

## PARENT LINE AVAILABLE OVER CHRISTMAS



It's the time of the year that we all need to plan for the Christmas break. Unfortunately for some families, just as many issues escalate, with children being home from school, access visits to organise and the general mayhem of Christmas, their support services also start to wind down and even close.

The good news is that Parent Line NSW will remain open over the entire Christmas and New Year period, 24 hour a day, 7 days a week. Many case workers and counsellors give out the Parent Line number to their clients during this time, as a place to call for support and assistance.

Parent Line calls are answered by highly qualified and experienced counsellors. The counsellors are paid professionals, mainly social workers, psychologists or family counsellors with many years of experience working with families. The counselling team are well versed in parenting strategies such as Triple P, 123 Magic and Emotionally Intelligent Parenting. Parent Line often provides additional support to parents who are already seeing a counsellor or caseworker. The counsellors ask about the kinds of supports they already have, about the sorts of issue they are working on and then work with a specific aspect of the clients parenting during the call and always refer them back to their local supports for continued work.

Many services place the Parent Line number on their answering machine when their service is closed or not operating, so that parents have someone to contact if they are distressed or in need of support.

Calls to Parent Line have increased by 25% over the last year, as awareness about the program increases. Parent Line helped close to 10,000 callers in the last year.

Here is some of the feedback our recent evaluation:

*'It has helped with my confidence because they gave me good practical advice that I could follow.'* (female)

*'I found out about other places nearby where I could get help.'* (female)

*'Confidence – that's what was the best thing for me. They answered all of my questions, didn't tell me what I should do or what they would do, but they gave me suggestions for things that I could try – and they worked!!!'*(female)

*'I've called Parent Line four or five times and they always help me to handle issues better'. (male)*

*'Because they are 24 hours I can call them at the time the situation is happening and that really helps me'. (female)*

**Parent Line 1300 1300 52**