

List of Australia-wide general support resources for parent participants



Service	Contact information	
<p>1800RESPECT is a free Australia-wide counseling helpline to support for people experiencing violence and abuse.</p>	<p>Phone: 1800 RESPECT (1800 737 732) 24 hours / 7 days a week</p>	<p>Website: https://www.1800respect.org.au/</p>
<p>beyondblue aims to increase awareness of <u>depression</u> and <u>anxiety</u> and <u>reduce stigma</u>.</p>	<p>Phone: 1300 22 4636 24 hours / 7 days a week</p>	<p>Website: https://www.beyondblue.org.au/</p>
<p>Blue Knot Foundation Helpline (formerly ASCA Professional Support Line) provides help, information, support or referrals for adult survivors of <u>childhood trauma and abuse</u>, their partners, family and friends, health professionals and anyone in the workplace working with people who have experienced childhood trauma and abuse.</p>	<p>Phone: 1300 657 380 9 am-5 pm (AEST) / 7 days a week</p>	<p>Website: https://blueknot.org.au/</p>
<p>Butterfly Foundation's National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for <u>people with eating disorders</u>, and <u>body image</u> and related issues.</p>	<p>Phone: 1800 33 4673 8 am - 12 am (midnight) (AEST) 7 days a week</p>	<p>Website: https://butterfly.org.au/</p>
<p>eheadspace provides mental health and wellbeing support, information and services to young people aged 12 to 25 years and their families.</p>	<p>Phone: 1800 650 890 9 am - 1 am (AEST) 7 days a week</p>	<p>Website: https://headspace.org.au/</p>
<p>Family Relationships Advice Line is a national telephone service that helps families affected by relationship or separation issues.</p>	<p>Phone: 1800 050 321 8 am - 8 pm - Monday to Friday 10 am - 4 pm - Saturday</p>	<p>Website: https://www.familyrelationships.gov.au/</p>

<p>Kids Helpline is Australia's only free confidential and private counseling service specifically for children and young people aged 5 to 25.</p>	<p>Phone: 1800 55 1800 24 hours / 7 days a week</p>	<p>Website: https://kidshelpline.com.au/</p>
<p>Lifeline provides crisis counselling, support groups and suicide prevention services. Text or live chat online also available.</p>	<p>Phone: 13 11 14 24 hours / 7 days a week</p>	<p>Website: https://www.lifeline.org.au/</p>
<p>MensLine Australia is a professional telephone and online support and information service for <u>Australian men</u>.</p>	<p>Phone: 1300 78 99 78 24 hours / 7 days a week</p>	<p>Website: https://mensline.org.au/</p>
<p>MindSpot is a free telephone and online service for people with <u>stress</u>, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression. MindSpot is not an emergency or instant response service.</p>	<p>Phone: 1800 61 44 34 8 am - 8 pm - Monday to Friday 8 am - 6 pm - Saturday</p>	<p>Website: https://www.mindspot.org.au/</p>
<p>QLife provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (<u>LGBTI</u>) people of all ages.</p>	<p>Phone: 1800 184 527 3 pm - 12 am (midnight) (AEST) 7 days a week</p>	<p>Website: https://qlife.org.au/</p>
<p>SANE Australia provides support, training and education enabling those with a <u>mental illness</u> to lead a better life.</p>	<p>Phone: 1800 18 7263 10 am - 10 pm (AEST) Monday to Friday</p>	<p>Website: https://www.sane.org/</p>
<p>Suicide Call Back Service provides support if you or someone you know is feeling suicidal via phone, live chat or video chat support.</p>	<p>Phone: 1300 659 467 24 hours / 7 days a week</p>	<p>Website: https://www.suicidecallbackservice.org.au/</p>

Support and Resources



Asking for help is not a weakness, nor does it mean that you are not a capable parent. In fact, it takes great emotional strength and personal insight to ask for help. We live in a busy world with many stressors and competing demands and therefore we must be gentle on ourselves and use the resources that we have available to us.

This document is divided into two sections:

- 1) Professional help on a state-by-state basis
- 2) Self-help (National and State-specific)

Professional Resources

An incredible support and knowledge source is your state government's family, parenting and child health professional service. They can also provide referrals for additional supports.

ACT: Maternal Child Health Service

NSW: Perinatal & Infant Mental Health Program

NT: Early Bird and Territory Parent Support groups

QLD: Child and Baby Health Clinics

SA: Child and Family Health Service

TAS: Child Health and Parenting Service

Victoria: Maternal and Child Health Service

WA: Community Child Health program

Your General Practitioner (GP) is your next professional stop if you are having a challenging time with your young child. A GP will be able to give you a referral to many other professional health services such as psychologists and counsellors and paediatricians.



Self-help Resources



Australia-wide self-help resources:

1. **Parents supporting each other** – being open and disclosing troubles to a trusted friend or family member will not only provide you support, but it will also strengthen your relationships.
2. **Raising Children Network** is an online resource which offers comprehensive, practical, expert child health and parenting information and activities covering children aged 0-15 years.
Website: <https://raisingchildren.net.au>
3. **Perinatal Depression & Anxiety Australia (PANDA)** – This resource offers free support via their National Perinatal Mental Health Helpline. The helpline can be accessed via phone on 1300 726 306. In addition to counselling services, they can also help you find other in-person resources in your local area. The PANDA website also offers online factsheets and other useful information.
Website: <https://panda.org.au/>
4. **Tuning into Kids** provides programs that teach parents how to help their children/adolescents develop good emotional skills.
Website: <https://tuningintokids.org.au/>
5. **YCIDS: A 90 min Online Education program for Separated Parents of Young Children.** YCIDS (pronounced “why-kids”, Young Children in Divorce and Separation) is a quick and effective way to boost knowledge and get on the same page about co-parenting young children after separation. The program provides a wealth of information about early development and co-parenting a young child between two homes; sorting out tough emotions and conflict that interfere with parenting; and the right questions to ask, to arrive at a sound overnight parenting plan. Also available in Cantonese and Mandarin.
Website: <https://childrenbeyonddispute.com/parentsycids/>

Self-help Resources



State-specific parenting services:

Victoria

Parentline Victoria: This is a phone-based counselling and support helpline for any Victorian parent with a child aged 0-18 years.

Phone: 132 289

Website: <https://parentline.com.au/>

Maternal and Child Health 24-hour Line. Phone: 132229 (24/7 phone support)

The Bouverie Centre: Located in Brunswick, Melbourne, you can self-refer to The Bouverie Centre to request an intake appointment.

Phone: (03) 8481 8400

Website: <https://www.latrobe.edu.au/research/centres/health/bouverie>

ParentZone: Provides parents and carers in the Northern, Eastern, and Southern Metropolitan regions of Melbourne and the Gippsland region of Victoria, with access to resources and support to parent effectively.

Phone: 1800 809 722.

Website: <https://www.anglicarevic.org.au/>

Queen Elizabeth Centre: This is a parenting centre based in Noble Park, Melbourne. Resources offered here include: Residential stays, in-person, and over-the-phone assistance for any Victorian parents of a child aged 0-4 years. Their website also provides parenting education resources in the form of written, audio and video-specific content.

Phone: (03) 9549 2777

Website: <https://www.qec.org.au/>



Self-help Resources



State-specific parenting services:

New South Wales

Parentline NSW: Provides counselling, phone support and referrals to parents requiring assistance. This resource is free and can be accessed by any parent living in NSW with a child aged 0-18 years.

Phone: 1300 1300 52

Website: <https://parentline.com.au/>

Karitane: This resource provides support and education for parents with a child aged between 0-5 years. They offer in-centre, online, and over-the-phone services

Karitane Careline: 1300 CARING or 9794 2350

Website: <https://karitane.com.au/>

Tresillian: Offers residential, in-person, online, and over-the-phone support. This resource is available to NSW parents. Parents can self-refer to gain access to Tresillian resources.

Parent's Helpline: 1300 272 736

Website: <https://www.tresillian.org.au/>



Self-help Resources



State-specific parenting services:

Queensland and Northern Territory

Parentline offers confidential phone and WebChat counselling and support for parents and carers of children in Queensland and the Northern Territory.

Phone: 1300 30 1300

Website: <https://parentline.com.au/>

Wanslea: Phone to locate a range of online and in-person services to support parents and carers in the Northern Territory.

Phone: (08) 9245 2441 (Monday-Friday 9am-5pm)

Website: www.wanslea.org.au

Child and Family Psychology Clinic and the **Parenting and Family Support Centre** at the University of Queensland offers parents help and support for children with behavioural or emotional concerns.

Note, the clinic also operates outside of business hours Monday-Friday.

Phone: (07) 3365 6451 (Monday-Friday, 8.30am-4.30pm)



Self-help Resources



State-specific parenting services:

Tasmania

Walker House: This is a parenting centre with two locations throughout Tasmania (Newham & Burnie). Walker House offers residential intensive parenting support for families experiencing parenting difficulties. Support is provided for parents with a child aged 0-5 years.

Phone: 1300 064 544

Anglicare Tasmania: Offers a range of mental health resources for parents and families including counselling and parenting courses. Services differ based on whether you are located in South, North, or North-West Tasmania. Phone for information on resources closest to you.

Phone: 1800 243 232

Website: <https://www.anglicare-tas.org.au/>

Parentline offers 24-hour information and confidential phone support and WebChat counselling and support for parents and carers of children in Tasmania.

Phone: 1300 808 178

Website: <https://parentline.com.au/>

Wanslea: Phone or visit the website to locate a range of online and in-person services to support parents and carers in Tasmania.

Phone: (08) 9245 2441 (Monday-Friday from 9am-5pm)

Website: www.wanslea.org.au



Self-help Resources



State-specific parenting services:

Western Australia

Ngala: Provides support for all carers to enhance their parenting skills and coping capacities, while providing a space to discuss the challenges of parenting. Supports offered include: parenting groups, parenting workshops, day stay programs and overnight stay programs. Ngala also offers a helpline to provide information, advice and support:

Phone: (08) 9368 9368 (Perth callers) or 1800 111 546 (Regional callers)
(7 days a week from 8 am-8 pm)

Website: <https://www.ngala.com.au/>

Anglicare WA: Offers a range of mental health resources for parents and families including counselling and parenting courses. Phone for information on resources closest to you.

Phone: 1300 11 44 46 (Monday to Friday from 8.30am - 4.30pm)

Website: <https://www.anglicarewa.org.au/>

Wanslea: Call to locate a range of online and in-person services to support parents and carers on Western Australia.

Phone: (08) 9245 2441 (Monday-Friday from 9am-5pm)

Website: www.wanslea.org.au



Self-help Resources



State-specific parenting services:

South Australia

Parenting SA: This is an online resource portal developed by the South Australian Government. Here you will find an array of helpful parenting and family support resources.

Website: <https://parenting.sa.gov.au/>

Relationships Australia South Australia (RASA): This organization has locations at 9 sites throughout South Australia. RASA offers many phone and in-person support services. Examples of services include a 'Drop in' Support Parenting Group and Family Mental Health Support Services.

Website: <https://www.rasa.org.au/>

Women's and Children's Health Network (WCHN): This service provides a range of tools and programs for parents and children located in South Australia. This includes Parenting Groups and a Parenting Helpline. All resources are free and accessible to those throughout all of South Australia. Please visit the website for various contact phone numbers.

Website: <https://www.wchn.sa.gov.au/>

Child and Family Health Service (CaFHS): This is a free service for families based in South Australia with children aged between 0-5 years. Please visit the website for various contact phone numbers.

Website: <https://www.cafhs.sa.gov.au/>



Self-help Resources



State-specific parenting services:

Australian Capital Territory (ACT)

Parentline ACT: Provides over-the-phone counselling by trained volunteers for any parent based in the ACT.

Phone: (02) 6287 3833

Website: <https://parentline.com.au/>

ParentLink: This is a state government run program which provides parenting education online parenting resources and linked to additional parenting services.

Phone: 133 427

Website: <https://www.parentlink.act.gov.au/>

Queen Elizabeth II Family Centre (The QEII): This centre offers residential treatment and in-person support for parents with child aged 0-3 years.

Phone: (02) 6207 9977

