

## Contact us

Enquiries or referrals can be made by families 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  
Launceston TAS 7250  
Ph: (03) 6323 6700  
Fax: (03) 6323 6799

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

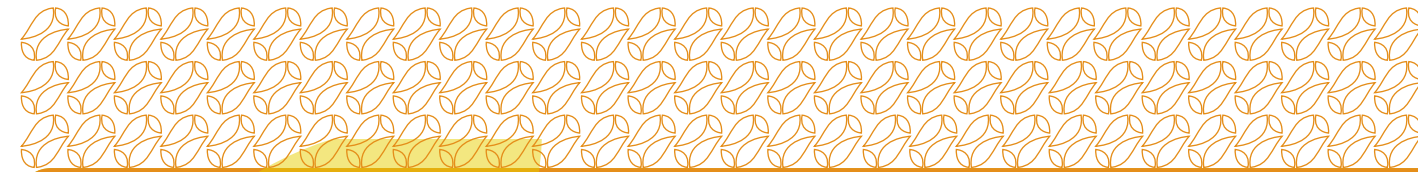
### Baptcare's Central Office

Ground Floor/1193 Toorak Road  
Camberwell VIC 3124  
(PO Box 230, Hawthorn VIC 3122)  
Ph: (03) 9831 7222  
Fax: (03) 9831 7272  
Email: [info@baptcare.org.au](mailto:info@baptcare.org.au)

[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.

"Baptcare" is the trading name and a registered trade mark of Baptist Community Care Ltd. "Bringing care to life" is a trade mark of Baptist Community Care Ltd. ABN 12 069 130 463



Gateway Services  
Phone 1800 171 233





## About Baptcare

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.

Since 1945, Baptcare has been delivering services to people in need across Victoria and Tasmania. Over the years, Baptcare has grown to become an innovative leader in the provision of high quality care for the elderly, youth, 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 an intake and assessment service that provides a clear point of contact for children, young people, their families and people with a disability, seeking Family Support Services (FSS). Gateway helps families and individuals find a service that will suit them.

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.

## What about people with a disability?

In mid 2010, Gateway will provide a clear entry point for people with a disability who require access to specialist disability support services.

Currently Gateway can assist people with a disability who are eligible for FSS.

## 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 region 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.

## What happens after a referral is made?

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

- Talk with families about what help they need and how best they can be supported.
- Undertake an initial needs and risk assessment to assist in identifying the right services for families.
- Talk to professionals who work with the family to better understand their needs.
- Undertake pre-arranged home visits.
- Provide information, advice and referral to FSS and other suitable community support networks.
- Consult with Aboriginal services and other culturally appropriate services to ensure a sensitive response to families.
- Consult with a co-located community based child protection worker if there are serious concerns about a child's safety.



## Gateway supports people with a disability in the following ways:

- Assess whether the person with a disability is eligible for FSS.
- Provide information on accessing other community services.

*From mid 2010, Gateway will provide referrals to specialist disability support services.*

