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Life Without Barriers (LWB) Contacts

Carer Support (Business Hours)

P: **1300 592 227**

E: carers@lwb.org.au

After-Hours Service (24/7 crisis support)

P: **1800 861 826** (Carers – press line 2)

Complaints Unit

P: **1800 721 226**

E: complaints@lwb.org.au

LWB Office Locator

P: [Find your local office](#) (scroll to bottom of page)

LWB Carer Office Emails

- CYF Brisbane (Milton): brisbanecarers@lwb.org.au
- CYF Cairns: cairnscarers@lwb.org.au
- CYF Gold Coast (Robina): goldcoastcarers@lwb.org.au
- CYF Ipswich: ipswichcarers@lwb.org.au
- CYF Mackay: mackaycarers@lwb.org.au
- CYF North Coast (Maroochydore): sunshinecarers@lwb.org.au
- CYF Springwood (Logan): seqcarers@lwb.org.au
- CYF Toowoomba: toowoombacarers@lwb.org.au
- CYF Townsville: townsvillecarers@lwb.org.au

Queensland Government Services

Child Safety Service Centres

Child Safety allocates a Child Safety Officer (CSO) to each child in care, who develops and reviews the child's case plan. CSOs also conduct monthly visits to ensure children are safe, supported, and their views are heard.

P: [Find your local Child Safety Service Centre](#)

Child Safety After-Hours Service Centre (24/7 crisis support)

Support for urgent situations after hours (e.g., medical consent, missing children, or emergencies).

P: **1800 177 135**

Office of the Public Guardian

The Office of the Public Guardian advocates for the rights of children and young people, particularly those in care.

P: **1800 661 533** | SMS **0418 740 186**

W: <https://www.publicguardian.qld.gov.au/>

Foster and Kinship Carer Support Line (24/7 support)

Provides experienced carer support, crisis response, and information for foster and kinship carers.

P: **1300 729 309**

Queensland Foster and Kinship Care (QFKC)

QFKC is a non-government organisation offering independent advice, support, and advocacy for foster and kinship carers. They can assist with interpreting policy and legislation and provide peer support. The QFKC Support Team is made up of trained volunteer carers who provide local advice and advocacy.

P: **(07) 3256 6166**

W: <https://www.qfkc.com.au/>

Aboriginal and Torres Strait Islander Services

Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP)

Advocates for the safety, rights, and wellbeing of Aboriginal and Torres Strait Islander children and families through strong community-controlled organisations.

P: **(07) 3102 4119**

W: <https://www.qatsicpp.com.au/about-us/our-members/> (list of community-controlled organisations)

13YARN (24/7 Crisis Support)

National support line for Aboriginal and Torres Strait Islander peoples. 13YARN has a range of fact sheets to provide you with information and assistance during challenging times.

P: **13 92 76**

W: <https://www.13yarn.org.au/>

Secretariat of National Aboriginal and Islander Child Care (SNAICC)

National voice for Aboriginal and Torres Strait Islander children. SNAICC's work guide the Child Protection sector; developing guidelines, advocating for change and putting forward policy that will drive genuine and lasting change for Aboriginal and Torres Strait Islander children and families.

P: **1300 762 422**

E: info@snaicc.org.au

W: www.snaicc.org.au

Queensland Aboriginal and Islander Health Council (QAIHC)

Peak body representing Aboriginal and Torres Strait Islander Community Controlled Health Organisations in Queensland. QAIHC have a range of health-related resources for Aboriginal and Torres Strait Islander peoples.

W: www.qaihc.com.au

Aboriginal and Torres Strait Islander Legal Service (ATSILS)

Provides legal services and advocacy for Aboriginal and Torres Strait Islander peoples.

P: [Find your regional office](#)

W: www.atsils.org.au

Link-Up (Qld)

Advocate for Stolen Generations survivors. Supports Aboriginal and Torres Strait Islander peoples who have been separated from family, culture, and community to reconnect with them through family history research and active reunification.

P: **1800 200 855**

E: contact@link-upqld.org.au

W: www.link-upqld.org.au

Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS)

National institution for research and preservation of Aboriginal and Torres Strait Islander histories.

P: **(02) 6246 1111**

W: www.aiatsis.gov.au

Other Support Services**LifeLine (24/7 Crisis Support)**

National 24 hours crisis support, counselling and suicide prevention service.

P: **13 11 14** | SMS **0477 131 114**

W: <https://www.lifeline.org.au/>

DV Connect (24/7 Domestic Violence Helpline)

Support Queenslanders to find pathways to safety, away from domestic, family and sexual violence. DV Connect can provide safety planning, crisis counselling, intervention, referrals, and emergency transport and accommodation for your entire family including pets.

P: **1800 811 811**

W: <https://www.dvconnect.org/>

Ally Guide for Friends and Family to assist you in supporting a loved one who is navigating domestic violence and coercive control:

<https://safeandtogetherinstitute.com/ally-guide-for-friends-and-family>