



Domestic Violence  
Prevention Centre  
Gold Coast Inc.

# Adolescent Violence in the Home

A resource  
booklet for  
parents and  
carers

# Acknowledgements

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All contact numbers and addresses contained within were current and correct at the time of printing (October 2020).

# Contents

Introduction	4
1. Adolescent violence in the home	5
2. Types of violence	5
3. When to know if you have experienced violence	6
4. Is your adolescent demonstrating violent behaviour?	6
5. What you may be feeling	7
6. Possible explanations	8
7. Things to remember about violent behaviour	9
8. Never think the violence is your fault	10
9. Believe and trust your own feelings	10
10. Talking about your adolescent's behaviour	10
11. What can you do if your adolescent is being violent?	11
Preparing a Safety Plan	11
12. How can friends or relatives help?	12
13. SEEK HELP!	13
14. Time to make a change! Useful strategies	13
15. Regaining control and moving forward	15
16. Useful services to contact	16
Family support and parenting services	16
Youth services	16
Mental health	18
Domestic and family violence	18
Other services	
Drug and alcohol	19
LGBTIQ+	19
Multicultural	19
Disability	19
Housing and homelessness	19
Indigenous	19
Legal	19
Emergency numbers	Back Cover

# Introduction

Adolescent violence to parents/carers is a serious issue. Anecdotal evidence suggests it is increasing. Adolescent violence can be perpetrated against mothers, fathers, siblings and carers by daughters and sons. There are many reasons why it occurs. These include children witnessing or experiencing family violence and repeating their fathers' abusive and violent behaviours toward their mothers, parenting styles, adolescents' reactions to traumatic events or conflict, adolescent mental health or drug and alcohol issues and other contributing factors. Sometimes there is no apparent reason why it happens.

This booklet provides a resource for parents/carers who experience violence from their adolescents. It helps parents/carers identify violent behaviours, suggests strategies for dealing with adolescents and provides a contact list of services and agencies that can help parents/carers deal with the traumatic situation they find themselves and their families experiencing. We hope it will help to increase the safety and wellbeing of parents and carers, and provide strategies to support them to parent their adolescents in ways that promote caring, responsibility and non-violence.

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# 1. Adolescent violence in the home

Parents/carers struggling with their adolescents' use of violence are often confused and confronted. It can be hard to find ways to keep everyone safe including the adolescent whose behaviour is posing the risk to positive family relationships and safety. It can be difficult to know how to make things better.

## You are not alone!

- Despite underreporting, available data suggest that adolescent violence in the home is a significant issue. For example, data in Victoria indicate that around 10 percent of respondents to police family violence call outs are young people aged 19 years or younger and that 7 percent are children aged 17 years or younger (Douglas & Walsh)<sup>1</sup>.
- Statistics in Australia suggest that the problem of adolescent family violence may be increasing, and/or families are becoming more likely to report such violence. For example, Victoria Police statistics show there was a 9% increase in family violence reports where the perpetrator was under 18 years of age between 2006 and 2012<sup>2</sup>.
- Victoria Police also informed the Victorian Royal Commission into Family Violence in 2015 that between the years 2010 and 2015, reported family violence incidents where the perpetrator was under 19 years grew from 4516 to 7397 incidents<sup>2</sup>.

1 Heather Douglas and Tamara Walsh, 'Adolescent Family Violence: What is the Role for Legal Responses?' *Sydney Law Review* VOL 40:499

2 Australia's National Research Organisation for Women's Safety. (2020). *The PIPa project: Positive Interventions for Perpetrators of Adolescent violence in the home* (Research to Policy and Practice, 04/2020). Sydney, NSW: ANROWS.

# 2. Types of violence

Adolescence is the time between childhood and adulthood. It is normal during this time for adolescents to challenge parents/carers and authority as they head towards an independent life. Adolescents will exhibit healthy anger and conflict along the way, which is distinct from violent behaviour.

Violence is not the same as anger. Anger is an emotion; violence is about control and power.

Adolescent violence refers to any behaviour used by an adolescent in the family to control, dominate, threaten or coerce a parent or sibling. It can include any of the following:

## Physical

- spitting, shoving, hitting, kicking;
- throwing things, breaking things and punching holes in walls or doors;
- bullying or physical violence to siblings;
- cruelty to pets;
- any action or behaviour that threatens a person's sense of well-being and safety.

## Emotional, psychological and verbal

- verbal abuse, yelling, screaming, swearing, 'put downs' and humiliation;
- verbal intimidation;
- emotional and psychological intimidation;
- playing mind games;
- making threats to hurt or kill themselves or run away, in order to get their own way or to control you and the family.

## Financial

- demanding money or things you can not afford;
- stealing money or possessions from you, your family or friends;
- incurring debts that you become responsible for.

### 3. When to know if you have experienced violence

Listen to your own warning bells. You know when things are not right so go with your own feelings and thoughts.

You may have experienced adolescent violence if:

- you feel afraid of upsetting your adolescent and you change your behaviour to avoid it;
- you are 'walking on eggshells' trying to predict your adolescent's wants and needs;
- your adolescent pushes, hits, punches or hurts you or his or her siblings, throws things or damages your possessions or those of other family members;
- your adolescent threatens to hurt you, themselves or others (such as children, family, friends, pets) if you do not meet his or her demands;
- your adolescent ridicules or tries to humiliate or embarrass you, your family or friends;
- your adolescent constantly criticises you and puts you down;
- your adolescent threatens you that he or she will leave home if you do not do what they want;
- your adolescent blames you for his or her behaviour.

### 4. Is your adolescent demonstrating violent behaviour?

How do you know if your adolescent is displaying normal adolescent behaviour and 'acting out' or using violence?

- Although most people know about family violence and its effects, less attention is given to adolescent violence and its impact on the family. This makes it very hard for parents/carers to recognise their adolescents' behaviour as violence and to seek out services that can support them.
- Violence from adolescents is not a normal part of growing up. Most adolescents will 'act out' in some way at some time during their adolescence. When this behaviour is controlling, threatening, or intimidating, it stops being 'normal'.
- It is very important for parents/carers to listen to, and trust their own instincts/feelings.
- Adolescent violence is a complex issue, particularly when adolescents have experienced family violence themselves, have suffered grief or loss, or have an illness or disability. Whilst these issues mean adolescents and their families need support, it does not mean that adolescent violence should be excused.

# 5. What you may be feeling

## Disbelief

Most parents/carers have difficulty accepting that their child is using violence towards them. They may think their child's behaviour is part of growing up or dealing with stress. They may think that the behaviour is just normal mood swings.

## Despair and isolation

You may feel:

- totally alone and isolated;
- unsupported and solely responsible for your situation;
- you have 'hit the wall' and that nothing can help;
- hopeless and helpless because you cannot bring the situation under control;
- totally unsupported by a lack of available services or information to help you;
- abandoned or undermined by your family and the community;
- despair at not having a harmonious family life;
- you cannot talk or think about anything else but your adolescent;
- your adolescents' behaviour is an exact replica of their father's violence to you.

## Fear

You may feel:

- like you are living in fear, both in the present and of what might happen in future when your son is bigger and stronger than you;
- 'unsafe' in your own home.

## Shame and humiliation

You may feel:

- like a failure and experience a great sense of shame;
- confused about where you went wrong and question your parenting abilities;

- you are entirely responsible for your child's violent behaviour;
- you are to blame and you are a 'bad' parent.

## Loss

You may feel:

- heartbroken and a huge sense of loss because the child you used to know, love and enjoy, seems to be driving a wedge in the relationship;
- grief if your adolescent has had to leave home;
- sadness that the family is fractured and in conflict;
- the loss of friends and family who do not want or know how to assist you;
- worried the young person will leave home and sever the relationship entirely.

## Relationship stress

- Adolescent violence often leads to arguments between adults in the home, as to how the behaviour should be dealt with. You may have different ideas on what helps or on what caused the violence. This can place enormous stress on family and partner relationships.
- Your relationships with extended family members can suffer because of different family views about the violence, how best to respond and the complex dynamics between you, your partner and other siblings.
- You may feel as though you are constantly 'walking on eggshells' and always conscious of 'keeping the peace' between your adolescent, partner, siblings and other members of your family.
- You may feel angry when people give you solutions, as they do not know what you are going through.
- You may feel undermined by your adolescent's other parent who may take your adolescent's side (particularly if you are a sole parent).

## Loss of trust

You may feel unable to trust your adolescent especially when you are not at home to supervise. You may be worried your child may have damaged or stolen property and whether the other siblings are safe. You may find it difficult to leave the home at all.

## Sibling concern

- Other children may be affected by their siblings' violence. Many adolescents who use violence towards their parents/carers are also violent to their siblings. Siblings may be unsafe because of the violence.
- You may not have the time or energy to give to other siblings because you are dealing with the adolescent's violence.
- Your adolescent may also use drugs or alcohol or engage in illegal activities. This may mean their siblings are unsafe or at risk of harm.

## Health issues

You may feel depressed or anxious and this may impact on your health and well-being. You may experience insomnia, physical illness and fatigue.

## Work issues

- The worry and anxiety you experience may extend into your workplace where you may find it hard to concentrate.
- You may find that you need to take time off from work to seek support.
- You may experience the additional cost of counselling, legal fees and fixing damage to property caused by your adolescent. This can increase financial pressures.

# 6. Possible explanations

It may be difficult to understand why your adolescent is using violence.

Some explanations include:

## Family violence

Adolescents who witness or experience violence to their mother from their father or their mothers' partners may behave in a similar way to the perpetrator. This may still happen if the adolescent was a baby or young child when the violence occurred.

## Social issues

Adolescents may be influenced by the society and culture in which they live.

Some influences may include:

- societal exposure to violence;
- ideas about the role of women and sex role stereotyping;
- sexualisation of women and pornography.

## Adolescent issues

Adolescents may use violence because they:

- have an over-developed sense of entitlement;
- lack respect for women;
- have been bullied at school;
- have experienced trauma such as war or family violence;
- are influenced by their peer group;
- misuse alcohol or drugs;
- have mental health issues;
- have a diagnosed or undiagnosed disability;
- have been abused themselves.

## Parenting

Parents/carers may be influenced by their culture or the society in which they live.

Parenting practices that support adolescent violence include:

- feeling you should sacrifice everything, including your own happiness and well-being to make your child happy;
- feeling guilty for breaking up the family (if you are a sole parent) and compensating by giving everything to your adolescent;
- feeling your child's rights are more important than your own or other family members;
- parenting that gives a child too much freedom;
- parenting that is authoritarian;
- conflict in parenting styles so that the adolescent can manipulate his or her parents/carers;
- wanting to give your adolescent everything other adolescents have;
- parents/carers' own psychological makeup e.g. fear of conflict which prevents parents/carers taking action;
- parents/carers' mental health issues such as depression and anxiety which make it hard to stand firm;
- parents/carers (particularly mothers) being overly responsible for the emotional well being of family members;
- parenting in an environment where other violence and abuse exists including substance abuse.

## 7. Things to remember about violent behaviour

- It won't go away! Violence generally worsens over time.
  - There are no simple answers.
  - You are not responsible for your adolescents' behaviour.
  - You don't have to know why things are happening to enable change to happen.
  - Even a small change may feel like an improvement in the situation.
  - The adolescent will not be able to stop their violent behaviour on their own. With support from others, you can help to facilitate the change.
  - All types of violence is inappropriate and physical violence and property damage are criminal offences.
  - Violence may not happen all the time. It may occur in cycles or as isolated incidents. Adolescents may apologise after the violence, giving you a false sense of hope that things may improve. They usually need more help to change.
  - Violent behaviour is the responsibility of the adolescent. You did not cause the adolescent to use violence. The violence is never an acceptable or healthy way for the adolescent to solve difficulties in their life, their family or community.
  - You may find it is difficult to deal with an adolescent who uses violence, as you are the provider and supporter for many of their needs. You may not want to report violent behaviour to the police because you are concerned for your adolescent's future. You may not want to compromise his or her life chances and opportunities. You may feel you may not be believed, you may be blamed or may lose family and friends' support if you bring the adolescent to the attention of the police or other services.
- Remember that it is better for your adolescent, your family and you if the violence stops. If nothing else works, reporting it to the police may be the only way to stop the violence.

## 8. Never think the violence is your fault

- Adolescents often blame their parent/s for provoking them or not giving into their demands. Remember the person using violence is always responsible for their behaviour. You are not to blame.
- You have probably tried to talk to your adolescent about their behaviour. Give yourself credit for all the things you have tried.

We all experience stress and anger, from time to time. However, the adolescent may use these feelings to excuse violent behaviour. It is important to separate your adolescent's feelings from their behaviour. All feelings are acceptable; violence is not!

## 9. Believe and trust your own feelings

- Believe in yourself! You know your child and what behaviour is unacceptable. Try not to make excuses for your adolescent.
- If you feel you have to watch your behaviour and 'tread on eggshells' to avoid violence from your adolescent, something is wrong. You are the best judge of this.
- Acknowledge the problem and don't hide from it. Naming what is happening is a good start to taking action.

## 10. Talking about your adolescent's behaviour

There is little community awareness of adolescent violence to parents/carers. This makes it very difficult for parents/carers to speak out about their experience.

- Difficulties for parents/carers may include:
  - feeling ashamed about the violence;
  - experiencing violence from the adolescent's father or your ex-partner;
  - worrying about being blamed for the violence;
  - finding the courage to acknowledge that your adolescent is using violence;
  - feeling you should be able to deal with it *yourself*;
  - excusing the behaviour because your adolescent is going through a difficult time;
  - having your experience trivialised, misunderstood, dismissed or minimised by family and friends;
  - taking the first step in getting assistance;
  - lack of community support for parents/carers in this situation.

# 11. What can you do if your adolescent is using violence?

- Talk about the violence with someone you trust, such as a friend, family member or counsellor.
- Use the contact list at the back of this booklet to identify services.
- Seek out support services for you, your adolescent and your family.
- Undertake counselling.
- If you are at any time in fear for your own or another's safety, call the police. Violence, threats of violence and assault are crimes that can be reported to the police.
- You may feel that calling the police is totally unacceptable. No parent likes to consider this possibility but the readiness to do so, clearly explained to the adolescent, may indicate you will not tolerate the violence.
- Develop a safety plan for you and your family should you need it.

## Preparing a Safety Plan

Sometimes an adolescent's violence may mean family members' safety is at risk.

In the event of a crisis, where you may have to leave home in a hurry, it can be useful to have a safety plan in place.

Here are a few suggestions for preparing a safety plan.

- Think about where you could go and who could support you if an emergency arose.
- Always carry a list of numbers you would need to call e.g. police 000, family members, support services.
- Ensure you have access to a phone or mobile.
- Try to keep some money aside so that you can use a taxi, train or bus if needed.
- Keep a spare set of house and car keys in a safe place.
- Ensure other children can use a phone and know emergency numbers.
- Call the services listed at the end of this booklet for more information and to discuss your options.
- As a last resort – although it may be extremely difficult – you can ask your adolescent to leave home. This may be the only way to stop the violence. They may be eligible for support through government programs. It is advisable to have support from others if you take this action so you and your family can be safe.

# 12. How can friends or relatives help?

## Emotional Support

If a parent/carer experiencing adolescent violence tells you about it or you suspect they are experiencing difficulties, there are a number of things you can do to support them.

These include:

- Don't be afraid to express your concern to them and offer support.
- Be there to listen to them and believe in their experience without minimising, blaming or judging it.
- Listen to, believe and offer practical support to a parent who confides in you about adolescent violence. Ask: "How can I help you?" or "Are there any steps you can take to increase your safety and the safety of family members?"
- Don't criticise their management or lack of management of the situation and don't excuse the violence.
- Be aware that it is a very difficult family situation to be in and reinforce to them that you will be there should they need support.
- Help the parent to understand it is not their fault.
- Support the parent to be confident to make their own decisions and don't tell them what to do.
- Respect their privacy and keep the information confidential unless they give you permission to tell others or you feel someone is at risk of harm.
- Encourage parents/carers to care for themselves and to consider their own needs.
- Stay in regular contact with them to show your ongoing support.

## Practical Support

Providing someone with practical support can help them feel more in control of their situation and better able to make the necessary decisions to start taking control of the family situation.

Practical ways to assist include:

- Encourage them to think about safety planning in the event of a crisis.
- Help the parent find helpful resources or information they may need.
- Accompany them to counsellors or other services.

## What NOT to do

If you are supporting a friend or family member experiencing adolescent violence there are a number of things you should avoid:

- Don't tell them what to do.
- Don't make comments that imply they are to blame.
- Don't try to mediate between the parent and adolescent unless you have been asked to and the adolescent is agreeable.
- Don't confront the adolescent – this can lead to further complications and may increase family conflict.
- Don't give solutions or lecture to parents/carers, as you do not know what they are going through – 'you are not living through it'.
- Getting involved does not mean you have to solve the situation. If someone turns to you for help and support, it means helping them find their own answers. You cannot 'save' them and it is important not to be disappointed if they do not do what you think they should.

## 13. SEEK HELP!

There are many benefits to accessing support. These include:

- Breaking the silence about your adolescent's use of violence and reducing your isolation.
- Feeling validated about your experiences.
- Gaining a sense of confidence and feeling hopeful.
- Putting your sense of parental responsibility into perspective.
- Reducing your guilt or shame.
- Empowering you to make changes in your behaviour.
- Developing new ways of thinking and increasing skills for dealing with the violence.
- Increasing awareness of your behaviour and reflecting on your interactions with your adolescent.
- Considering ways of parenting that are less likely to escalate the violence.
- Learning parenting strategies that can effect change in your adolescent's behaviour and thinking.
- Reminding you to look after yourself!

## 14. Time to make a change! Useful strategies

The first step in making changes is to acknowledge the behaviour is violent and that you are going to take action to stop it! It is easier to do this with support, such as family members, friends or a counsellor. If you are on your own you can still make changes to stop the violence.

It is helpful to think what might be going on in your adolescent's life that may contribute to the violence. Your adolescent may be having difficulties at school or with friends, may be experiencing loss or grief or be feeling depressed. There may also be no particular reason why your adolescent is behaving this way. There is no excuse for violence, but understanding some of the issues affecting your adolescent may help you to respond in a way that is firm and strong, but also supportive. It is helpful to think about your adolescent in ways that highlight the things you like and love about them and that are separate from the violence.

One way to start positive change is through using consequences.

### Consequences

A consequence is a parenting strategy that:

- modifies undesirable or unacceptable behaviour by your adolescent;
- helps your adolescent take responsibility for their behaviour and see the effect on others;
- is best negotiated with the adolescent (although this may not always be possible) so s/he is involved in setting the rules and therefore clearly understands the outcomes of choosing a particular course of action.

When adolescents are using violence there is no negotiation – it is clear that violence is unacceptable.

## How to set consequences

It is best to start making changes when you are feeling strong and if possible, supported by others. Firstly, think about what you expect from your adolescent:

- Make sure you are clear in your own mind about what behaviour is reasonable and unreasonable.
- Write this down to remind yourself. You may decide that it is reasonable for your adolescent to wash the dishes two nights a week. You may decide that it is unreasonable for your adolescent to swear at you when s/he wants something.
- Use 'I' statements – 'I will be very upset if you are not home when you agreed you would be'.
- Clearly state the expectations to your adolescent – "I need you to speak respectfully to me if you want me to drive you to your friends. If you swear at me, I will not be taking you" or "I will not tolerate you breaking possessions. In the future your pocket money will be used to replace broken things".
- Your adolescent may try and negotiate you down – don't feel bullied into changing your expectations. Stand firm!
- Don't start with too many expectations. Two or three related to stopping their use of violence and behaving responsibly is a good start.
- Explain to your adolescent that you love them but will not tolerate being abused.
- Try to keep a sense of humour!!!

Secondly, think about what consequences you can put in place to support your adolescent meeting your expectations.

- Consequences must be relevant and important to your adolescent.

- Decide how and when you can use these consequences.
- Explain to your adolescent that if they do not meet your expectations you will put the stated consequences into action.

## Remember

- It is often difficult to start using a different approach and it might take some time to implement. Your adolescent may rebel against any new approach, so for a time things may become worse before an improvement becomes evident.
- Your adolescent must know you will follow through any consequences you use.
- Your words lose all impact if the adolescent does not believe you will follow through. If you have been in the habit of making threats that never happen (or only half happen) then your adolescent knows not to take you seriously.
- Ignore the behaviours you can live with. Choose your battles.
- Start with something simple so that you can have a win to begin with.

## Changing your own behaviour

It is important to think about your own behaviour. You cannot expect your adolescent to change his or her behaviour if your behaviour is inappropriate. It is hard to tell an adolescent not to smoke when a parent does! Similarly if you swear at your adolescent or use violence yourself it is highly likely that despite what you say, your adolescent will feel justified to also behave this way.

- Think about how you respond to your adolescent's behaviour – does it make them angrier or calm them down?
- Understand what your adolescent says or does to make you angry – know your own triggers.
- Be quiet and calm – not angry. (This can be hard to do!)
- Don't think about 'winners' and 'losers' – think about building more harmonious family relationships.
- Always treat your adolescent with respect no matter how angry,

disappointed or frustrated you are.

- Try to remain verbally and physically affectionate.
- Don't try to win every battle!!!
- Recognise when you are stressed. Think about how stress affects how you parent and communicate with your adolescent.

## If you or your family members' safety is threatened

If you try to make changes and your adolescent's behaviour worsens and you or family members feel unsafe, you need to put safety before using consequences or other strategies. If you are unsafe walk away and leave the home if necessary.

If your adolescent's behaviour escalates it is your right to call the police. Everyone, including parents/carers, has the right to feel safe. Your other children have the right to feel safe too. Calling the police is one of the strongest consequences but it is often one that works. The police will respond in a positive and helpful manner.

# 15. Regaining control and moving forward...

Adolescent violence to parents/carers is still a taboo subject in the community. Breaking through the isolation and secrecy is the first step in restoring and healing the relationship with your adolescent. You can regain some control over the family situation.

Often the adolescent will blame you or others for their behaviour and refuse to take responsibility for their actions. They see it as 'your' problem and usually refuse counselling or other help.

Adolescents need clear and consistent rules and expectations to feel safe and secure.

By holding the adolescent accountable for their actions, you are teaching them how to behave and respond appropriately.

By caring for yourself and seeking help you can regain your confidence, work on your own behaviour and responses and effect changes in your adolescent's behaviour.

It may be useful to seek information and referral or support through individual, couple or family counselling to explore ways to keep you and your family safe, look after yourself and stop the violence.

The sooner you take action the sooner things will improve.

# 16. Useful services to contact

Here are some services that offer assistance to people experiencing violence from their adolescents. If you have any concerns about what is happening in your family, the following services will treat you with respect, ensure confidentiality and provide sensitive, supportive staff to talk things through with you.

## Family support & parenting services

### Act for Kids – Family and Child Connect (FaCC)

*Information, advice and referral pathway options for families with children.*

1–3 Casua Drive, VARSITY LAKES  
Ph: 07 5508 3835 or 13FAMILY (13 32 64)  
[www.actforkids.com.au](http://www.actforkids.com.au)

### Parentline

*8:00am to 10:00pm, 7 days per week.  
A confidential phone service providing professional counselling and support.  
WebChat also available (8:00am to 9:00pm).*

Ph: 1300 301 300  
[www.parentline.com.au](http://www.parentline.com.au)

### Family Relationships Advice Line

*Telephone service to assist families with information, advice and referral to overcome relationship difficulties or through separation/family dispute resolution. Information about custody/parenting orders.*

Ph: 1800 050 321

### Centacare Family & Relationship Services

*Counselling for children (over 5) and adolescents available. Parenting programs, Parenting Orders Program, Supporting children after separation, Family Dispute Resolution and Men's Behaviour Change Program.*

50 Fairway Drive, CLEAR ISLAND WATERS  
Ph: 07 5527 7211 or 07 5656 1700  
[www.centacarebrisbane.net.au](http://www.centacarebrisbane.net.au)

### Relationships Australia

*Services include relationship counselling, gambling support, Rainbow Service (LGBT), Family Dispute Resolution, Children's Contact Service, Parenting Orders Program, support and education.*

Ph: 1300 364 277  
[www.raq.org.au](http://www.raq.org.au)

### Uniting Care Community – Child, Youth and Family Services

*Counselling support for families and children suffering crisis or emotional distress.*

2741 Gold Coast Highway, BROADBEACH  
Ph: 5579 6000 (face to face counselling)  
Ph: 13 11 14 (24 hour telephone counselling)

## Youth services

### Centacare

*Relationship education and counselling. Counselling for children (over 5) and adolescents available.*

50 Fairway Drive, CLEAR ISLAND WATERS  
Ph: 07 5527 7211  
[www.centacarebrisbane.net.au](http://www.centacarebrisbane.net.au)

### Headspace

*Service for young people providing youth friendly health care, support, counselling and programs.*

H20 Broadwater  
1/2 Nind Street, SOUTHPORT  
Ph: 07 5509 5900  
[www.headspace.org.au/goldcoast](http://www.headspace.org.au/goldcoast)

### **Reconnect**

*A free service for young people (12–18 years) at risk of homelessness.*

Suite 1, Ground Floor  
121 Scarborough Street, SOUTHPORT  
Ph: 07 5537 9628 Mob: 0428 755 679  
[reconnectgc@missionaustralia.com.au](mailto:reconnectgc@missionaustralia.com.au)

### **Ohana for Youth**

*Delivering programs that support young people 15–21 in their transition with education, training and employment.*

2474 Gold Coast Highway, MERMAID BEACH  
Ph: 07 5655 1850  
[www.ohana.org.au](http://www.ohana.org.au)

### **Wesley Mission – Gold Coast Hub Services**

*Provides a coordinated, integrated approach to case planning and support for young people aged 0–18 with complex needs through the Complex Needs Assessment Panels (CNAP).*

208 Highfield Drive, ROBINA  
Ph: 07 5569 1801  
[www.wmq.org.au](http://www.wmq.org.au)

### **YHES House (Youth Health and Education Service)**

*Youth support for 12–18 years. Drop in service available. Call for further details.*

161 Scarborough Street, SOUTHPORT  
Ph: 07 5528 5333  
[www.yhes.org.au](http://www.yhes.org.au)

### **Youth Legal Advice Hotline**

*Free and confidential legal advice, diversionary options, being charged with a crime, talking to police and youth justice issues.*

Ph: 1800 LAQ LAQ (1800 527 527)  
[www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

### **Youth Support Services (Wesley Mission Queensland)**

*Offers service information, advice and support to young people 12–21 years and their families on the Gold Coast.*

Ph: 07 5569 1811

### **Gold Coast Youth Service – Housing & Support Program (HASP)**

*Externally supported accommodation for young people 16–21 years (including single parents).*

15 Oak Avenue, MIAMI  
Ph: 07 5572 0400  
[www.goldcoastyouthservice.com](http://www.goldcoastyouthservice.com)

### **Gold Coast Project for Homeless Youth**

*Accommodation and support options for young people 16–25 years who are homeless or at risk of homelessness.*

PO Box 2316, SOUTHPORT, 4215  
[www.homelessyouth.com.au](http://www.homelessyouth.com.au)  
GCPHY Mobile Support  
Ph: 5537 6090 (Mon – Fri, 7:00am – 7:00pm)

### **QSPACE**

*Drop-in centre specifically for young people (13–17 yrs).*

Scarborough Street, SOUTHPORT  
Ph: (07) 5569 1826  
Mob: 0437 013 710  
[www.qspace.net.au](http://www.qspace.net.au)

## Useful services to contact (cont.)

### Mental health

#### Access Child Youth Mental Health Service

Community-based service for children and young people aged 0–18 years and their families in the Gold Coast region who are experiencing severe/complex psychological, emotional and/or behavioural problems.

Ph: 1300 642 255

[www.goldcoast.health.qld.gov.au/our-services/access-child-and-youth-mental-health](http://www.goldcoast.health.qld.gov.au/our-services/access-child-and-youth-mental-health)

#### Accoras Family Mental Health Service

Working with the young person to address their mental health needs and helping their parents to understand and support better management of their child's mental health.

1/24 Bay Street, SOUTHPORT

Ph: 07 5679 3300

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

#### Acute Care Team

Provides mental health information, advice, intake, assessment and specialist short term psychiatric care.

Suite 10, Ashmore Commercial Centre, 207 Currumburra Road, ASHMORE

Ph: 1300 642 255

Ph: 07 5667 2000

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

#### Child and Youth Mental Health Services (CYMHS)

Provides specialised community mental health service to children and adolescents.

Robina Health Precinct

Level 3, 2 Campus Drive, ROBINA

Ph: 07 5635 6392

#### Primary Health Network (PHN) Youth Mental Health Services

Plus Social Program: clinical care coordination service for young people at risk of severe mental illness.

Headspace Youth Early Psychosis Program (HYEPP): specialist mental health treatment services for young people experiencing or at increased risk of psychosis.

Ph: 07 3186 4000

### Domestic and family violence

#### Domestic Violence Prevention Centre (DVPC)

Support service for women and children experiencing domestic violence.

Ph: 07 5591 4222 (Administration)

Ph: 07 5532 9000 (Counselling)

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

#### Centacare

Counselling and programs (some specific to DV) for men, women and children.

Ph: 07 5527 7211 – CLEAR ISLAND WATERS

#### DV Connect

Confidential; 24 hours; counselling and refuge information.

Ph: 1800 811 811

#### SARA – DV Support for CALD women

Case management, information, advice, practical assistance.

Ph: 07 5532 9000 Mob: 0405 065 544

#### Victims Counselling and Support Service (Relationships Australia)

Free ongoing counselling for victims of crime.

Ph: 1300 364 277

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

## OTHER SERVICES

### Drugs and alcohol

#### AO DS (Alcohol & Other Drug Services)

Ph: 07 5687 7062 or 07 5525 5701

#### Family Drug Support (FDS)

Ph: 1300 368 186

#### Hot House Alcohol and Drug Counselling Service

Ph: 1800 177 833

### LGBTIQ+

#### PFLAG (Parents and Friends of Lesbians and Gays+)

Ph: 0400 767 832

#### QLife

Ph: 1800 184 527

### Multicultural

#### Multicultural Communities Council Gold Coast (MCCGC)

Ph: 07 5527 8011

#### Multicultural Families Organisation (MFO)

Ph: 07 5571 0381

### Disability

#### NDIS

Ph: 1800 800 110

#### Autism Gold Coast Inc.

Ph: 07 5539 9903

#### Blue Care Allied Health Service

Ph: 07 5555 4444

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

#### Carers Queensland (NDIS Local Area Coordinators)

Ph: 07 5671 7600

### Housing and homelessness

#### Department of Housing (Gold Coast Housing Service Centre)

Ph: 07 5645 8100

#### Community Housing (Qld)

Ph: 07 5655 1160

#### Ozcare (Gold Coast Family Accommodation Support Service)

Ph: 07 56446700

[accommodation.goldcoast@svdpqld.org.au](mailto:accommodation.goldcoast@svdpqld.org.au)

#### Uniting Care Community (Gold Coast Homelessness Hub)

Ph: 07 5579 6060

#### Homeless Hotline

Ph: 1800 474 753

#### Queensland Statewide Tenant Advice & Referral Service (QSTARS)

Ph: 1300 744 263

### Indigenous

#### Aboriginal & Torres Strait Islander Legal Service

Ph: 07 5532 6988 or 1800 012 255

#### Kalwun Child & Family Support Service

Ph: 07 5520 8600 or 07 5676 6477

### Legal

#### Gold Coast Community Legal Centre and Advice Bureau

Ph: 07 5532 9611

#### Legal Aid Queensland

Ph: 1300 651188

#### My Community Legal Centre

Ph: 0423 466 286

[www.rclc.net.au](http://www.rclc.net.au)

#### Woman's Legal Service – Admin Line

Ph: 07 5631 5920 or 07 3392 0644

#### Legal Advice Helpline

Ph: 1800 WLS WLS 1800 957 957



Domestic Violence  
Prevention Centre  
Gold Coast Inc.

## Emergency numbers

**Emergency: 000**

**DV Connect: 1800 811 811**

**Lifeline: 13 11 14**

**Kids Helpline: 1800 551 800**

**Sexual Assault Helpline: 1800 010 120  
(open until 11.30pm)**

**Homeless Persons Information Centre:  
1800 474 753**

**National Sexual Assault, Domestic Family Violence  
Counselling Service: 1800 010 120 (1800 RESPECT)**

**Domestic Violence Prevention Centre Gold Coast Inc.  
PO Box 409, Southport Q 4215  
Ph: 07 5532 9000  
[www.domesticviolence.com.au](http://www.domesticviolence.com.au)**