



## HELPLINE

### Fact Sheet

03 9020 1833

helpline@pcafamilies.org.au

#### About Helpline

PCA Families Helpline is a free, independent and confidential service, offering short term support, practical information, advocacy and referrals to other services.

#### Who Can Use Helpline?

Helpline is available to permanent carers (+1 year), kinship carers and adoptive families. Parenting children who have traumatic early life experiences and disrupted attachment can bring its own challenges and can often require a parenting response that is trauma informed.

#### Our Approach

Our approach is child-centred, family-focussed and trauma-informed. Our caring and supportive advisors have extensive experience working with families and children in need and or a first hand experience of care or adoption.

#### Operating Hours

Helpline is available 9am to 5pm Monday to Friday, excluding public holidays. Contact can be made by phone or email, including after hours where you can leave a message that will be responded to within 2 business days.

#### Contact Details

Phone 03 9020 1833 Email [helpline@pcafamilies.org.au](mailto:helpline@pcafamilies.org.au)

#### Advising and supporting families today, advocating for tomorrow

**PCA Families is the leading not for profit member based organisation offering financial and other supports for families formed by permanent care, kinship care or adoption. Offering you access to trauma informed advice, support and services informed by research and lived experience.**



Every child who cannot live permanently with their birth parents deserves to thrive in a strong, stable, and permanent family.



"I felt heard and supported for the first time in 17 years as a kinship carer."

"Love the way you provide practical help and support. It is nice to know that I have a wall of support and there are no cracks. You are all AWESOME!"

"Thank you for your kind and encouraging words, funding support and mental support. You have allowed us to concentrate on keeping everyone happy and well."

Members PCA  
Families



# What Does PCA Families Helpline Do For You?

PCA Families knows that parenting children who have experienced trauma, grief, loss, attachment issues, abuse and/or neglect can be difficult, and that many children require additional support to recover, heal and thrive. We understand that systems can be tricky to navigate, and that sometimes you need to speak to someone who understands.



## PCA Families offer you information, advice and referrals related to:

- Becoming a permanent care, adoptive or kinship care family
- Building and maintaining relationships between you, your child and your child's family of origin
- Parenting children with early childhood trauma, including developmental, behavioural or attachment challenges, communication and family dynamics
- Managing key transition points such as starting school or adolescence, including trauma resources to share at home or at school
- Helping your child with their life story, identity and cultural needs
- Finding suitably experienced allied health professional resources
- Support with navigating government departments and systems
- Assisting with queries regarding Department of Families Fairness and Housing (DFFH) carer payments or Additional Child Care Subsidy (ACCS) payments, and where to get help
- Information and advice regarding where to access other community supports
- Understanding your legal requirements (we cannot offer legal advice)
- Identifying pathways to access legal documents (such as passports) or to find legal representation
- Access personal carer support (for example our Carer Assistance Program [here](#))
- Access funding to support ongoing care and respite needs where other sources of funding have been exhausted or don't exist. For example, therapeutic, educational, medical or other needs (find out more [here](#))
- Link you to peer support pathways, offering education through sharing (find out more [here](#))
- Information and referral to programs like housing and private rental as children age out of care (find out more [here](#))

“The longer it takes a child to be placed into a family, the more likely that child is to have many risk factors... A half of children placed over 2 years old had four or more known risk factors.”

SOURCE: Rapid Impact PCA Families Permanence and Stability report, p41



FURTHER  
INFORMATION  
HERE



Stability is key for children to recover from trauma and disruption. Stability has the potential to minimise negative life outcomes (poor mental health, underperformance at school, difficulty in building meaningful relationships, and time spent in the youth justice system). The earlier children find themselves in a permanent arrangement, the more likely they are to effectively heal and start the recovery journey.