



Updated April 2013

Child, Youth and Family Gateway (Gateway)

What is it?

The Child, Youth and Family Gateway (The Gateway) is a phone-based service for families and workers in community organisations, seeking information and support to help manage complex issues.

The service is delivered by four staff qualified in the areas of counselling, social sciences or related fields, with expert knowledge about the services and programs delivered in the ACT. Staff have access to services and programs that operate across Canberra or in the regional network areas of Tuggeranong, South/Weston, Belconnen, and Gungahlin/Inner North.

Who is eligible?

- Families and workers in community organisations who are looking for information and support to help manage complex issues.
- Children, young people and families who might be (or are) involved with Care and Protection Services or community youth justice, and who would like support to work through what's happening.

How do I apply?

- When a caller contacts the Gateway service, staff will provide an initial assessment – this assists in identifying a caller's needs. This is particularly important if someone is at risk or vulnerable and may need a targeted service to support them. For example, this might be a young person or family that is involved with care and protection or youth justice services.
- Staff then provide the caller with information and advice about the most appropriate service or program located in their local area or actively refer them to a service or program as required.
- In some instances, Gateway service staff can continue to work with individuals or families on a short-term basis, before referring them to supports or services that will provide assistance for the longer term.
- The Gateway is not a counselling service, although referral to counselling support can be arranged as part of the service.

Who runs it?

The Gateway is a partnership between Barnardos, Belconnen Community Service, Woden Community Service, YWCA Canberra and the ACT Government.

Contact

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