



COUNTRY   STATE	OPERATING HOURS	TARGET AGE	STAFF PROFESSION	WEBSITE	PHONE NUMBERS	SERVICE PROVIDED
<b>NEW ZEALAND</b>						
Plunketline	24   7	0 - 5 years	Well Child Health Nurses	www.plunket.org.nz	0800 933 922	Parenting   Information   Support   Referral
<b>AUSTRALIA</b>						
<b>ACT</b>						
Parentline ACT	9am - 9pm Mon-Fri	0 - Adulthood	Counsellors	www.parentlineact.org.au	02 6287 3833	Parenting Support   Counselling   Information
<b>NSW</b>						
Parentline	24 hours   7 days	0 - 18 years	Social Workers   Psychologists   Counsellors	www.parentline.org.au	1300 1300 52	Support   Counselling   Information   Referral
Tresillian Parents Helpline	24 hours   7 days	0 - 5 years	Child Health Nurses   Counsellors (Bus Hrs)	www.tresillian.net	1800 637 357* 97 87 08 55	Professional Parenting Support   Information
Karitane	24 hours Mon-Fri		Counsellors	www.karitane.com.au	1300 227 464	9am-9pm Sat-Sun
<b>NORTHERN TERRITORY</b>						
Parentline	7.30am - 9.30pm		Counsellors   Psychologists   Social Workers	www.parentline.com.au	1300 30 1300	Support   Counselling   Parent Education
<b>QUEENSLAND</b>						
13 HEALTH	24 hours   7 days	0 - 5 years	Child Health Nurses   Registered Nurses	www.health.qld.gov.au/13health	13 43 25 84	Health   Info   Referral   Triage Services
Parentline	8am - 10pm	Parents-all ages	Counsellors   Psychologists   Social Workers	www.parentline.com.au	1300 30 1300	Support   Counselling   Education
<b>SOUTH AUSTRALIA</b>						
Parent Helpline	24 hours   7 days	0 -12 years School dental (AH) 0 -18 ACCM	Child Health Nurses Social   Community Workers	www.cyh.com.au	1300 364 100	Parenting information   Support
<b>TASMANIA</b>						
Tasmanian Parent Helpline	24 hours   7 days	0 - 5 years	Child and Family Health Nurse (Bus Hrs)	www.dhhs.tas.gov.au/health	1300 808 178	Support   Information
<b>VICTORIA</b>						
Parentline	8am-Midnight   7 days	0 - 18 years	Social Workers   Psychologists	www.parentline.vic.gov.au	13 22 89	Counselling   Information   Referral
Maternal Child Health Line	24 hours   7 days	0 - 6 years	Maternal and Child Health Nurses	www.education.vic.gov.au	13 22 29	Support   Information   Referral
<b>WESTERN AUSTRALIA</b>						
Ngala Helpline	8am - 8pm 7 days	0 - 5 years	Registered Nurses   Child Health Nurses Social Workers   Psychologists	www.ngala.com.au	1800 111 546* 08 9368 9368	Parenting Information   Support   Referral
Parenting WA Line	24 hours   7 days	pre-birth -18years	Trained Parenting Consultants	www.communities.wa.gov.au	1800 654 432* 08 6279 1200	Support   Information Referral & Parenting programs



## PHLANZ

### Parent Help Lines

Australia and New Zealand is a network of help lines for parents of children and young people across Australia and New Zealand committed to providing professional telephone support, information, counselling and referral to families and carers of children.

The goals of this network are to build knowledge and skills for telephone and web based services when working with children, young people and their families through our commitment to collaboration to achieve the best possible outcomes for callers.



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**Information Guide**