

How to access our service

1

Referral made by self, family, neighbours, friends, school, child safety, police or others.

2

Voluntary Engagement is made, agreed and signed.

3

Family Wellbeing Officer assigned to hear family story and map out a storyline for support.

4

Support plan sanctioned with internal and external services to strengthen family unit.



Contact us

GRAICCHS Family Wellbeing Service is here to help; working to deliver culturally appropriate services to support positive outcomes for our families. Get the ball rolling and contact us today.



Self Referral Contact

Please call or drop into our clinic in Gladstone or office in Biloela



Agency Referral Contact

Please email our officers at FamilyWellbeing@nhulundu.com.au



Department of Child Safety, Youth & Women

For concerns and complaints please phone 1800 080 464



GRAICCHS Family Wellbeing Service

For Compliments, complaints & suggestions see our website www.nhulundu.com.au/contact/

Making a Complaint

Via Department of Child Safety, Youth and Women Complaints Unit

Email: feedback@csyw.qld.gov.au

Telephone: 1800 080 464 (free call)

Online complaints form: www.csyw.qld.gov.au/contact-us/compliments-complaints

In person: Contact us to arrange an appointment.

Postal address: Complaints Unit, Locked Bag 3405, Brisbane Qld 4001



Gladstone Region

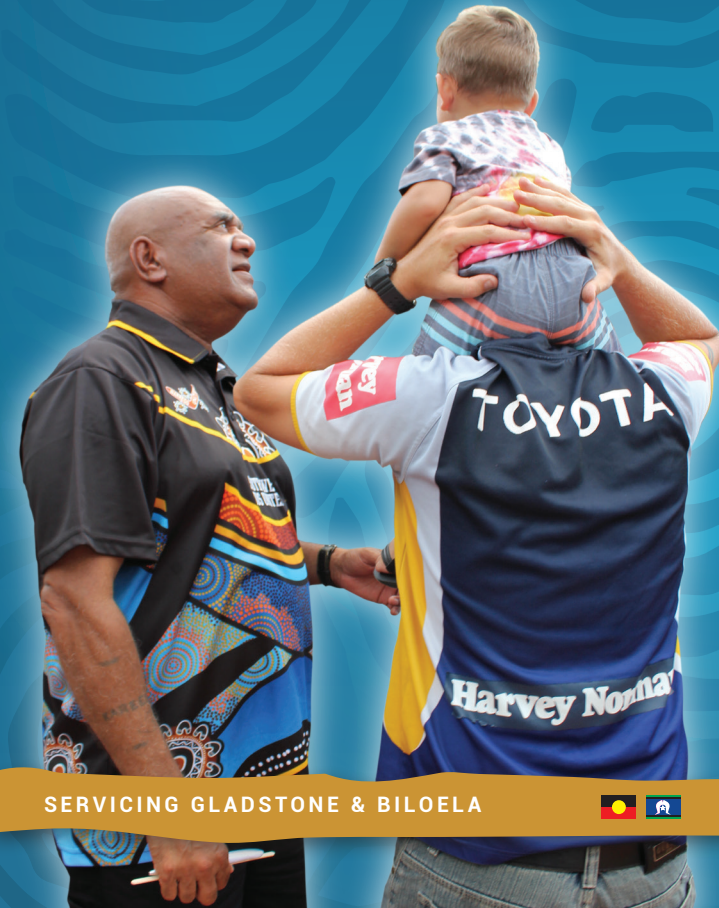
27-29 Goondoon Street
Gladstone Q 4680
Phone: 07 4979 0992
Fax: 07 4979 0967
Email: familywellbeing@nhulundu.com.au

Biloela Region

64 Callide Street
Biloela Q 4715
Phone: 07 4800 3167
Email: familywellbeing@nhulundu.com.au



Delivering culturally appropriate services to support positive outcomes for families



SERVICING GLADSTONE & BILOELA





Access our services for a better future

The Family Wellbeing Service offers a range of services, including education, health, financial, and community based assistance. Let us help you change your story and support you and your family towards a brighter future.



How can we help

GRAICCHS Family Wellbeing Service supports Aboriginal and Torres Strait Islander (ATSI) 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.

With your consent

Your storyline is supported to provide a safe strong, family environment through home visits, support and access to specialist services along with parenting workshops to encourage families to engage in changing storylines and keep children safe at home.