

NI-Connect

- Helping Norfolk Island's families in today's world (*Haelpen auwas faemli in des dieh werl*)

Helping children and young people to thrive

A new community centre has been established to provide added support for Norfolk Island's children, young people and their families. The community centre, known as NI-Connect, located on Taylors Road, is a welcoming place offering a range of community, health and support programs to assist families. At NI-Connect, staff can assist with information, someone to listen, or child and family wellbeing services, as well as provide space for groups to meet.

NI-Connect will be the home of the Child and Family Wellbeing Team. This Team aims to enhance the resilience and wellbeing of children and young people by supporting parents through vulnerable periods of children's lives. Vulnerable periods can include the arrival of a new baby and during adolescence, as well as relationship breakdown, family separation and re-partnering.

During these times, children can show signs of emotional and/or behavioural difficulties, which can lead to poor mental health outcomes later in life. By addressing these issues early, families who may be struggling can prevent more serious concerns from developing.

Across Australia, child and family wellbeing teams are an important source of information and support for families as they face each stage of their child's development: for parents with newborns, through the early years and into high school.

What we do

The Child and Family Wellbeing Team can help with:

- information about positive parenting, life skills, stress management and wellbeing
- building community resilience through the coordination of health promotion activities, specialist services and health literacy programs
- specialist counselling services for children and young people experiencing anxiety, depression, following trauma, or who are at risk of developing issues with alcohol or other drugs
- specialist support for children and young people at risk of harm
- support to improve communication and relationships between parents/carers and their children/young people
- crisis accommodation arrangements for victims of domestic and family violence

As part of Norfolk Island Health and Residential Aged Care Services (NIHRACS), the Team works closely with families, the community, and other services to build and maintain the safety and wellbeing of children, young people and families.

Key Partnerships

At times, the Child and Family Wellbeing Team will establish key partnerships with other services, including co-location in shared premises. One key partnership includes a dedicated space for Leti Salan Toy Library, to increase community access to toys and equipment for families with small children.

NI-Connect

The NI-Connect community centre has private meeting rooms and well as a large community space. Rooms can be booked free of charge for any community groups seeking to hold meetings or activities. Rooms are available in both business and after hours.

To book a room for your next activity, either drop in and chat to the Unit Manager, or call 23380 or 51115 to discuss your needs.

Who we are

The Child and Family Wellbeing Team is a multi-disciplinary team that provides a diverse range of services aimed to enhance the wellbeing of children and their families.

The team will be made up of:

- a Unit Manager
- an Administration Officer
- Child Welfare Caseworker
- Specialist Child and Adolescent Counsellor and
- Health Promotions Coordinator

The Child and Family Wellbeing Team is committed to protecting the privacy of users and their information, in accordance with NIHRACS staff policy.

Eligibility

This service is available for families with children up to the age of 18, who are living on Norfolk Island. Young people over the age of 18 seeking advice and support are also encouraged to access our service for free and confidential advice and support.

Fees

This service is free of any charges.

How do I access the service?

Families can access the service via self-referral, or through informal word of mouth referral from a friend, family member, school, GP, police or other community service.

Where are We Located

NI-Connect and the Child and Family Wellbeing Team are located on Taylors Road at the Bounty Centre. We are staffed Monday to Friday and encourage parents and families to drop in for a coffee, or to chat with the staff. Booked appointments and drop-in is available.

Future Referrals

If you would like to make an appointment or would like more information about the services the Norfolk Island Child and Family Wellbeing Team provide, please contact the office on 23380 or 51115 or email childwelfareofficer@ninet.nf

If you have any concerns for the safety and wellbeing of a child or young person please contact Norfolk Island Police on 22222 or the Child Welfare Officer on 23380 (landline) or 51115 (mobile).

Other Free and Confidential Services

You can also access confidential off-Island support and advice by calling:

- 1800RESPECT (phone 1800 737 732 or visit www.1800respect.org.au) – a free and confidential national sexual assault and domestic family violence counselling service
- Kids Helpline (phone 1800 55 1800 or visit www.kidshelpline.com.au) – a free and confidential 24/7 phone and online counselling service for children and young people aged 5 to 25, as well as their parents or carers.