

# THROUGH YOUNG BLACK EYES

COMMUNITY LEADERS' GUIDE



A guide to help community leaders protect  
Aboriginal and Torres Strait Islander children  
from family violence and child abuse

**Secretariat of National  
Aboriginal and Islander  
Child Care (SNAICC)**



# Credits and acknowledgements

*Through Young Black Eyes: A guide to help community leaders protect Aboriginal and Torres Strait Islander children from family violence and child abuse*

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SCRGSP (Steering Committee for the Review of Government Service Provision) *Overcoming Indigenous Disadvantage: Key Indicators* (2007). Productivity Commission, Canberra.

## Disclaimer:

The children in the photographs in this guide are for illustrative purposes only and are not intended to imply the children depicted are in care or of concern to a state child welfare authority. Information on child welfare is intended as a guide only, people or agencies that have concerns in relation to the health, welfare and development of individual children should seek further information and advice.

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Stronger Families and  
Communities Strategy

An Australian Government Initiative



**SRS**

SNAICC Resource Service

# Foreword

Family violence, child abuse and child neglect comes in many forms – be it physical, emotional, verbal or sexual.

Violence is not the way our communities should deal with the anger, frustration and despair that flows from generations of abuse and violence inflicted upon our people through colonisation, dispossession, poverty and the removal of our children. This history must be acknowledged, but must not be an excuse.

Strong families raise strong children who will grow and rebuild strong communities. This is the lesson of our history and the path to a better future. When governments sought to destroy our communities they took our children. Now that we have our children with us we must act to protect and nurture them. The best way to do that is to make our own personal commitment to achieving our vision for a child-safe community.

Honest and effective leadership is needed and it can start with anyone – the first person to stand up – then the second and the third and the fourth... It's about confronting family violence, abuse and neglect wherever it exists, to uphold the rights of children to grow up in a safe environment, supporting and healing those families who have been affected (including families and perpetrators).

One of SNAICC's National Aboriginal and Islander Children's Day themes was – *We are watching and learning from you – make us proud of all you do* (SNAICC 2001).

**Every community is affected by family violence, child abuse and child neglect, including yours.**

This community leaders' guide is part of a resource package called *Through Young Black Eyes*, which seeks to help our communities respond to those children suffering from family violence, child abuse and neglect.

Confronting family violence, child abuse and child neglect with honesty and commitment is the most urgent challenge we face. Meeting that challenge will make our children proud of the people around them, proud of their culture and proud of who they are – Australia's Aboriginal and Torres Strait Islander people.

Muriel Bamblett, AM  
SNAICC Chairperson

**Not Now, Not Then, Not Ever - no excuses, speak up against child abuse.**



**How are you  
protecting your  
babies and children,  
the future of your  
community?**

# You can be a children's champion

All of us can be a leader, a children's champion. This *Through Young Black Eyes* community leaders' guide is for those of us who can use our influence in our communities, organisations, clubs and workplaces to better look after our children. Maybe you work directly with children in child care, schools, youth and sporting groups or health services, or are involved with local council, policy, religion, law making or police. You may be involved with keeping the environment clean, safe and beautiful, or maybe you work to keep the children close to culture, help support our families or look after our children when they are in trouble.

This community leaders' guide is part of a package designed to help us all to act now, to become a children's champion. This SNAICC resource package includes:

- *Through Young Black Eyes 2007* – a handbook for those working directly with children who may be at risk
- *How Safe is Your Family?* – a basic information pamphlet for families and children
- Resources to help run a community workshop about family violence, child abuse and developing a community child-safe community vision (resources include a workshop facilitator's guide, workshop presentation overheads, information sheets and workbooks).

Go online [www.snaicc.asn.au](http://www.snaicc.asn.au) to order these resources, or ring SNAICC on (03) 9489 8099.

**Family violence, whether done to the kids or if they just watch it, is very damaging for them.**

# Keeping our children safe – it's everyone's business

Our leaders have stood up for our families and children many times over the years, speaking out strongly to governments and demanding change. But the most important thing we need to do now is to stand up to violence, abuse and neglect within our own families and communities. This is much more difficult. It is the challenge all our leaders must step-up to. Creating a vision for a caring child-safe community and ending the cycle of violence and abuse is everyone's responsibility.

## How can your leadership help keep our children safe?

The most important thing to do is make a start. Don't wait for government funding or for someone else to make the changes. YOU can make a difference – and if you make a start in your community or organisation, others will follow.

### Six things you can do:

1. Make your own commitment to helping the children in your community feel, and be, safe
2. Find others who may feel strongly about caring for children.
3. Create a vision for a child-safe community
4. Make child protection crisis response plans for your community
5. Develop long-term child-safety plans for your community or organisation
6. Create pathways to healing for the children, the perpetrators and your community as a whole.

**Three times as many of our women report an incident of sexual violence compared to non-Indigenous women – 12% compared with 4%.**

[SCRGSP 2007]

# 6 things you can do to make a child-safe community

## 1 Make your own commitment to helping the children in your community feel, and be, safe

Family violence, child abuse and child neglect are major problems in our communities. But things are changing. Everywhere our community leaders, men and women, are beginning to stand-up and say 'No more!' These people who commit themselves strongly are our children's champions!

Actions that may arise from making your own commitment might be that:

- I will try to be a good role model for the children
- I will speak up and encourage others to speak out whenever I see or hear about violence, abuse and neglect
- I will let people know that I am prepared to take action to protect children and stop the violence
- I will put family violence, child abuse and child neglect on the agenda for the next meeting of organisations I am involved with. (If you are shy to do this yourself, ask someone in the right position to do it on your behalf). I will ask if my organisation has a clear and effective child protection response for a child who is a victim of abuse. I will ask if my organisation wants to be part of developing a vision for a child-safe community
- I will try to distribute material such as the SNAICC *Through Young Black Eyes* resources to help people in my community understand family violence, child abuse and child neglect. ([www.snaicc.asn.au](http://www.snaicc.asn.au), 03 9489 0838)

**Children who are believed and supported can recover from abuse. 48% of our population is 15 years old and under, compared to 26% of the non-Indigenous population. (ABS 2006)**

## 2 Find others who feel strongly about caring for children

You don't need a big group to start off. Two people, three, four – you can even get things started on your own, but it is always better to do things with others. And of course, it always helps if you can find a key person in your community or organisation – a respected Elder or leader who can give you some help or support.

## 3 Create a vision for a child-safe community

Organise a community meeting, or a series of meetings and invite all community members and services to be part of developing a vision for a child-safe community.

This community meeting will seek everyone's commitment to achieving the best for the children. You can get some community workshop materials from SNAICC or the organisations listed at the back of this guide.

Ask questions to get people thinking about their child-safe community vision – ask for words, pictures or stories....

Make sure everyone has a voice - men, women, old people, young people and children. You can ask:

- What does a child need to be happy, healthy and cared for?
- What was it like when you were growing up? What did you need?
- Why are these things important to children?
- Gather the knowledge shared at these meetings to develop a vision for a child-safe community that covers **all** the things that children need to grow well
- Write up and draw this vision for a child-safe community and display it around the community and organisations. Get feedback. Let everyone know what will happen next to help make this new community vision a reality.

**The proportion of children at risk of clinically significant emotional or behavioural problems was lowest in areas of extreme isolation. Stronger adherence to traditional culture may be a protective factor (SCRGSP 2006)**

## **4 Make child protection crisis response plans for your community**

Many people want a clear direction from their community about: *What do we do if we know a child is at risk of being harmed through family violence, abuse or neglect?*

All family violence, whether done to the kids or if they just watch between other family members, is very damaging for them. When someone hits a mother, they harm the child, when someone hits a brother, they harm the child. Because, children often grow up to do what they see – this keeps the cycle of abuse happening.

Every community needs an immediate response plan to ensure that children at risk and the family get the support they need.

- Set up a community group to meet with your local services about how to respond to possible cases of family violence, child abuse and neglect. Invite services such as the child care centre, pre-school, playgroup, legal service, AICCA, health service, council and local school
- Find out what each organisation, service, club or group currently does if a child is being abused or is at risk of abuse or neglect. Share written information that outlines what these groups do. Talk through what works well, identify barriers that prevent or slow down good outcomes
- Work with local groups and services to develop a check-list / action plan of what to do if a child is at risk
- Make a written and pictorial copy of the plan and display it where it is easily visible
- Look at your plan each year to review and make any changes that are needed

- Make sure workers and volunteers in your organisation understand their legal requirements to report suspected cases of child abuse and neglect
- Provide training and support to workers and volunteers to help recognise the signs of family violence, child abuse or neglect
- Always make sure someone is giving support to an abused child and remember it is never the child's fault or responsibility.

## **5 Develop long-term child safety plans for your community or organisation**

There is no single best way to develop a child-safe community as each place is different. It is the whole of community involvement which is the key to developing a place which is safe and healthy for our children – actions developed from the ground up which deal with the needs of all – the children, the families and communities.

And there are lots of good things going on right across Australia as our urban, rural and remote communities and organisations make a firm commitment to deal with family violence and abuse.

Many communities have asked government for more police and better housing, many have banned alcohol in their communities, some have set up community patrols, a safety-house for victims, a sobering-up shelter for potential perpetrators, and some have named the perpetrators. Others have set up registers of children's and family workers, put up posters asking people to make sure their kids don't see pornographic movies or magazines, run life-skills programs, culturally appropriate sex education services for young people (eg Mooditj or Core of Life), protective behaviours programs for the little kids, financial planning and parenting programs for the young parents. Others run women's or men's and dad's

**At 30 June 2006, there were 6,497 Aboriginal and Torres Strait Islander children in out-of-home care, an increase of 819 since June 2005.**

(AIHW 2006)

groups, setting up family centres, child care centres, child nutrition and homemakers programs, or are developing flexible employment arrangements to employ family support workers. Others work on education, sports and arts programs for the children and others build gardens and good places for the children to enjoy in safety. Some work on really big picture stories such as employment, housing and land rights. Others run small child-friendly activities – it might be just be quietly telling good stories or going for a walk with the children.

The plans, actions and programs may be small or big – but altogether they can add up to a community that thinks about all its members, treats every child as sacred and makes sure that every child has the right to be, and feel, safe.

Your long-term community child-safety plan may include:

- Arranging emergency care and practical family support during a crisis
- Developing protocols between local agencies and child protection authorities
- Developing safe places and alternate care places for children
- Preventing children from accessing pornography
- Networking with other communities/organisations to share ideas about how to protect and heal children
- Flexible employment, training and support mechanisms for local people to work as child safety and family support workers
- Teaching family members life-skills for every age
- Considering what services could help the perpetrators
- Involving community justice groups, emphasising the authority of Elders and including women
- Regular reviews of how the action plan is working

**In 2004 non-Indigenous children were supported at over double the rate of our children at federal government supported child care services (usage rates of 19% and 8% respectively. (SCRGSP 2007)**

- Continuing the work towards making your child-safe community vision a reality
- Building on partnerships between health, drug and alcohol misuse, family support, parenting assistance and family healing, police, welfare agencies, political leaders etc. to help us achieve your community's child-safe vision.

## **6 Create pathways to healing for the children, the perpetrators and your community**

How to bring about healing is a hard question, as so many have been hurt and everyone has their own ways of coping. Some heal with help from friends and family, but many don't. Paths to healing need to be walked by each community and group, actively reflecting on its own needs. But this may require some external support.

- Communities and families that raise their children strong in culture create many pathways to healing and revival. Children develop confidence and pride in themselves, their families and their culture and communities grow in pride and strength
- Communities need to lobby government to recognise the extent of the need for healing and the need for access to formal services and community programs or activities that support healing if the cycle of violence and pain is to be broken

Healing and finding inner strength may be assisted through formal services and programs such as intensive family support services and counselling, programs such as the *FAST* and *Let's Start*, drug and alcohol rehabilitation programs, jail based rehabilitation programs or participating in self-esteem training. Others may heal through finding a new life path, traditional Aboriginal healing or participating in processes to enable story telling, re-establishing their place within community to overcome isolation.

**Our people are 13 times more likely to be jailed than non-Indigenous people, with imprisonment rates soaring by 32% between 2000–06.**

[SCRGSP 2007]

**Have you  
thought about...**



## When beginning community discussions:

- Always put the rights and needs of children first, as children depend on others to protect them
- Identify the strong people who are there for the children and support each other in this process
- Encourage and recognise all the voices – the women, men, children and young people
- Focus on what you can do, not what you can't do
- Acknowledge that talking about family violence and child abuse can bring pain and shame, but we must stay strong and get through this barrier
- Acknowledge the need to work together to develop a child-safe community
- Acknowledge the work and cooperation already existing in the community
- Recognise that all families, groups and organisations have a part to play
- Build on and support existing organisations rather than starting from scratch
- Identify energy or stress levels in the community
- Recognise tensions between groups and between agencies
- Identify ways to overcome barriers to implementing programs

**From 1999-2000 to 2005-06, the rate of substantiated notifications for child abuse and neglect doubled for our children but rose only slightly for non-Indigenous children. (AIHW 2006)**

# Important things you should say:

## To the children:

- You are important, you will be listened to
- You are right to talk about these things with people you trust
- We will work together to keep you safe
- Abuse and neglect are not your fault

## To community leaders and workers:

- Prioritise children's safety
- Children's safety is everyone's responsibility
- Listen carefully – children who are believed and supported can recover from abuse
- Support workers and volunteers who are caring for our children
- Be brave
- Don't protect perpetrators – challenge them to change
- Build on what is already working

## To perpetrators:

- Abuse must stop
- Show courage and heal
- Seek help and advice
- Don't protect other perpetrators

**In 2005–2006, the rate of Aboriginal and Torres Strait Islander children in out-of-home care was over 7 times the rate of other children.**

(AIHW 2006)

# So in summary ask yourself these questions

- How can we involve our whole community or organisation to help develop our own vision for a child-safe community?
- How can we best respond to the immediate needs of children hurt by family violence, abuse and neglect?
- What steps can we take now to prevent the damaging effects of violence and abuse on our children?
- How can we develop longer term plans for turning our child-safe community vision into reality?
- Where can our community get help to stop family violence and child abuse and neglect?
- How does addressing the needs of children benefit everyone and help to stop the long term cycle of violence and abuse?
- Is it worth keeping the peace in the community if it comes at the cost of doing nothing about abuse?
- What will our community be like in 10 or 20 years time if we don't stop child abuse and family violence?
- What will our community be like in 10 or 20 years time if we make our community a child-safe community?





# **SNAICC's role in responding to child abuse and neglect**

SNAICC is the national peak body in Australia representing the interests of Aboriginal and Torres Strait Islander children and families. SNAICC was established in 1981, and is run by a national executive drawn from our member organisations. To find out more or join SNAICC, look online at [www.snaicc.asn.au](http://www.snaicc.asn.au)

## **A national action plan to prevent child abuse and neglect**

This SNAICC community leaders' guide calls upon you to take action at the local level. SNAICC has also called for action at the state, territory and national levels.

The SNAICC *National Plan for the Prevention of Child Abuse and Neglect* was first proposed in 1996. As recently as May 2006 SNAICC wrote to the Prime Minister and every Premier and chief minister across Australia calling for a national action plan.

After many years of ignoring Aboriginal leaders calls for action, the federal government announced 'an emergency plan' to deal with child abuse in Northern Territory Aboriginal communities in June 2007. SNAICC, along with many other Aboriginal and Torres Strait Islander leaders, endorsed the need for a national response, but expressed concern that the emergency measures lacked expert child protection guidance, were short-term, failed to provide a way for stakeholders to contribute and were unnecessarily linked to land rights. SNAICC then tabled the following ten point plan:

**We are watching and learning from you –  
make us proud of all you do (SNAICC 2001)**

# The SNAICC Ten Point National Action Plan – July 2007

- 1. Safety is paramount:** responsive child protection: Allegations of child abuse and neglect must be investigated in a child-centred way. Ensure child protection systems are well resourced to respond when called upon to properly investigate and intervene where children are at risk of abuse or neglect.
- 2. Support for children:** remove perpetrators not the children: Focus interventions on removing the risk and perpetrators from children rather than children from their families and communities. This requires extra funding and support for local community family support and counselling services and working in partnership with a child's extended family, family friends and local community services.
- 3. Effective policing:** speak up against violence and abuse: Ensure the appropriate levels and forms of policing within communities are in place to enable people to speak out against violence and abuse without placing their own safety at risk.
- 4. Early intervention:** Improve access to Aboriginal and Torres Strait Islander community based early childhood, childcare, family support and child welfare programs to support families to access help early and promote children's well being.
- 5. Connections to culture:** Maintain children's rights to be connected with their extended family and community and their cultural and spiritual heritage – child removal is a last resort.

- 6. Build on strengths:** All Aboriginal families and communities have strengths and capacity to support and nurture their children. Governments must do things with local communities not to local communities. Recognise and build on the strengths of Aboriginal and Torres Strait Islander families, communities and kinship systems and develop workforce and community capacity.
- 7. Healing and restoration:** Victims and perpetrators need access to a range of healing and therapeutic programs including alcohol and substance abuse rehabilitation, counselling and healing programs and family restoration programs to rebuild family relationships across generations.
- 8. Safe and healthy communities:** Disempowered communities with woeful housing, extreme poverty, chronic alcohol and substance abuse, few early childhood programs or health services, no economic base and inadequate schools are likely to have high rates of abuse and neglect. Well planned large scale investment over generations is required to create safe and healthy communities for all Australian children.
- 9. Listen to and do what works:** Evidence on effective child protection systems from Australia and overseas demonstrates that community based and managed child protection systems achieve the best results. Governments should act on the best evidence and advice available – children deserve nothing less than a thorough response.
- 10. A national response for a national emergency:** These problems require sustained national commitment from all states, territories and federal governments and non-government agencies, all planned and monitored through a National Indigenous Children's Well Being and Development Taskforce.



# Useful contacts

## **Secretariat of National Aboriginal and Islander Child Care (SNAICC)**

SNAICC has put some resources together to help you to take a stand in your community. The *Through Young Black Eyes* handbook and community workshop resources (including a facilitators guide, overhead slides, workbooks and information pamphlets) will help you run meetings and workshops in your community.

These *Through Young Black Eyes* workshop materials consist of four workshops on family violence, child abuse and neglect, child sexual abuse, reporting child protection matters and a directory of resources and service information. We encourage you to copy and distribute this material and use it in any way you can to address family violence and child abuse. These resources can be ordered from SNAICC online. We can also put you in contact with organisations near you who have experience in developing and implementing community child protection policies.

Ph: (03) 9489 8099

[www.snaicc.asn.au](http://www.snaicc.asn.au)

## **Education Centre Against Violence**

The Education Centre Against Violence is a specialist organisation committed to producing high quality training and resources for professionals working with children and adults who have experienced sexual assault, domestic violence and physical and emotional abuse and neglect.

Ph: (02) 9840 3737

[www.ecav.health.nsw.gov.au](http://www.ecav.health.nsw.gov.au)

**In a large WA survey of our children aged 0–17, over one in five were living in families where seven or more major life stress events (death, imprisonment, violence and severe hardship) had occurred in the preceding year. (SCR6SP 2007)**

## **NAPCAN – the National Association for Prevention of Child Abuse and Neglect**

NAPCAN provides a range of resources and services for the prevention of child abuse and neglect including resources and programs designed for Aboriginal communities and is closely in touch with developments in each state and territory.

**NSW** (02) 9211 0224 (head office)

**ACT** (02) 6247 8060      **NT** (08) 8948 0884

**QLD** (07) 3846 1888      **SA** (08) 8232 6430

**TAS** (03) 9654 9552      **VIC** (03) 9654 9552

**WA** (08) 9272 9993

[www.napcan.org.au](http://www.napcan.org.au)

## **Australian Domestic and Family Violence Clearinghouse**

This national resource on issues of domestic and family violence provides a central point for the collection and dissemination of Australian domestic and family violence policy, practice and research. The Clearinghouse also provides information on international efforts to end these forms of violence. Services include publications, databases, library information services and research.

Ph: (02) 9385 2990

[www.austdvclearinghouse.unsw.edu.au](http://www.austdvclearinghouse.unsw.edu.au)

## **National Child Protection Clearinghouse**

The National Clearinghouse collects, shares, monitors and distributes information on the prevention of child abuse and neglect. Find out the latest developments in the prevention of child abuse and neglect – policy issues, what their peers are doing, what programs are most

**68% of our children in out-of-home care in Australia were placed in accordance with the Indigenous Child Placement Principle as at June 2004. (AIHW 2006)**

effective, where further research is needed, changes in legislation, and what changes in legislation might be needed. A free advisory service is available to help with more specialised questions.

Ph: (03) 9214 7888

[www.aifs.gov.au/nch](http://www.aifs.gov.au/nch)

## **Indigenous Justice Clearinghouse**

The aim of the clearinghouse is to promote discussion and disseminate relevant Aboriginal and Torres Strait Islander justice information to those working in the field.

[www.indigenousjustice.gov.au](http://www.indigenousjustice.gov.au)

## **Australian Institute of Family Studies (AIFS)**

The statutory authority promoting the identification and understanding of factors affecting marital and family stability in Australia. Provides AIFS publications, information on accessing the Family and Society Abstracts database, the National Child Protection Clearinghouse (NCPC) searchable programs database, NCPC publications, bibliographies, organisations directory, conference listings.

[www.aifs.org.au](http://www.aifs.org.au)

## **Child Wise – Choose With Care**

The *Choose With Care* program aims to deter, minimise and remove opportunities for abuse to occur in children's organisations and programs. The *Choose With Care* model is applicable to all organisations working with children and young people.

Ph: 1800 991 099

[www.childwise.net](http://www.childwise.net)

**24% of our people aged 15 or over were victims of violence in the previous year, of these, one third were living with children under five.**  
[SCRGSP 2007]

## **Working With Children / Blue Card check**

A compulsory national criminal record check for people who carry out child related work. These procedures are covered by state and territory legislations and are not available in all jurisdictions.

NSW: 02 9286 7219

[www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

QLD: Blue Card 1800 113 611

[www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au)

WA: 1800 883 979

[www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au)

VIC: 1300 652 879

[www.justice.vic.gov.au/workingwithchildren](http://www.justice.vic.gov.au/workingwithchildren)

**20% of our women report physical violence compared with 7% of non-Indigenous women. (Reported in SCRGSP 2007)**

# Funding sources

You may need to try a number of sources to secure funding for programs which focus on family violence, child abuse and child neglect.

## State and territory welfare departments

Most funding for child welfare service is provided by the states and territories, so approach the relevant department of community services in your state or territory.

## Federal government

Contact the federal Department of Family and Community Services and Indigenous Affairs [www.facsia.gov.au](http://www.facsia.gov.au) or phone **1300 653 227**. Information on other possible funding from the federal government is available through the GrantsLink website [www.grantslink.gov.au](http://www.grantslink.gov.au) GrantsLink allows you to search or browse for federal grants and offers information on preparing government grant applications.

## Philanthropic trusts and foundations

There are a number of philanthropic trusts and foundations which support organisations working with children, young people, community development and Aboriginal and Torres Strait Islander people. To find out more about these organisations, look at the Philanthropy Australia website.

*Philanthropy Australia – [www.philanthropy.org.au](http://www.philanthropy.org.au)*

To access a list of trusts and foundations with information about what they do go to the Philanthropy Australia website and look at their list of Frequently Asked Questions (FAQs) to help guide you to access funding. Note that Philanthropy Australia is not itself a funding

**Of our 12–17 year olds surveyed, 9% of females and 4% of males had attempted suicide in the last twelve months. (SCRGSP 2007)**

body, but helps you access funding. Some trusts or foundations focus on services within a single state or territory, so check these ones out for your region. Some of the bigger trusts/foundations which focus on children and/or Aboriginal and Torres Strait Islander issues nationwide which you can learn about from the Philanthropy Australia website include:

*The Foundation for Young Australians*

Ph: (03) 9670 5436

[www.youngaustralians.org](http://www.youngaustralians.org)

*The Myer Foundation*

Ph: (03) 9661 3071

[www.myerfoundation.org.au](http://www.myerfoundation.org.au)

*The Ian Potter Foundation*

Ph: (03) 9650 3188

[www.ianpotter.org.au](http://www.ianpotter.org.au)

*The Telstra Foundation*

Ph: 1800 208 378

[www.telstrafoundation.com/](http://www.telstrafoundation.com/)

*Rio Tinto Aboriginal Foundation*

Ph: (03) 9283 3196

[www.aboriginalfund.riotinto.com](http://www.aboriginalfund.riotinto.com)

*The Fred Hollows Foundation*

Ph: (02) 8741 1900

[www.hollows.org](http://www.hollows.org)

*Westpac Foundation*

Ph: (02) 9216 0923

[www.westpac.com.au](http://www.westpac.com.au)

**Our people who have been removed from their natural families experience a higher rate of victimisation than those who have not been removed. (SCRGSP 2007)**

# Confidential child protection, youth and family help and crisis lines

## Dial 000 in an emergency

### National:

Child Abuse Prevention Service (CAPS)	1800 688 009
Lifeline	131 114
Violence Against Women	1800 200 526
Mensline Australia	1300 789 978
Kids Helpline	1800 551 800
Youthline	(02) 9633 3666
Family Relationship Advice Line	1800 050 321

### ACT:

Child protection reporting line	1300 556 729
Parentline	(02) 6287 3833
Health First	(02) 6207 7777
Tresillian Parent Helpline	1800 637 357
Domestic Violence Crisis Service	(02) 6280 0900

### NSW:

Child protection reporting line	132 111
Parentline	132 055
Karitane Care Line	1300 227 464
Tresillian	1800 637 357
Domestic Violence Line	1800 656 463
Domestic Violence Advocacy Service	(02) 8745 6999
	1800 810 784
Association of Children's Welfare Agencies (ACWA)	(02) 9281 8822

**NT:**

Child protection reporting line	1800 700 250
Parentline	1300 301 300
Crisis Line	1800 019 116 (08) 8981 9227
Domestic Violence Counselling Service	
Darwin	(08) 8945 6200
Alice Springs	(08) 8952 6048
Community Care	(08) 8922 7301

**QLD:**

Child protection reporting line	1800 177 135
Parentline	1300 301 300
Child Health Information and Advisory Service	1800 177 279
Domestic Violence Telephone Service:	
for women and youth	1800 811 811
for men	1800 600 636
Brisbane Domestic Violence Advocacy Service	(07) 3217 2544
Emergency Crisis Line	1800 177 135
DV Connect Mensline	1800 600 636
Sexual Abuse Counselling and Support Service	(07) 3391 6066

**SA:**

Child protection reporting line	131 478
Parent Helpline	1300 364 100
Domestic Violence Helpline	1800 800 098
Domestic Violence Crisis Service	1300 782 200
	131 611

**TAS:**

Child protection reporting line	1800 688 009
Family, Child and Youth Health Information Service	1300 808 178
Domestic Violence Crisis Service	1800 633 937

**VIC:**

Child protection reporting line	131 278
Parentline	132 289
Maternal and Child Health Advisory Line	132 229
Women's Domestic Violence Crisis Service	1800 015 188
Children's Protection Society	(03) 9458 3566
Children's Welfare Association (Vic)	(03) 9614 1577
Gatehouse Centre	(03) 9345 6391

**WA:**

Child protection reporting line	1800 622 258
Parenting Line	1800 654 432
Ngala Helpline	1800 111 546
Family Helpline	1800 643 000
Women's Domestic Violence Helpline	1800 007 339
Men's Domestic Violence Helpline	1800 000 599
Police Domestic Violence Unit	(08) 9226 2370
Crisis Care 1800 199 008	(08) 9325 1111



**We are watching  
and learning  
from you**

**Make us proud of  
all you do**