

WHAT IS PARENT LINE?

Parent Line is a telephone counselling, information and referral service for parents and carers of children aged 0 to 18 years, who live in New South Wales.

Parents and carers anywhere in the state can call Parent Line on our toll free number, **1300 1300 52**.

We are available 24 hours each day including public holidays.

All calls will be answered by our team of highly trained, paid professional counsellors. Our counsellors come from diverse backgrounds in social work, psychology and social welfare settings and have many years of experience in helping families deal with a wide range of problems.

All calls to Parent Line are **confidential**. Our service is available to all carers, families, and professionals regardless of their cultural background. We often work with mums, dads, grandparents, step parents, friends, relatives, carers and workers in the field.

Currently we have Mandarin, Cantonese, Vietnamese and Spanish counsellors.

WHAT DO PARENTS AND CARERS CALL PARENT LINE ABOUT?

Parents and Carers can call Parent Line to discuss any parenting issue. Sometimes they call to receive information on general issues or about local services.

We can help parents with a wide range of parenting issues relating to children's behaviour, development and emotional needs during all stages of childhood and adolescence.

What Does Parent Line NOT do?

Counsellors at Parent Line are not qualified to give legal or medical advice. If you are concerned about your child's health please contact your local Doctor, Health Direct Information Line on 1800 022 222, your local hospital or telephone the Emergency Number 000.

We have some links to other help lines on this website.

HOW TO CONTACT US?

You can ring on 1300 1300 52 – 24 hours a day, 7 days a week.

You can email us on info@parentline.org.au for general questions relating to Parent Line and parenting. It may take 2-4 days for you to receive a response via email.

Visit our website www.parentline.org.au

