



## who's there to help?

Our counsellors are tertiary qualified professionals who undergo specialised training when they join Parentline.

## why call us?

Being a parent is one of your most important roles. However, it can often be frustrating, worrying or stressful.

*We can help by providing advice on:*

- How to manage unexpected problems
- What to expect as your child grows

• What to do when your child is engaging in unsafe or risky behaviour

• How to talk with your child when they are sad or withdrawn

• How to help your child when they are having problems at school or are facing cultural acceptance issues

• How to better relate to your child in a technology-filled world

*When you need someone to talk to, Parentline will welcome your call.*

## what is Parentline?

• Parentline provides education, guidance and support for parents and other individuals who care for children in Queensland and the Northern Territory

• Parentline is a private and confidential telephone counselling service

• Calls are charged at the cost of a local call\*

## when can you call?

Parentline is available between 8am-10pm seven days a week.

\*Mobile phone charges apply

## you can...

- Use the service as often as you need
- Arrange to speak with the same counsellor
- Choose the gender of your counsellor
- Expect to be treated with respect and understanding
- Access translation and interpreter services including the TTY for callers with hearing impairments



This photograph courtesy of the Northern Territory Government

Parentline

1300 30 1300

[www.parentline.com.au](http://www.parentline.com.au)

## how can we help?

Parentline counsellors are able to talk with you about your family and any parenting challenges.

We can assist you to:

- Understand the way your family works
- Believe in your own skills and strengths
- Change how things are done in a way that suits your family
- Access information on services and resources in your local community
- Increase your parenting skills through over the phone training



# Parentline 1300 30 1300

Support, counselling and parent education  
for the cost of a local call

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on **1300 30 1300**  
8am - 10pm seven days a week  
for the cost of a local call  
[www.parentline.com.au](http://www.parentline.com.au)

- Any parent
- Any day
- Any reason
- Confidential
- Anonymous



PLB-0612

Parentline is a joint initiative of:



Northern  
Territory  
Government



Queensland  
Government



BoysTown



BoysTown

Fresh start.  
New hope.

