not already access available supports and services. They will provide outreach services to connect socially isolated and hard-to-reach families with the services they need.

Child Connect officers will also support families to coordinate services for children who have multiple and complex needs.

The **Child Connect initiative** will be piloted from 2010 to 2012, with \$245 000 allocated in 2010–11. The initiative will target families caring for a child with a disability from birth to six years, and will link them with early intervention services in Ipswich and Townsville.





Action 3: Trial a model of self-directed support

We will trial a model of self-directed support that allows families to play a greater role in choosing and arranging supports and services for their child with a disability aged from birth to six years.

We will work with families to identify the supports and services they need to care for their child with a disability and provide them with funding to organise these services.

Self-directed support has been allocated \$482 800 in 2010 and 2011 to pilot new approaches to providing services to children with a disability from birth to six years. Through this pilot, the Sunshine Coast Children's Therapy Centre will support an additional 40 children and their families on the Sunshine Coast each year.

Action 4: Promote greater access to Early Years Centres and Child and Family Support Hubs

We will work closely with the Office for Early Childhood Education and Care to ensure that more children and families can access the services provided by the four early years centres and 26 child and family support hubs being established across Queensland.

We will work with these centres and hubs to identify ways that children with a disability and their families can access these services.



Action 5: Promote the inclusion of children with a disability in early childhood education and care services

We will partner with the Office for Early Childhood Education and Care and early intervention service providers to ensure that children with a disability are appropriately supported to access and participate in early childhood education and care services, such as child care and kindergarten.

In conjunction with the Department of Education and Training, we will develop a resource kit for families to help their child with a disability prepare for the transitions to kindergarten, Prep and school.



Queensland All Abilities Playground

project has been allocated \$4.6 million to establish 16 playgrounds (see map below) in conjunction with local councils. The All Abilities Playgrounds provide a diverse range of play opportunities and experiences for children with and without a disability.





Action 6: Promote greater links between Family and Early Childhood Services and mainstream programs and services for children and families

We will support Family and Early Childhood Services to develop a higher profile within mainstream programs to better support children and families. We will achieve this by taking advantage of opportunities to deliver these services in community settings, such as early years centres, child and family hubs and childcare centres.

Action 7: Promote the inclusion of families with a child with a disability in appropriate parenting and child health programs

We will work with parents and providers of parenting and child health programs to identify how existing services can better respond to the needs of children with a disability and their families.

We will work with existing services, such as the Triple P Parenting Program, Healthy Start and Parentline, to improve access to these programs.

Action 8: Improve access to therapy services, aids and equipment

We will identify the types of therapy services, aids and equipment available in local communities. We will publish this information in a family-friendly format on the internet and in print. We will inform existing health, disability, early childhood and community service providers of available therapy services and therapy aids and equipment.

We will explore ways families can borrow therapeutic play equipment and encourage toy library services to purchase and distribute play equipment that promotes positive developmental outcomes.

We will also coordinate therapy services across government and non-government organisations. The lead-worker model will assist with more precise targeting of available therapy services.

Sunshine Coast Children's Therapy Centre has been allocated \$175 000 in 2009–10 to assist with the expansion of their therapy centre. This will support the provision of additional therapy services to children and their families on the Sunshine Coast.

Autism Queensland has been allocated a total of \$219 600 to assist with refurbishment of existing, and establishment of additional classrooms at the Edmonton Autism Learning Centre of Excellence which opened in March 2010.



Linking children with a disability and their families to services in rural and regional areas

Why is this needed?

Innovative approaches to how services are designed and delivered in rural and regional areas must be encouraged to ensure that children with a disability and their families in these areas have access to the services they require.

What we will do

Over the next three years we will promote creative solutions to improve the way services are provided in rural and regional areas to better support children with a disability and their families.

How we will achieve this

Action 1: Improve access to early intervention services for children with autism

We will develop a planning strategy to work towards statewide coverage of specialist autism services for children with autism aged up to six years.

We will improve access to early intervention services for children with autism and their families by establishing two new autism services in Mackay and Bundaberg. This will aim to maximise developmental opportunities for children with autism and assist families to develop strategies necessary to support their child. These services will provide specialist programs for children including speech therapy, occupational therapy and physiotherapy.

The **Early Intervention for Children with Autism** initiative has been allocated an additional \$1 million recurrently from 2010–11 for two new specialist services in Mackay and Bundaberg for children with autism and their families.

Autism Early Intervention Outcomes Unit (AEIOU) has been allocated \$260 000 recurrently in 2009–10 to provide a service that delivers early intervention programs to children with autism in rural and regional areas of Queensland.

Action 2: Promote the use of technology-based approaches

We will partner with relevant government and non-government service providers to promote technology-based approaches, such as the use of webcams for videoconferencing to support service delivery.

These approaches will enable children and families to receive therapy and early intervention services through a technology supported outreach model. It will also reduce the amount of travel required for families and service providers to deliver services in rural and regional areas.





Action 3: Promote the development of local support networks

We will support local area coordinators to expand the support networks available for families of children with a disability, and develop strong partnerships with families, businesses and service providers.

We will identify existing support networks, support families to link with these networks, and establish new support networks where there is an identified need. Local area coordinators will play a key role in ensuring that local supports meet the needs of individual communities and are culturally sensitive and accessible.

The existing network of 50 **local area coordinators** in rural and regional Queensland is being extended to two urban areas — Inala and northern suburbs of Cairns — in early 2010.

Action 4: Explore respite models for rural and regional areas

We will work with families and local service providers to identify a broader range of respite approaches for families in rural and regional areas.

We will use this information to develop alternative respite models that are flexible and responsive to the needs of children and families.



Action 5: Deliver the Family Support Program for Children

We will continue to provide children and their families in rural and regional areas with access to supports and services under the Family Support Program for Children.

We will work closely with service providers in rural and regional areas to improve their capacity to deliver family support services. We will continue to identify vulnerable and hard-to-reach families to deliver services they need in the family home.



Action 6: Improve services and support for children who are deaf or hearing impaired

We will work with Deaf Services Queensland to develop a model for providing services to children and adults living in Townsville who are deaf or hearing impaired.

Deaf Services Queensland has been allocated \$140 000 in 2009–10 to employ a full-time community support worker and part-time interpreter in Townsville to provide information and referral services to help increase opportunities for deaf or hearing-impaired children and their families.

Linking children with a disability and their families to

a skilled and knowledgeable workforce

Why is this needed?

To support children with a disability and their families we need a workforce that has diverse knowledge and skills and operates in a culturally sensitive manner.

What we will do

Over the next three years we will enhance existing attraction and retention strategies and training programs for staff who work with children with a disability and their families.

How we will achieve this

Action 1: Promote disability studies as a core component of relevant courses

We will work with universities and other providers of tertiary courses to explore ways to include disability studies as a core component of relevant certificate, diploma and bachelor degree courses.

We will also work with universities to include a focus on working with families of children with a disability in relevant courses, such as medicine, education, psychology, speech therapy, occupational therapy, physiotherapy and social work.

Action 2: Implement early childhood workforce attraction and retention strategies

We will develop ways to improve the attraction and retention of the early childhood workforce within the disability sector. We will promote disability service providers as employers of choice within the early childhood workforce.

Action 3: Promote the value of volunteering

We will encourage service providers to make greater use of volunteers in providing services to children and families, particularly in rural and regional areas.

We will work with Volunteering Queensland and relevant service providers to encourage volunteers to provide services to children with a disability and their families and to develop strategies that promote the value of volunteering.

We will work with service providers to gain a better understanding of the issues faced in attracting and retaining volunteers.

Linking children with a disability and their families to evidence-based practice

Why is this needed?

Research and evaluation are central to ensuring that services continually improve and are able to respond to the changing needs of Queensland children and families.

What we will do

Over the next three years we will contribute to the evidence base and improve the way we circulate research relating to the early intervention needs of children and their families. We will also improve how we use research findings to inform the development and delivery of early intervention services for children and families.



How we will achieve this

Action 1: Evaluate the Child Connect initiative

We will evaluate the effectiveness of the Child Connect initiative in improving access and participation in early intervention services.

The evaluation will identify approaches that have been successful in improving the participation of children and families, including vulnerable and hard-to-reach families, in early intervention services.

Action 2: Evaluate the Self-Directed Support initiative

We will evaluate the effectiveness of self-directed support in improving individual outcomes for children and families.

The evaluation will investigate the impact of the initiative for children with a disability and their families and identify elements of the initiative that focus on building community capacity and family resilience. We will also determine whether the self-directed support model is a cost-effective way of delivering disability services to Queensland families.



Action 3: Evaluate the Early Intervention for Children with Autism initiative

We will evaluate the effectiveness of the Early Intervention for Children with Autism initiative in achieving positive outcomes for children who have autism from birth to six years and their families. We will use the findings of the evaluation to ensure future programs meet the needs of children with autism and their families.

Action 4: Build on the evaluation of the Early Intervention for Children with a Physical Disability initiative

We will build on the evaluation of the Early Intervention for Children with a Physical Disability initiative by identifying factors that can strengthen family capacity and resilience during important times in children's lives, such as starting school.

We will partner with universities, non-government service providers and families who have received services through this initiative to identify improved ways of supporting families to build the capacity and resilience needed during important times in children's lives.

Action 5: Promote research relating to children with a disability

We will promote research on the early intervention needs of children with a disability and their families.

We will make it easier for service providers to access research and evaluation findings. We will identify gaps in research relating to children with a disability and their families.

We will liaise with other government and non-government organisations and peak bodies to monitor research and evaluation publications on disability issues and provide information on relevant research and evaluation reports.

We will maintain a register of possible funding sources for research relating to children with a disability and their families, as well as a register of potential research topics. We will ensure these issues are recommended for inclusion in the Smart Futures PhD Scholarship Program.

Service and resource directory

This directory lists services and resources that can provide information, assistance, advice, programs and referrals to support children with a disability and their families.

Information resources

Disability Information Service	Provides information on disability-specific topics, including types of disability, government and community-based services, government programs and entitlements, publications and resources.	1800 177 120 www.disability.qld.gov.au/disability-information/
Department of Communities (Disability and Community Care Services) regional offices	Provide families of children with a disability with information about the services and supports available to them in their local area.	Far North Queensland 4048 9900 North Queensland 4799 5300 Central Queensland 4121 1432 North Coast 5431 2230 South East 3884 7001 South West 4615 3900 Brisbane 3109 7007 www.disability.qld.gov.au
QFinder	An online database that allows users to search for contact details of public, private and non-government providers of health and community services in Queensland.	www.qfinder.qld.gov.au
Raising Children Network: the Australian parenting website	An online resource that provides information to assist parents make day-to-day decisions relating to raising children. The website provides a dedicated section on children with a disability.	www.raisingchildren.net.au
Education for children with a disability: a guide for parents	Provides information on schooling for children with a disability in Queensland and the specialised support available for students with a disability.	www.education.qld.gov.au



Disability services for children

<p>Family and Early Childhood Services</p>	<p>Supports families with a child aged up to six years who has, or is at risk of developing, a significant developmental delay, by providing therapy, family support and information promoting child development, learning and inclusion, and increasing family capacity.</p>	<p>1800 177 120 www.disability.qld.gov.au/support-services/</p>
<p>Early Intervention for Children with a Physical Disability initiative</p>	<p>Provides early intervention services, including family support and therapy services, to families with a child with a physical disability up to eight years of age. Services are provided by the Cerebral Palsy League of Queensland, MontroseAccess and Sunshine Coast Children’s Therapy Centre.</p>	<p>1800 177 120 www.disability.qld.gov.au/support-services/</p>
<p>Early Intervention for Children with Autism initiative</p>	<p>Provides early intervention services for children with autism up to six years and their families. The initiative aims to maximise the development of children with autism and assist families to develop the strategies necessary to overcome the long-term challenges of caring for their child. Services under this initiative are provided by Autism Early Intervention Outcomes Unit (AEIOU) and Autism Queensland.</p>	<p>1800 177 120 www.disability.qld.gov.au/support-services/</p>
<p>Family Support Program for Children</p>	<p>Provides flexible and responsive supports designed to strengthen the capacity of families to care for their child with a disability up to 18 years within the family home.</p>	<p>1800 177 120 www.disability.qld.gov.au/support-services/</p>

Disability services for children

Respite	Provides a short-term and time-limited break for parents and carers of children with a disability from six years of age. Respite may include in-home and out-of-home support and is provided by government and non-government services in locations across Queensland.	1800 177 120 www.disability.qld.gov.au
Local area coordinators	Link children with a disability and their families in rural and regional areas with supports and services relating to their individual needs and interests.	1800 177 120 www.disability.qld.gov.au/support-services/
All abilities playgrounds	Places where children of all ages and abilities can experience fun and challenging play alongside their friends and family members. The playgrounds will be located at Ayr, Blackwater, Broadbeach, Capalaba, Edmonton, Gympie, Landsborough, Logan Central, Mackay, Mossman, Mount Isa, New Mapoon, Normanton, Pialba, Texas, Thuringowa Central, and Yeppoon. All the playgrounds will be opened by the end of 2010.	1800 177 120 www.disability.qld.gov.au

continues next page



Disability services for children (Continued)

<p>CP Health</p>	<p>A statewide service provided by Queensland Health for children and young people with cerebral palsy. The service provides programs aimed at reducing the risk of medical complications associated with cerebral palsy and improving access to new and existing treatments.</p>	<p>13 HEALTH (13 43 25 84)</p>
<p>Helping Children with Autism initiative</p>	<p>A Commonwealth Government initiative to support children with autism spectrum disorders. Following diagnosis, families can contact an autism advisor in their state or territory who will provide information regarding available funding, eligibility for funding and early intervention and other support services available.</p>	<p>1800 428 847</p>
<p>Early childhood development programs</p>	<p>Provide support for children birth to four-and-a-half years who have a suspected or diagnosed disability and who have significant education support needs. The programs engage children in learning experiences that maximise their individual potential and improve their transition into the early years of schooling.</p>	<p>Contact your local education district office www.education.qld.gov.au/schools/maps</p>
<p>Person-centred planning</p>	<p>A service approach that focuses on the child with a disability and aims to assist the child and his or her family to identify and achieve their vision and goals.</p>	<p>1800 428 847</p>

Useful services for children with a disability and their families

<p>Early years centres</p>	<p>'One-stop shops' where early childhood education and care, family support and health services are available for families expecting a child or with children aged up to eight years. Early Years Centres are operating in Nerang, Caboolture and Browns Plains, with a centre in Cairns planned to open in 2010.</p>	<p>Nerang 5578 1346 www.bensoc.org.au Caboolture 5428 1477 www.gowrie-brisbane.com.au Browns Plains 3088 4177</p>
<p>Child and family support hubs</p>	<p>Provide families with access to supports and services that reflect the needs of the community in which they operate. The hubs offer a range of integrated child and family support services which may include combinations of parenting education; links to or delivery of early childhood education and care services; family support services; child health services; resource libraries; information and referral services and pre-, and post-natal health care. There are 26 child and family support hubs across Queensland and six Indigenous-specific hubs.</p>	<p>www.education.qld.gov.au/earlychildhood/links.html</p>
<p>Child health clinics</p>	<p>A statewide Queensland Health initiative providing assessment, education and support for parents and caregivers of children from birth to 12 years. Services include home visits, parenting programs and advice on child development and behaviour management.</p>	<p>13 HEALTH (13 43 25 84) www.health.qld.gov.au/cchs</p>



Useful services for children with a disability and their families (Continued)

Healthy Hearing Program	<p>Provides universal hearing screening for all newborn babies throughout Queensland. This Queensland Health program operates in public and private maternity wards.</p>	<p>13 HEALTH (13 43 25 84) www.health.qld.gov.au/healthyhearing/</p>
Bound for Success	<p>Supports Aboriginal and Torres Strait Islander children and young people in the remote areas of Cape York and the Torres Strait Islands in accessing education and achieving academic success. It includes strategies aimed at facilitating community engagement, improving the quality of education services and supporting complementary programs to improve education outcomes.</p>	<p>www.education.qld.gov.au/schools/indigenous/strategies</p>
Kids Helpline	<p>A free, private and confidential, telephone and online counselling service for young people aged between five and 25 years.</p>	<p>1800 551 800 www.kidshelp.com.au</p>
Parentline	<p>A statewide confidential telephone counselling service that provides professional counselling and support for parents and carers on a range of issues, including parenting strategies and child development.</p>	<p>1300 301 300 www.parentline.com.au</p>

For further information contact the Department of Communities:

Telephone: freecall 1800 177 120*

Telephone Typewriter (TTY): freecall 1800 010 222*

Fax: 3234 1874

Email: disabilityinfo@disability.qld.gov.au

Web: www.communities.qld.gov.au

Need help making phone calls?

Contact the National Relay Service (NRS) on 1800 555 677. This service is free.

Other languages and formats

If you need the assistance of an interpreter, please contact the Translating and Interpreting Service, TIS National, on 131 450 and ask to be connected to the Disability Information Service.

This document is available in alternative formats (including large print) on request. If you would like a copy in another format, please contact the Disability Information Service on 1800 177 120* or email disabilityinfo@disability.qld.gov.au

* Calls from mobile phones are charged at applicable rates.

© The State of Queensland (Department of Communities) 2010

Copyright protects this publication. Excerpts may be reproduced with acknowledgment to the State of Queensland (Department of Communities).

Department of Communities

GPO Box 806

Brisbane Q 4001

