



Gateway Services – Family and Disability Support  
Phone 1800 171 233





## About Baptcare

Baptcare seeks to ignite the innate flame of human vitality that exists in every individual.

Since 1945, Baptcare has delivered services to people in need across Victoria and Tasmania. Today Baptcare provides care and support to older people, children, families, people with a disability and asylum seekers.

For more information on Baptcare visit [www.baptcare.org.au](http://www.baptcare.org.au).

## What is Gateway?

Gateway is a single point of contact (by phone or visit) for people with a disability and for families with children aged 0 to 18 years seeking support and services.

Gateway provides information, advice, referral and assessment and helps families and individuals access a service that will meet their needs, including referral into disability and/or family specific services.

Gateway works with families who need help with:

- Parenting concerns and managing children's behaviour
- Family conflict and breakdown
- Dealing with the impact of mental health issues
- Dealing with the impact of substance abuse
- Isolation and feeling a lack of connection with their community
- Linking to other support services

Gateway works with people with a disability who need help with:

- Linking to community-based or disability-specific services
- Determining eligibility for specialist disability services as outlined in the Disability Services Act 1992
- Developing a plan for services and supports
- Short-term or ongoing support to access services, and to ensure their needs are met



## Areas covered by Gateway

Baptcare provides Gateway in the North and South-West regions of Tasmania.

The North region covers the areas of Break O'Day, Dorset, Flinders Island, George Town, Launceston, Meander Valley, Northern Midlands and West Tamar.

The South-West covers the areas of Glenorchy, Hobart, Huon Valley and Kingborough.

## Who can refer to Gateway?

Referrals can be made by the wider community, families, individuals, child protection workers, service providers and other professionals.

Gateway accepts referrals about children and families where there are concerns about their wellbeing.

Gateway accepts referrals from people who want to access disability services and supports.

## What happens after a referral is made?

When deciding the best support for children, young people, families and people with a disability, Gateway may:

- Talk with individuals and families about what assistance they need and how best they can be supported
- Undertake an initial needs assessment to clarify the best supports to be provided
- Talk to professionals who work with the family or individual to better understand their needs
- Undertake pre-arranged home visits
- Provide information, advice and referral to Family Support Services or Disability Specific Services and other suitable community supports
- Consult with Aboriginal services and other culturally appropriate services to ensure a sensitive response to families and individuals
- In the case of a Family Support referral we may conduct a risk assessment and consult with a community-based Child Protection worker if there are serious concerns about children's safety



## Contact us

Enquiries or referrals can be made by families or individuals directly, or by professionals working with the family.

For more information or to make a referral, contact Gateway on 1800 171 233.  
Operating hours: Monday–Friday, 9.00am–5.00pm

### South-West Region Family Services

Ground Floor, 175 Collins Street  
Hobart TAS 7000  
Ph: (03) 6283 5700  
Fax: (03) 6283 5799

### North Region Family Services

Level 1, 8 Boland Street  
(access via 10 Willis Street)  
Launceston TAS 7250  
Ph: (03) 6323 6700  
Fax: (03) 6323 6799

Email: [tasfamilyservices@baptcare.org.au](mailto:tasfamilyservices@baptcare.org.au)

### Baptcare's Central Office

Ground Floor/1193 Toorak Road  
Camberwell VIC 3124  
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[www.baptcare.org.au](http://www.baptcare.org.au)

Baptcare seeks to empower individuals to reach their full potential in all aspects of their life and to strengthen communities so that no one is left isolated, lonely or in need. At Baptcare, we see what could be, not what is.

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