

PARENTLINE



BoysTown  
Family Care

# PARENTLINE

## 2000 – 2001

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## EXECUTIVE SUMMARY

Parentline has been providing confidential and professional counselling support to Queensland parents and/or primary care givers since 1996. Parentline operates between the hours of 8.00am and 10.00pm, seven days per week, throughout Queensland, every day of the year, for the cost of a local phone call.

This document reports on calls made to the service for the financial year 2000/2001. During this period, just under 61% of the 17,829 calls made to the service were answered, a 21% increase on the number of calls responded to in the previous year. Over half (51%) of calls to Parentline were made by people living outside the Brisbane metropolitan region – areas in which many parents are in greater need due to geographical and social isolation, and a lack of other welfare services.

Consistent with help seeking trends across other human welfare agencies, most calls to Parentline (87%) were made by females. This gender difference suggests that women, being the main caregivers of children, take most responsibility for the welfare of their children and families. Callers were most likely to be custodial parents and aged between 30 and 49 years of age. Almost half were single parents.

Callers sought support and information about a range of issues. Most common concerns included managing their children's behaviour, clarifying parenting strategies and negotiating better relationships with children. Emotional and mental health, infant care, and relationships between parents were other key issues.

Parentline counsellors spoke to callers, on average, for 28 minutes, showing that parents were not ringing for 'quick fix' solutions but were instead seeking in-depth conversations. The longest calls related to the parents own physical, mental and emotional well-being along with their relationships with other adults. In addition to counselling, over a third of callers were referred to other agencies and services.

The findings in the report indicate Parentline is a service valued by Queensland parents, particularly those in regional areas, and single parents. Most importantly, callers themselves frequently phone back to express thanks for the support they received and to report on positive change as a result of seeking help from the service.

Finally, praise must be extended to the team of Parentline counsellors for their professionalism, commitment and dedication. The work of counselling is often arduous, frustrating and heartbreaking. By providing respectful, empathic, constructive and non-judgemental counselling and referral these counsellors directly assist parents to value themselves and their children, and to develop and sustain effective and nurturing parenting relationships.

## 1 BACKGROUND

Parentline is a joint initiative of BoysTown Family Care and the Queensland Department of Families, Youth and Community Care. Parentline began operations on the 28<sup>th</sup> April 1996. Prior to opening Parentline was trialled for a nine-month period in Brisbane, Logan and Ipswich. The aim of the trial was to assess the need for a telephone counselling service that supported Queensland parents.

Parentline operates out of the same premises as Kids Help Line (KHL). Since 1993, KHL has offered a nationwide, confidential and free telephone counselling service for children and young people aged 5 – 18. Over the years of KHL operations, it was found that a significant number of parents were contacting the service (approximately 15,000 parents from all states during 1993-1996). Parents who contacted KHL stated that an anonymous, confidential and easily accessible telephone counselling service suited the demands of parenting. It became clear that a telephone counselling service that specifically supported parents was an unmet need. Parentline was thus conceptualised from the thoughts and expressed needs of parents.

When developing Parentline, it was considered important to provide a quality, confidential, non-denominational counselling service. Given that KHL has operated as a telephone counselling service since 1991, Parentline was able to draw upon the operational wisdom and infrastructure of KHL.

This report evaluates all service delivery aspects of Parentline service for the financial year from 1 July 1999 – 30 June 2000.

### 1.1 Parentline Goals

Parentline exists to assist people to develop strategies and skills which enable them to more effectively manage their own lives.

#### **Parentline aims to:**

- Maintain a confidential and anonymous telephone counselling service for all parents in Queensland which meets the highest standards of professional practice and management.
- Collect, analyse and disseminate non-identifying information which supports research and reflects the issues and problems of parents.
- Assist parents to have a direct voice on those policies or issues that affect them.

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## 1.2 Data Collection and Limitations

Parentline counsellors record non-identifying information about all counselling calls on a computerised database. While the amount of information collected after each call varies, counsellors must record the date and time of the call, the length of the call, problem type and problem severity. Where possible, counsellors also log other information including age and gender, postcode, family structure, and ethnicity (See Appendix B for a comprehensive listing of the fields collected).

The following factors may make it difficult for counsellors to record the above information:

- Anonymity – Clients frequently choose not to reveal details about themselves, particularly information that in their view might lead to identification. Parentline markets itself as an anonymous service, therefore the process of data collection reflects this core organisational principle.
- Some contacts are such that direct information gathering is either contraindicated or proves difficult in the context of the call.

The recognition of these problems and their capacity for compromising our data has meant that Parentline has adopted a policy of recording data in each field in such a way as to clearly identify the blank or incomplete responses. All statistical information reported is therefore based only on instances in which the field has been completed.

Counsellors are also able to record qualitative data about calls. The qualitative data provides a rich source of information that creates a clearer context for situations experienced by the parents (and carers) who phone the service. This data also captures secondary or contributing factors to the problems discussed during the calls.

Callers are free to use the service as often as they wish. It is unrealistic to assume that all problems can be solved in one call. Therefore, data reported may include repeat calls made by individuals across a period of time.

Regardless of the above limitations, the information collected provides a unique pool of valuable data on the issues of concern to parents (and carers) who contact the service.

## 2 CLIENT ISSUES

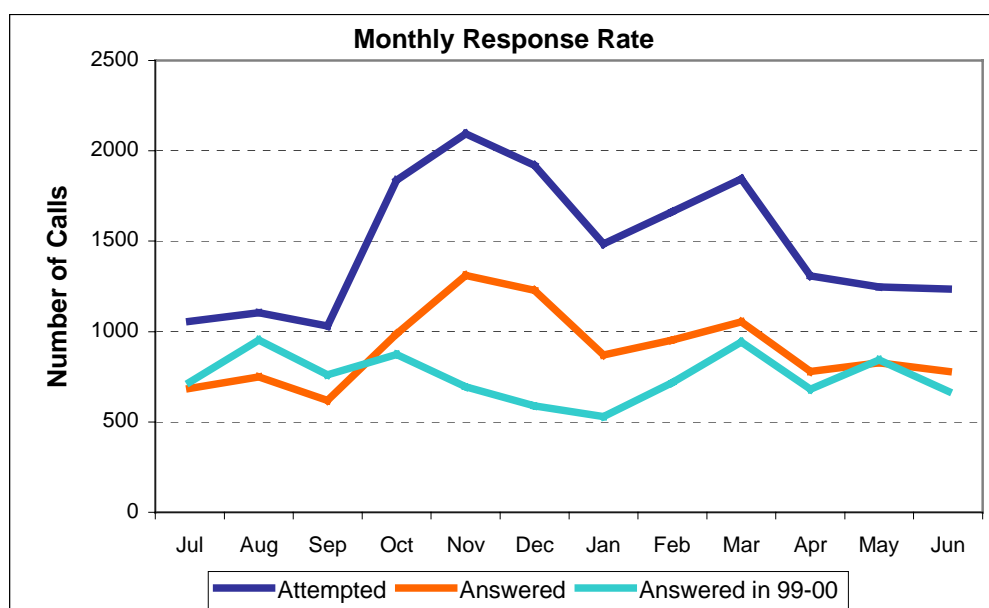
### 2.1 Service Demand and Response Rate

Parentline operates between the hours of 8.00am and 10.00pm, seven days per week, throughout Queensland, every day of the year, for the cost of a local phone call. Calls made into the service are automatically recorded by a PABX (telephone) system. Traffic reports detailing the number of calls answered relative to the number of calls received are generated. This data provides important information on the demand for the service and whether the service is currently meeting the demand.

During the period 1 July 2000 to 30 June 2001, Parentline counsellors responded to 60.8% (10,843 of 17,829) of calls attempted. The demand on the service varied by month, day of week and time of day.

#### 2.1a Monthly Response Rate

The following graph shows the number of incoming calls (attempted calls) and the calls answered per month. The number of calls answered in the previous year is included for comparison.

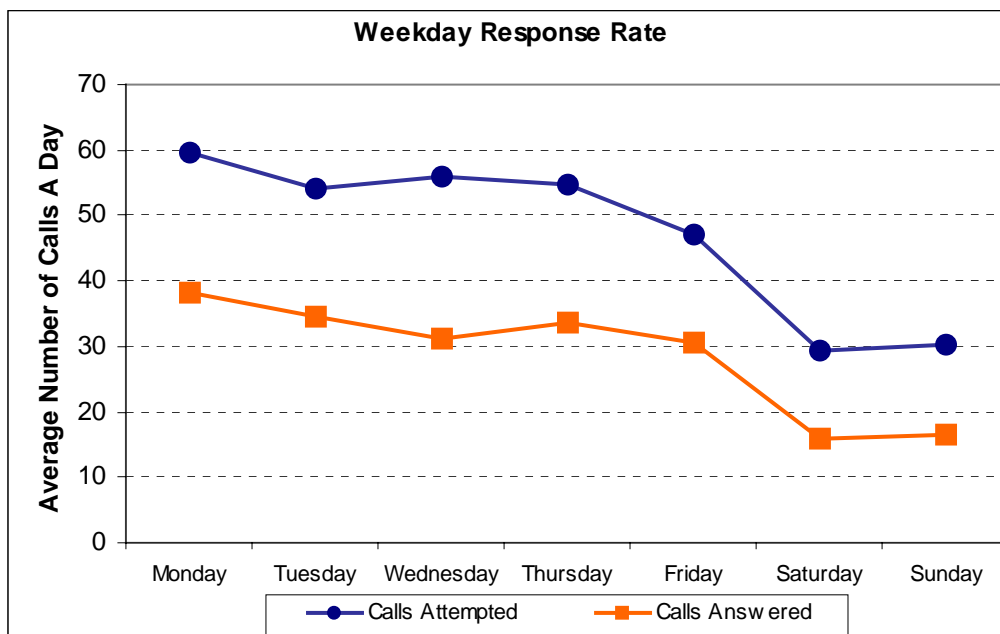


Note: Data was lost between 4<sup>th</sup> & 19<sup>th</sup> December. Data for December is an extrapolation from remaining Dec data.

The above graph shows a 16% increase in the number of calls attempted and a 21% increase on the number of calls responded to in the last financial year. The increase in attempted calls is result of the QLD Government’s campaign “Putting Families First” which included promoting Parentline through television, newspaper and magazine advertisements between 22/10/00 and 25/02/01. The increase in calls answered was a result of an increase in funding from the Department of Families, Youth & Community Care and the resultant increase in counsellor hours staffing the service.

### 2.1b Weekday Response Rate

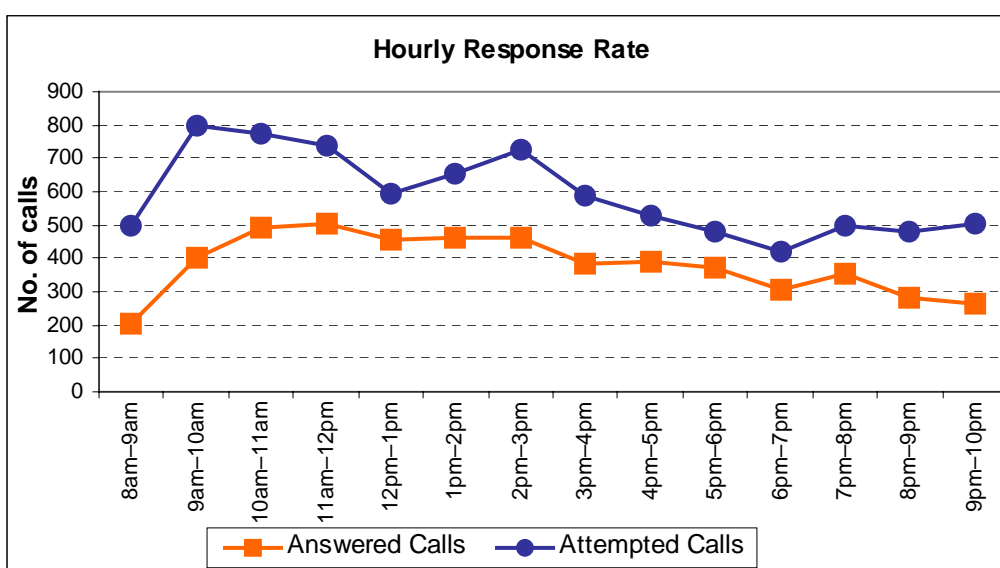
The graph below shows the average number of calls made to Parentline each day of the week and the calls answered for each day.



Typically the service is busiest at the beginning of the week, with demand declining across the weekend.

### 2.1c Hourly Response Rate

The following graph shows the number of incoming calls (attempted calls) and the calls answered across the 14-hour day (8 am – 10 pm).



The organisation staffs the service in terms of client demand, therefore most Parentline counsellors are rostered to work during the busiest times between 9 am and 3 pm.

## 2.2 Duration of Calls

The mean length of calls to Parentline was 28 minutes for the period of 1 July 2000 to 30 June 2001. This figure is a slight decrease from a mean duration of 29 minutes for the previous year and 31 minutes during 98-99. The duration of calls vary according to the problem being discussed. The following table shows the mean length of call by problem type.

**Length of Call by Problem Type**

<b>Problem</b>	<b>Length of Calls (mins)</b>
<b>INTERPERSONAL RELATIONSHIPS</b>	
Child-Other	32.1
Parent-Child	38.1
Parent-Other	38.7
Parent-Parent	40.0
Sibling Relationships	37.0
<b>SEXUALITY</b>	
Sexual Behaviour	29.5
Sexual Orientation	19.0
Pregnancy	20.9
<b>CHILD ABUSE</b>	
Emotional	36.8
Neglect	24.5
Physical	32.0
Sexual	30.9
<b>DRUG &amp; ALCOHOL USE</b>	
Of Child	31.9
Of Family Member	35.4
<b>SCHOOL RELATED</b>	
School Authority	35.8
Bullying	32.4
School Adjustment	31.2
Learning/Study	33.5
<b>VIOLENCE</b>	
Domestic	39.2
Physical/Sexual	33.4
Violent Behaviour of Child	33.6
<b>PRACTICAL ISSUES</b>	
Child Care	15.1
Employment/Financial	20.8
Legal/Juvenile Justice	25.8
<b>POST NATAL</b>	
Infant Care & Development	18.6
Post Natal Adjustment	21.3
<b>RESIDENCE/CONTACT</b>	
Contact	29.5
Family Law	26.5
<b>BEHAVIOUR MANAGEMENT</b>	
Challenging Behaviour/Discipline	35.9
Parenting Strategies	29.0
Runaway/Leaving Home	29.6
<b>HEALTH/WELLBEING OF PARENT</b>	
Physical/Disability	35.6
Mental/Emotional	38.5
Parenting Role/Self Concept	35.4
Suicide of Parent	45.5
<b>HEALTH/WELLBEING OF CHILD</b>	
ADD/ADHD	29.7
Mental/Emotional	32.0
Physical/Development/Disability	23.0
Suicide/Risk Taking	31.4
<b>OTHER CALLS</b>	<b>5.3</b>

The table shows that calls with the longest duration concerned suicidal thoughts and/or behaviours of the parent (46 mins), relationship between parents (40 mins), domestic violence (39 mins), relationship between parent and other adult (39 mins), mental/emotional health of the caller (39 mins), and relationship between parent and child (38 mins). Calls with the shortest average duration concerned child care (15 mins), infant care and development (19 mins), sexual orientation (19 mins) and other calls (5 mins). “Other calls” consist of callers seeking information about Parentline, requesting a specific counsellor, giving positive feedback about the service, information from other service providers, and complaints.

The service has consistently found that parents have a need to discuss a range of issues that impact on their parenting. The service puts no time restrictions on calls.

### 2.3 Regional Breakdown of Callers

When appropriate, Parentline counsellors request the caller’s residential postcode. This allows geographical mapping of regional demand for the service, identification of areas in which promotion of the service may be required, and identification of areas which seem to be experiencing particular problems.

The table below shows the number and proportion of calls from each Queensland region. For the purpose of this report the Brisbane metropolitan area has been broken down into three regions.

**Regional Breakdown of Callers**

	<b>Postcode Range</b>	<b>Number of Calls</b>	<b>Proportion of Calls</b>
Brisbane South	4073-4209	1516	21.4%
Brisbane North	4005-4072, 4500-4549	1104	15.5%
Brisbane City	4000-4004	884	12.5%
Sunshine Coast Region	4550-4601	666	9.4%
Gold Coast Region	4210-4299	620	8.7%
Toowoomba Region	4350-4499, 4602-4618	416	5.9%
Ipswich Area	4280-4349	364	5.1%
North Coast / Wide Bay	4619-4689	355	5.0%
Cairns & Cape York	4851-4899	318	4.5%
Townsville Region	4806-4824, 4835-4850	311	4.4%
Mackay Region	4737-4805	278	3.9%
Rockhampton Region	4690-4736	250	3.5%
Mt Isa Region	4825-4834	18	<1%

The table shows 49% of calls to Parentline were made by people living in the Brisbane metropolitan region. The remaining 51% were made from regions throughout Queensland ranging from the Gold Coast to far north Queensland.

Note: Although over 70% of callers choose to reveal their location, the proportion of calls from the Brisbane City area is artificially high. Some clients choose only to reveal they are calling from Brisbane. In these instances, counsellors record the caller’s postcode as 4000.

## 2.4 Knowledge of Parentline

Where possible and appropriate, Parentline counsellors ask callers how they became aware of the service. Although only 27% of calls had this field recorded, it is useful to know how service users found out about Parentline. The majority of callers had heard of Parentline through the phone book or directory assistance (29%) or from other agencies (26%). A further 25% heard of Parentline from television.

	1999/2000 %	2000/2001 %
Phone Book/Directory Assistance	29.8	28.7
Other Agency or Professional	31.9	25.5
TV	15.0	24.5
Friends/Family	13.3	10.2
Newspaper/Magazine	1.9	4.1
Posters/stickers	2.3	2.2
School	1.0	1.6
Police	0.6	0.9
Family Services	1.4	0.8
Radio	0.3	0.5
Internet	0.2	0.3
Other	2.2	0.5

The television and newspaper/magazine marketing of Parentline by the Queensland government between 22/10/00 and 25/2/01 had a significant impact on how callers heard about the service. Analysis of the impact of TV advertising and the magazines for each month of the campaign is shown in the table below:

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Newspaper/Magazine	0.3%	0.5%	4.1%	2.7%	5.4%	14.9%	9.1%	7.5%	3.6%
Television	17.0%	62.5%	50.3%	20.1%	12.6%	8.3%	4.0%	4.0%	3.6%

Television commercials had the greatest impact in November and December, declining over the following months. Magazine advertising had the greatest impact in December and then again in the March to May period.

## 3 CLIENT PROFILE

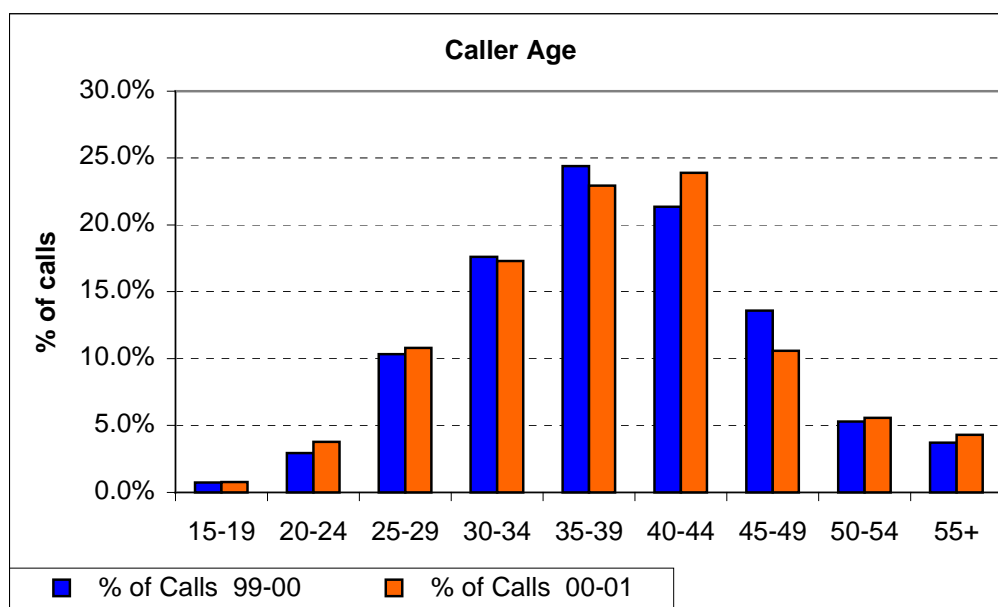
### 3.1 Ethnicity of Callers

Ethnicity was recorded for 33% of all callers. Of these, the majority were Anglo Australians (94%). Over 4% were from non-English speaking backgrounds; 1% were Indigenous Australians; and less than 1% were of other English speaking backgrounds.

### 3.2 Caller Age and Gender

During the period covered in this report, females made 87% of the calls to Parentline and males 13%. This is consistent with the gender breakdown for the previous 12-month period. This gender ratio reflects help seeking behaviours across welfare agencies in that women are more likely to seek help than men. It also suggests that women, being the main caregivers of children, take responsibility for the welfare of their children and families.

The average age of Parentline callers was 37.2 years. This is consistent with the average of 37.4 years for the previous 12-month period. The graph below shows the proportion of calls from 99-00 and 00-01 in each five-year age group. For both periods, three-quarters of callers were aged between 30 and 49.

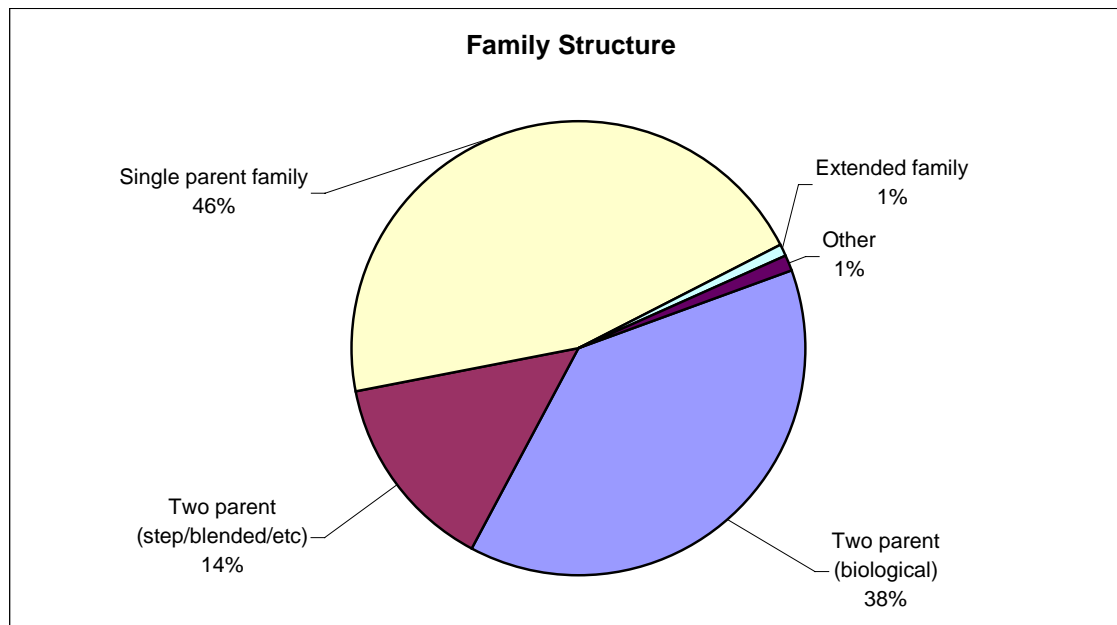


### 3.3 First Time Callers

Parentline counsellors have the capacity to record ‘first-time callers’ as well as those who have previously used the service. 37% of all calls were logged as first-time callers, 21% had previously contacted Parentline while 42% of calls did not specify.

### 3.4 Family Structure

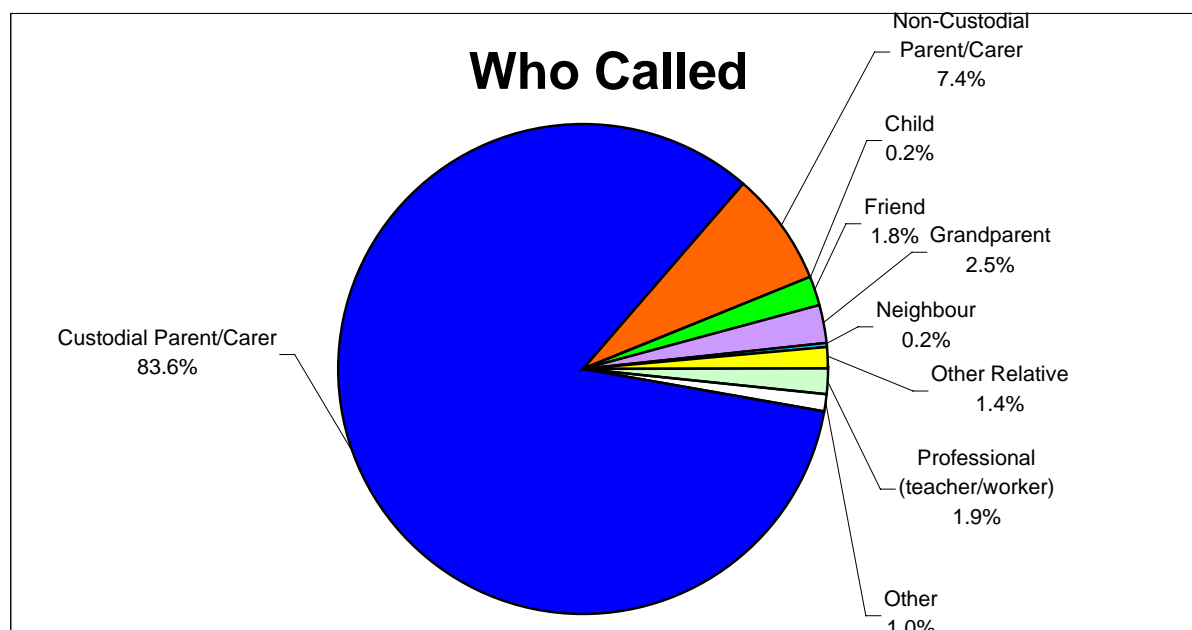
The graph below shows the breakdown of caller's family structures.



The majority of callers were either from a single parent family (46%) or a two-parent (biological) family (38%).

### 3.5 Who Called – Relationship/Role of Caller

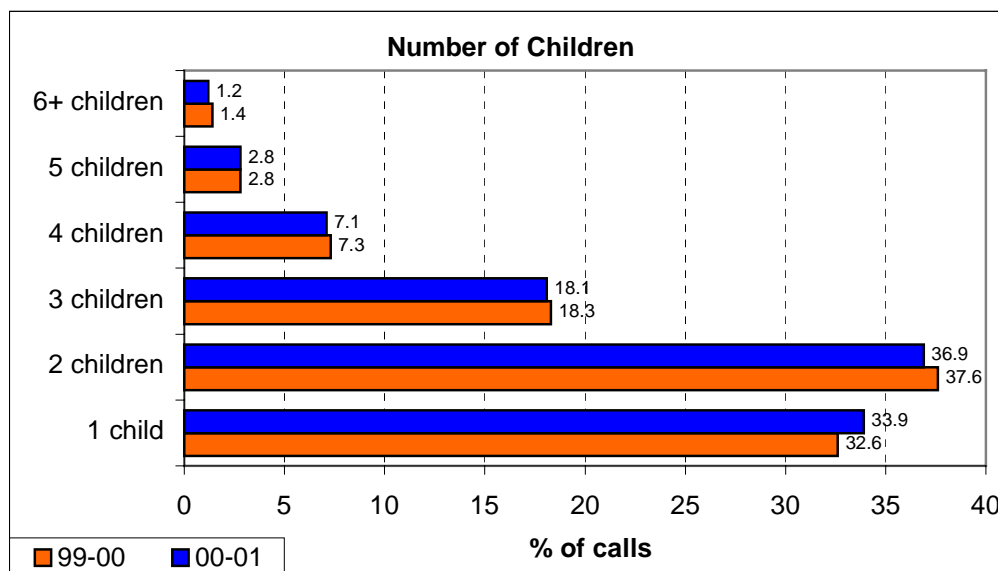
The graph below shows the relationship or role of the caller.



The majority of callers were a custodial parent/carer (84%). Other callers included non-custodial parents, grandparents, friends, neighbours, other relatives, professionals and children.

### 3.6 Number of Children

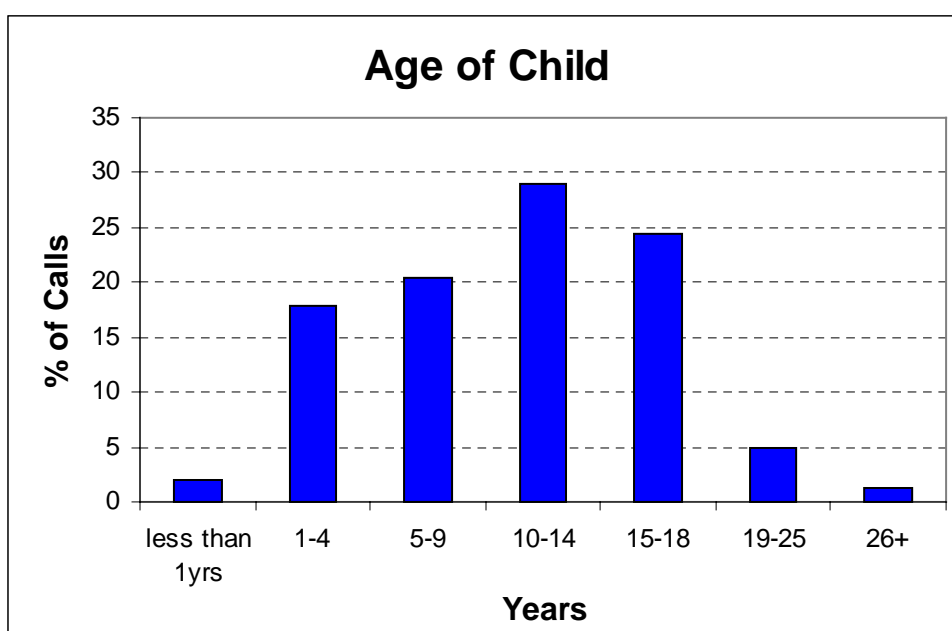
The graph below shows the number of children in the care of callers over the past two years.



The majority of callers (71%) had one or two children in their care.

### 3.7 Age and Gender of Child

Callers were slightly more likely to be ringing regarding a male child (56%) than a female child (44%). The age of the child about which callers phoned ranged from 1 to 34 years with an average age of 10.9 years. The graph below shows the proportion of calls concerning each age group.

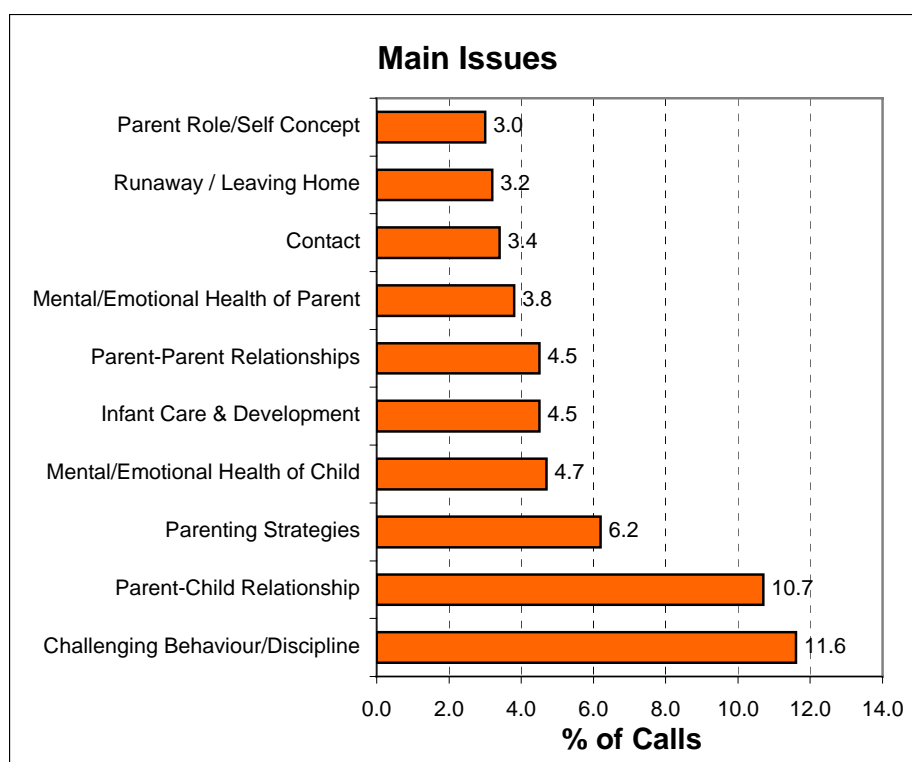


## 4 MAIN PROBLEMS OF CALLERS

During the past year of service, Parentline counsellors recorded non-identifying information about 10,032 calls from parents in Queensland. The table (next page) displays the number and proportion of calls about each of the problems used to categorise caller concerns.

### 4.1 Breakdown of Main Problems

The main problems parents discussed with counsellors are shown in the graph below. The problems are calculated as a proportion of all problem-related calls.



Together the ten main problem types (of a possible 41) accounted for 71% of all Parentline calls.

### 4.2 Main Problem by Gender

There are differences in the issues that concern male and female callers. The table below shows the main concerns for each gender in rank order.

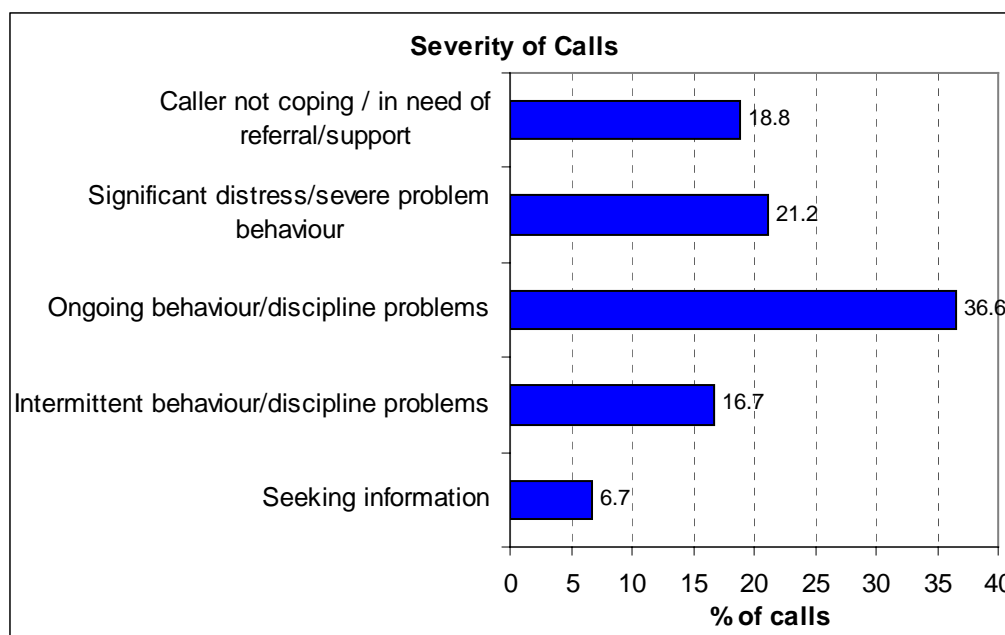
FEMALES	MALES
Challenging Behaviour/Discipline	Parent-Child Relationship
Parent-Child Relationship	Challenging Behaviour/Discipline
Parenting Strategies	Contact/Access
Mental/Emotional Health of Child	Parent-Parent Relationship
Infant Care and Development	Family Law
Parent-Parent Relationship	Runaway/Leaving Home
Mental/Emotional Health of Parent	Mental/Emotional Health of Child
Parenting Role / Self Concept	Parenting Strategies
Runaway/Leaving Home	Mental/Emotional Health of Parent
ADD/ADHD	Infant Care and Development

**PARENTLINE CALLER DATA – QUEENSLAND**  
**Number and percent of calls by problem**

<b>Problem</b>	<b>Number of Calls</b>	<b>% of Calls</b>
<b>INTERPERSONAL RELATIONSHIPS</b>	<b>1896</b>	<b>18.9%</b>
Child-Other	160	1.6%
Parent-Child	1076	10.7%
Parent-Other	160	1.6%
Parent-Parent	449	4.5%
Sibling Relationships	51	0.5%
<b>SEXUALITY</b>	<b>190</b>	<b>1.9%</b>
Sexual Behaviour	136	1.4%
Sexual Orientation	15	0.1%
Pregnancy	39	0.4%
<b>CHILD ABUSE</b>	<b>295</b>	<b>2.9%</b>
Emotional	29	0.3%
Neglect	62	0.6%
Physical	74	0.7%
Sexual	130	1.3%
<b>DRUG &amp; ALCOHOL USE</b>	<b>285</b>	<b>2.8%</b>
Of Child	250	2.5%
Of Family Member	35	0.3%
<b>SCHOOL RELATED</b>	<b>351</b>	<b>3.5%</b>
School Authority	119	1.2%
Bullying	81	0.8%
School Adjustment	98	1.0%
Learning/Study	53	0.5%
<b>VIOLENCE</b>	<b>335</b>	<b>3.3%</b>
Domestic	86	0.9%
Physical/Sexual	7	0.1%
Violent Behaviour of Child	242	2.4%
<b>PRACTICAL ISSUES</b>	<b>290</b>	<b>2.9%</b>
Child Care	41	0.4%
Employment/Financial	123	1.2%
Legal/Juvenile Justice	126	1.3%
<b>POST NATAL</b>	<b>485</b>	<b>4.8%</b>
Infant Care & Development	450	4.5%
Post Natal Adjustment	35	0.3%
<b>RESIDENCE/CONTACT</b>	<b>557</b>	<b>5.6%</b>
Contact	341	3.4%
Family Law	216	2.2%
<b>BEHAVIOUR MANAGEMENT</b>	<b>2109</b>	<b>21.0%</b>
Challenging Behaviour/Discipline	1167	11.6%
Parenting Strategies	617	6.2%
Runaway/Leaving Home	325	3.2%
<b>HEALTH/WELLBEING OF PARENT</b>	<b>738</b>	<b>7.4%</b>
Physical/Disability	33	0.3%
Mental/Emotional	379	3.8%
Parenting Role/Self Concept	304	3.0%
Suicide of Parent	22	0.2%
<b>HEALTH/WELLBEING OF CHILD</b>	<b>896</b>	<b>8.9%</b>
ADD/ADHD	275	2.7%
Mental/Emotional	468	4.7%
Physical/Development/Disability	80	0.8%
Suicide/Risk Taking	73	0.7%
<b>OTHER CALLS</b>	<b>1605</b>	<b>16.0%</b>
	<b>10,032</b>	<b>100.00%</b>

### 4.3 Challenging Behaviour/Discipline

Challenging behaviour/discipline ranked as the most common reason parents phoned the service, constituting 12% of all calls to Parentline. This problem type represents callers concerned about responding to children's behaviours. This includes parents' perception of challenging, obnoxious, disruptive or offensive behaviours ranging from temper tantrums, head banging, inappropriate attention-seeking, deliberate rule-breaking and/or disobedience. The graph below shows the severity of these calls.



- Consistent with the wider Parentline caller trends, the average age of those who phoned about behaviour and discipline was 37 years.
- Females made 89% of these calls.
- Concerns regarding behaviour or discipline problems were not limited to children of a particular age. The table below shows the ages of children about whom parents had concerns:

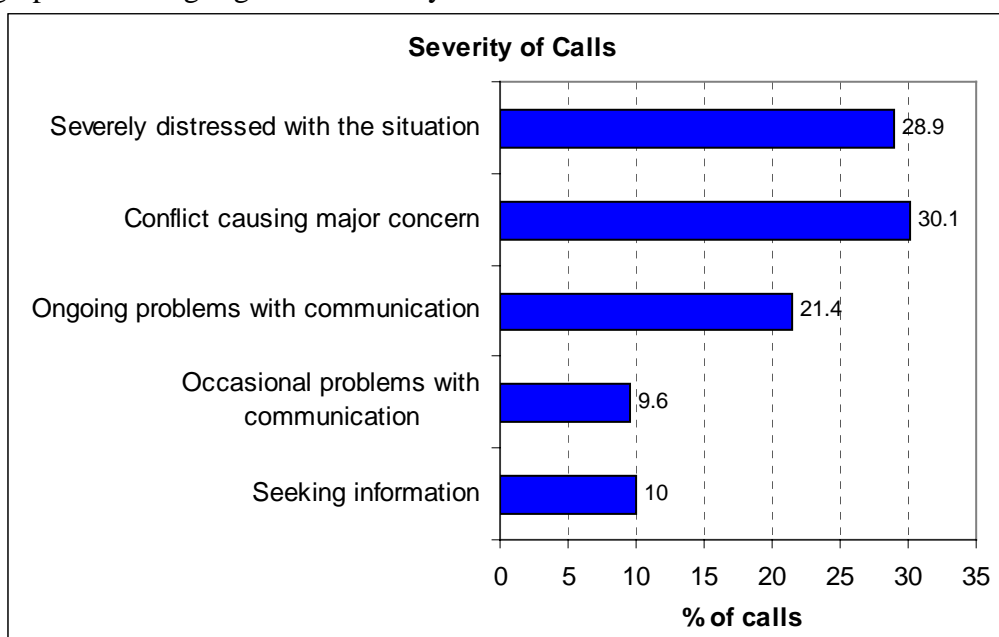
Less than 12 months	<1%
1 to 4 yrs	17%
5 to 9 yrs	22%
10 to 14 yrs	37%
15 to 18 yrs	23%
Adult children	1%

- Callers concerned about challenging behaviour/discipline were more likely to be phoning about a male child (60%).

## 4.4 Parent-Child Relationships

Concerns about the relationship between the parent (or prime carer) and their child/ren was the second most common reason parents called the service in the past 12 months, accounting for 10.7% (1,076) of calls. Issues such as communication difficulties, arguments and interpersonal conflict were common themes. This category is not restricted to caller-child relationship but also concerns about the relationship between child and caller's partner or ex-partner.

The graph below highlights the severity of these calls.



- Females made 87% of calls concerning parent-child relationships.
- The average age of the child of concern was 14.8 years (compared to 10.9 years across all problems). See table below for proportion of calls for each age group:

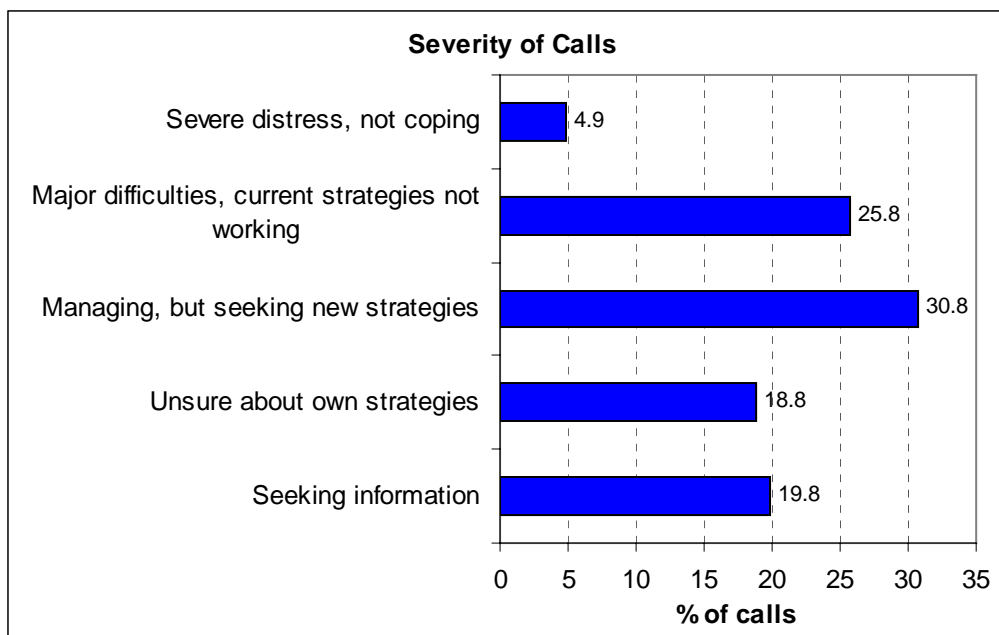
Less than 12 months	<1%
1 to 4 yrs	3%
5 to 9 yrs	8%
10 to 14 yrs	32%
15 to 18 yrs	46%
Adult children	11%

- Consistent with the average age of the child being higher, older parents (average age of 41.6 years) made calls concerning parent-child relationships.
- In contrast to overall Parentline trends, the gender of the child of concern was more likely to be female (56%) than male (44%).

## 4.5 Parenting Strategies

This problem type is recorded when the caller is concerned about their specific parenting techniques. This includes validation of strategies and/or needing to talk through disciplinary techniques. Calls concerning parenting strategies constituted 6.2% (617) of all calls to the service.

The graph below shows the breakdown of these calls.



- The vast majority of callers were female (93%), representing the third most common reason for females contacting the service. It was the eighth most common reason males contacted Parentline.
- The average age of the child was 8.3 years as compared to 10.9 years across all problems with 58% of children younger than 10 years. The table below shows the proportion of calls for each age group:

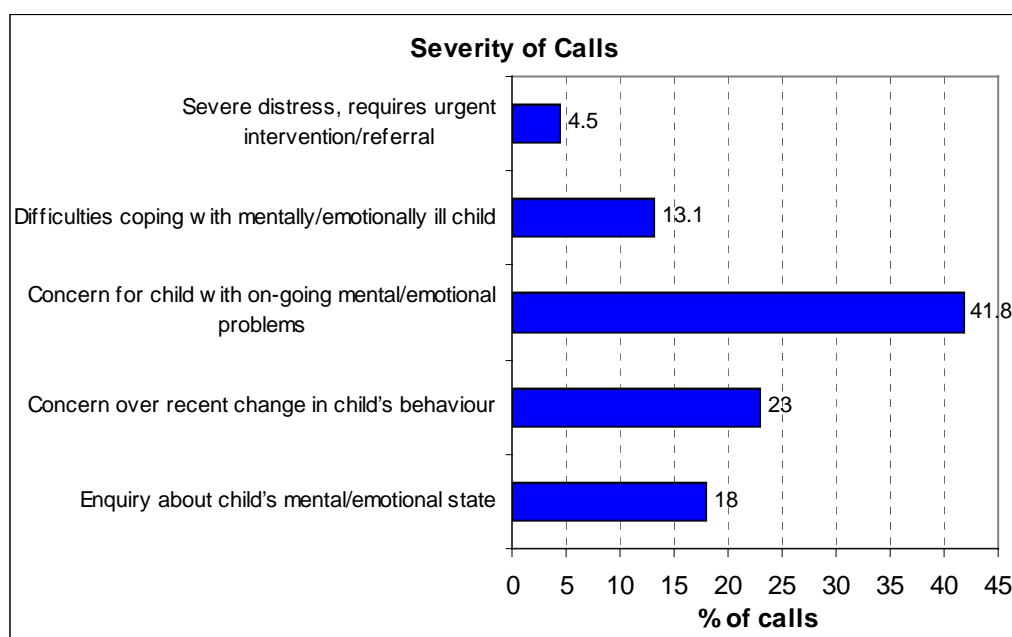
Less than 12 months	<1%
1 to 4 yrs	35%
5 to 9 yrs	22%
10 to 14 yrs	25%
15 to 18 yrs	16%
Adult children	<1%

- Consistent with the average age of child being lower, parents were slightly younger (average age of 34.5) than the wider Parentline trends.
- The gender of the child of concern was more likely to be male (54%) than female (46%).

## 4.6 Mental / Emotional Health of Child

Accounting for nearly 5% of calls, concerns about children's mental/emotional health was the fourth most common reason parents contacted the service. Mental and emotional health issues include grief, loneliness, eating disorders, schizophrenia and chronic depression.

Forty-two percent of calls in this category were from parents concerned about their child's on-going mental or emotional problems, while 23% were concerned about recent change in their child's behaviour. The graph below shows the breakdown of these calls.



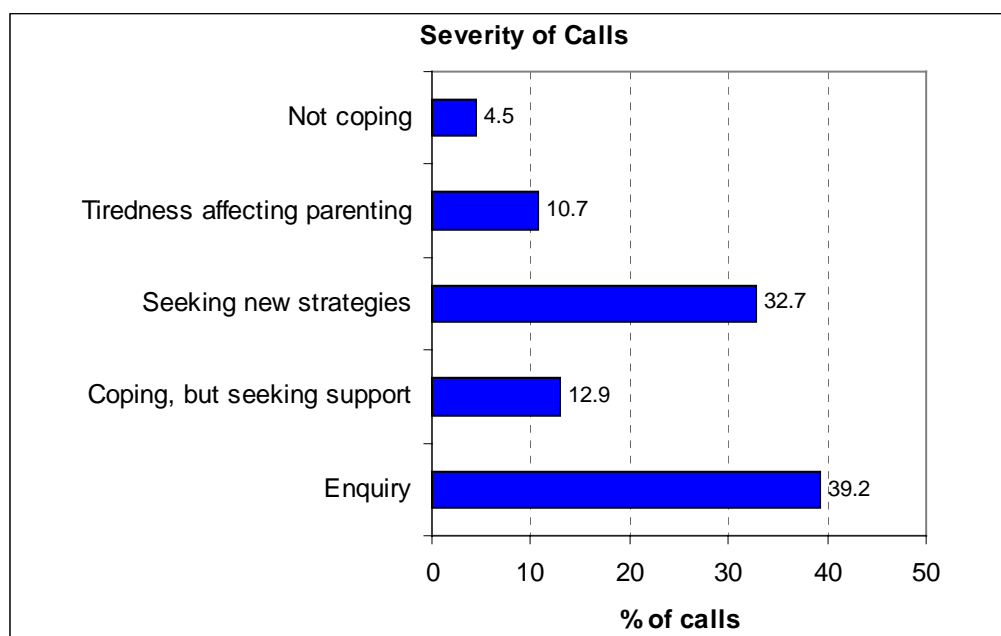
- The average age of the child of concern was 11.8 years. The table below shows the proportion of calls for each age group:

Less than 12 months	0%
1 to 4 yrs	8%
5 to 9 yrs	32%
10 to 14 yrs	25%
15 to 18 yrs	25%
Adult children	10%

- Females or mothers made 90% of calls about their child's mental or emotional health.
- Callers concerned about these issues were slightly older (39.5 years) than for all Parentline calls.
- Just over half of these callers were concerned about a male child (54%) while 46% were concerned about a female child.

## 4.7 Infant Care & Development

The majority of the 450 callers concerned about infant care were enquiring about issues related to feeding, sleeping, crying, toileting, growing and milestones in first five years of life. The graph below shows the nature of these calls.



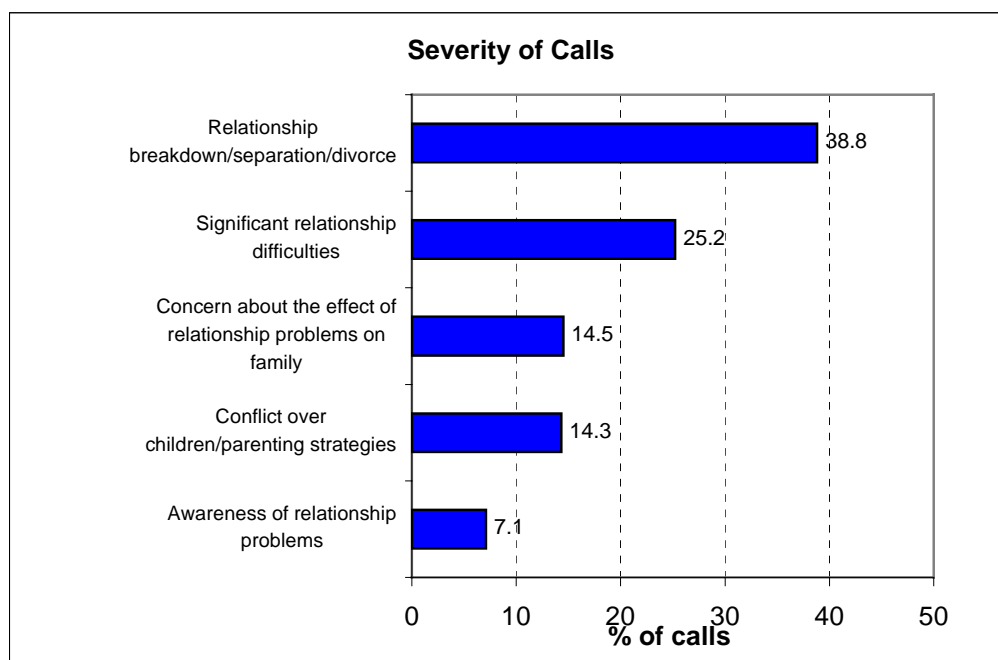
- Over half (54%) of these callers had 1 child while 36% had 2 children.
- The average age of callers' children at 2.5 years is almost 10 years younger than the trends across all calls. The table below shows the proportion of calls for each age group:

Less than 12 months	22%
1 to 4 yrs	70%
5 to 9 yrs	4%
10 to 14 yrs	1%
15 to 18 yrs	1%
Adult children	1%

- Consistent with the average age of the child being younger, younger parents (average age of 29.0 years) made calls concerning infant care and development.
- Female callers made 93% of these calls, making infant care and development the fifth most common reason females contacted the service and the tenth most common reason for males/fathers.

## 4.8 Parent-Parent Relationships

Calls concerning the relationship between parents ranked as the sixth-most common reason parents phoned the service. These 449 calls included problems between caller and their partner or intimate friend. Relationship issues between parents (or prime carers) include parents who are together or separated. The graph below shows the breakdown of these calls.



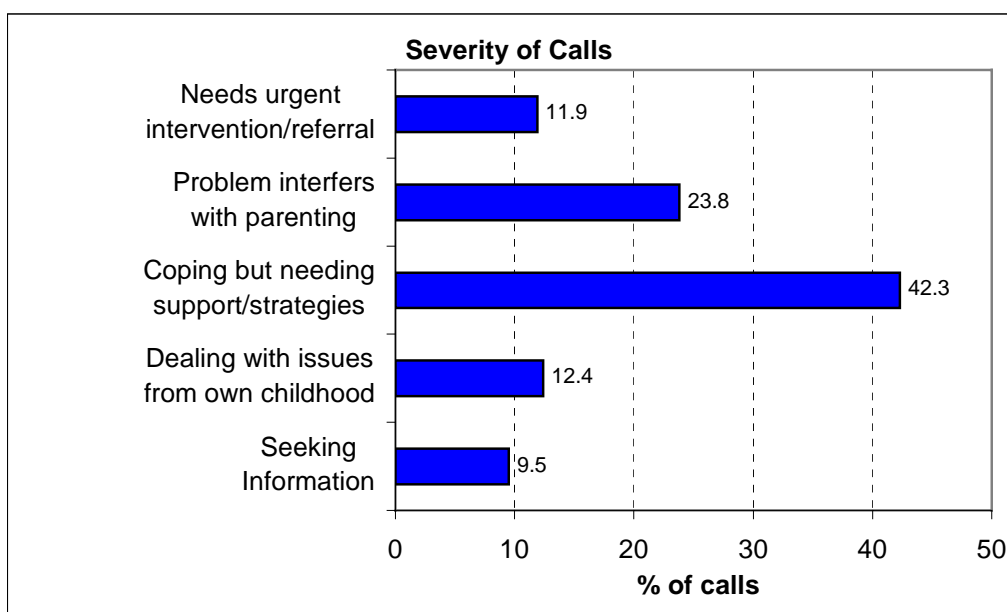
- Although females made 79% of these calls, parent relationship concerns were the fourth most common reason males contacted Parentline, and the sixth most common reason females contacted the service.
- The average age of callers' children was 8.1 years, with 60% of children under 10 years of age (see table below).

Less than 12 months	3%
1 to 4 yrs	29%
5 to 9 yrs	28%
10 to 14 yrs	25%
15 to 18 yrs	12%
Adult children	2%

- Consistent with the average age of the child being younger, younger parents (average age of 34.7 years compared to 37.0 years across all problems) made calls concerning parent relationships.

## 4.9 Mental/Emotional Health of Parent

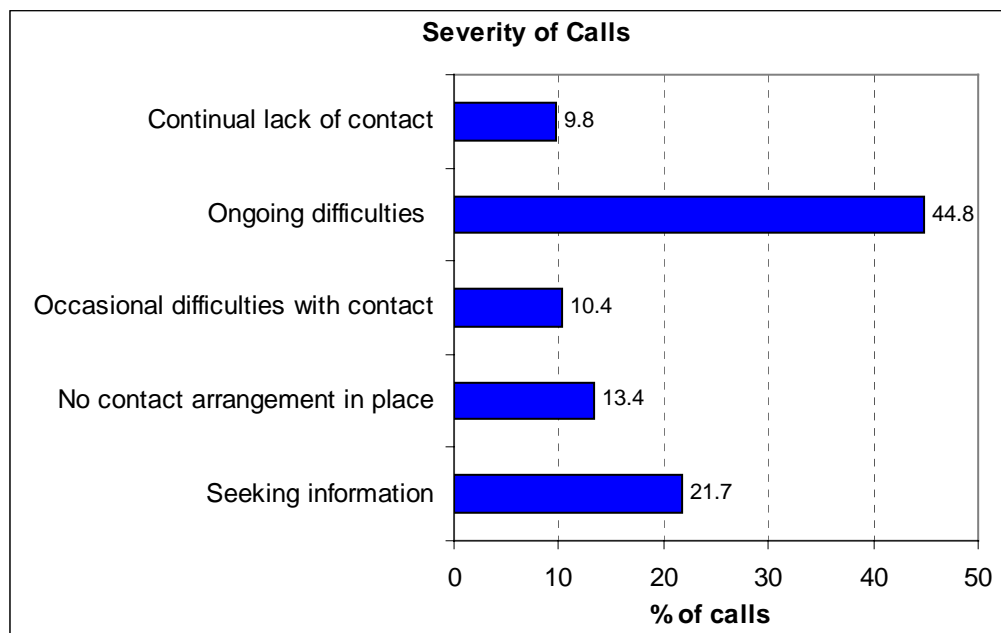
Parentline counsellors responded to 379 calls where the caller was concerned about the mental health or emotional well-being either of themselves or of a parent/prime carer. This includes diagnosed mental illness, grief, loneliness, etc. The graph below shows the nature of these calls.



- Callers had an average age of 37.1 years with females making 90% of calls about mental or emotional health, usually their own.

## 4.10 Contact

Problems about agreeing upon, or maintaining access arrangements with children accounted for 3.4% (341) of calls to Parentline. The graph below shows the nature of these calls.



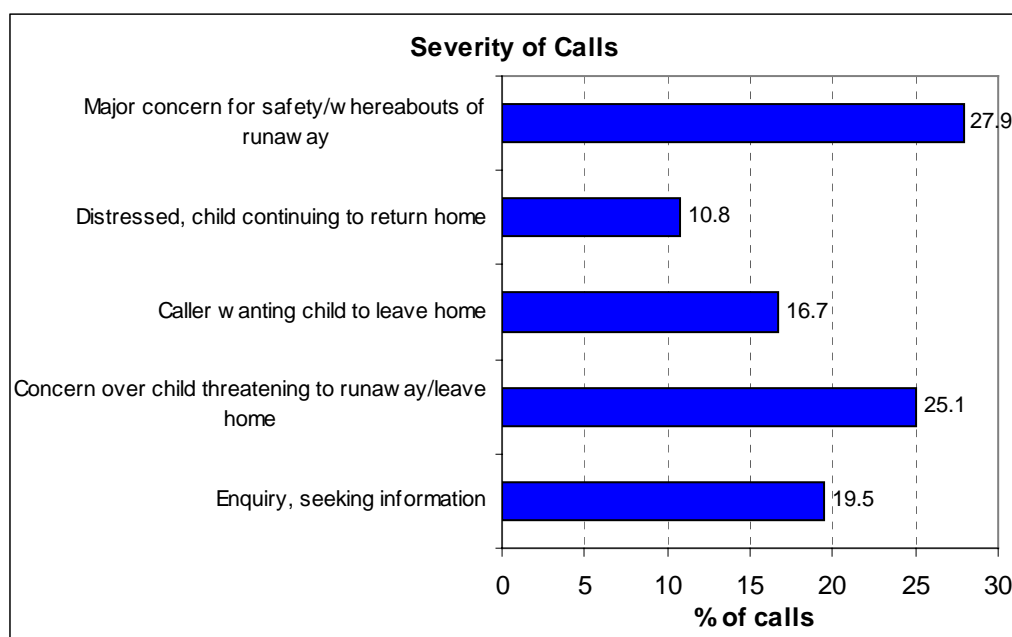
- For males, contact issues represented the third most common reason for contacting the service whereas it was ranked eleventh for females.
- The proportion of males who phoned about this issue is more than double the proportion across all calls (30% compared to 13% across all calls).
- The average age of callers' children at 7.6 years is more than 3 years younger than wider Parentline trends. The table below shows that 65% of callers had children less than 10 years of age.

Less than 12 months	2%
1 to 4 yrs	27%
5 to 9 yrs	36%
10 to 14 yrs	29%
15 to 18 yrs	6%
Adult children	0%

- The callers' age was slightly lower (average age of 34.9 years) than wider Parentline trends.

## 4.11 Runaway / Leaving Home

Parentline counsellors responded to 325 calls in which the caller was concerned about a child that had run away, left home or been told to leave. These include staying out overnight, safety issues, parents unsure of their child's whereabouts, frequent runaway behaviour, or child leaving prematurely. The graph below shows the severity of these calls.



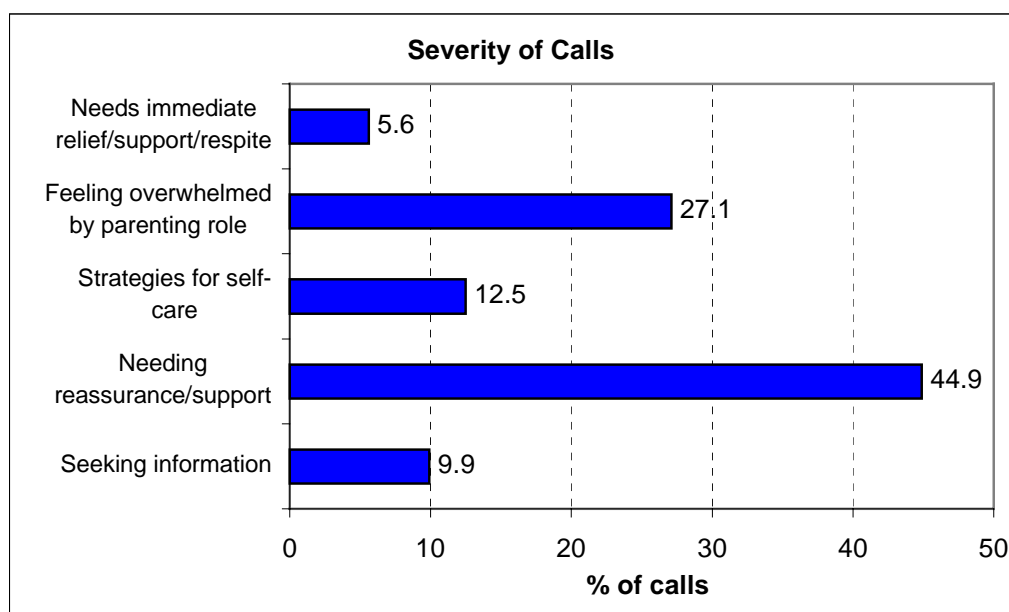
- Not surprisingly, the average age of children of concern was older, at 15.2 years. The table below shows the proportion of calls for each age group:

Less than 12 months	0%
1 to 4 yrs	0%
5 to 9 yrs	1%
10 to 14 yrs	38%
15 to 18 yrs	56%
Adult children	5%

- Consistent with the average age of the child being higher, older parents (average age of 41.8 years) made calls concerning runaways and leaving home. In addition, the majority (82%) of these callers were female.
- The child of concern was more likely to be a female (57%) than was the case across all problem types (43%).

## 4.12 Parent Role / Self Concept

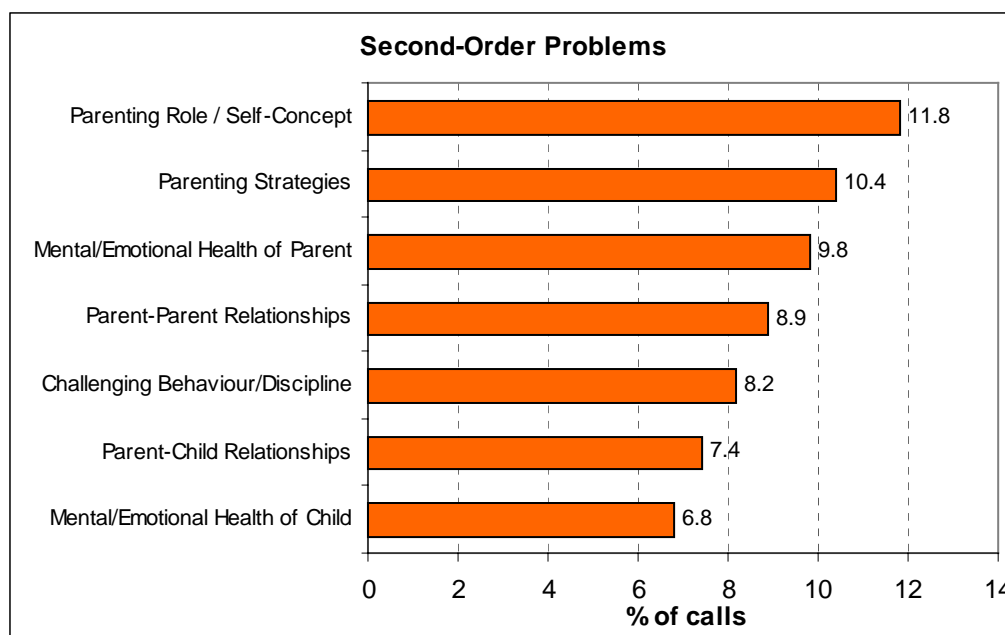
This category was the tenth most common reason callers phoned Parentline, accounting for 3.0% (304) of calls. These calls concern issues such as the pressures of parenting, uncertainty about adequacy as a parent, confusion about parenting role, juggling competing demands, self care and/or loss of sense of self to parenting. The graph below shows the breakdown of these calls.



- The average age of those who phoned about parent role or self concept was 35.5 years, slightly younger than wider Parentline caller trends.
- Females were responsible for 94% of these calls.
- On average callers' children were aged 9.6 years as compared to 10.9 years across all Parentline calls.
- The child or children of concern were more likely to be male (58%) than female (42%).

### 4.13 Second-Order Issues

Along with recording the main issue of concern, counsellors have the option of recording a secondary problem. A secondary problem was recorded for 34% of the 10,032 Parentline calls. Interestingly, the 3,400 secondary problems logged by counsellors did not follow the same pattern as the main problem categories. The most frequently logged second order problem was Parenting Role/Self-Concept (see graph below).



### 4.14 Second-Order Issues by Gender

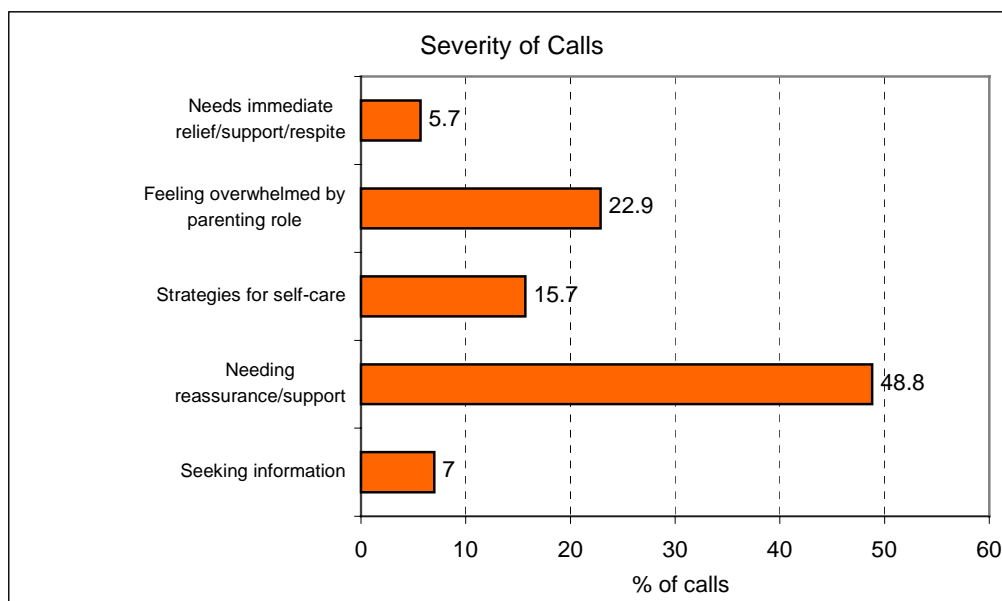
There are differences in the second-order issues that concern male and female callers. The table below shows the most common secondary concerns for both genders in rank order.

FEMALES	MALES
Parenting Role / Self Concept	Parent-Parent Relationship
Parenting Strategies	Parenting Strategies
Mental/Emotional Health of Parent	Parent-Child Relationship
Parent-Parent Relationship	Mental/Emotional Health of Parent
Challenging Behaviour/Discipline	Challenging Behaviour/Discipline
Parent-Child Relationship	Parenting Role / Self Concept
Mental/Emotional Health of Child	Contact

### Parenting Role / Self-Concept

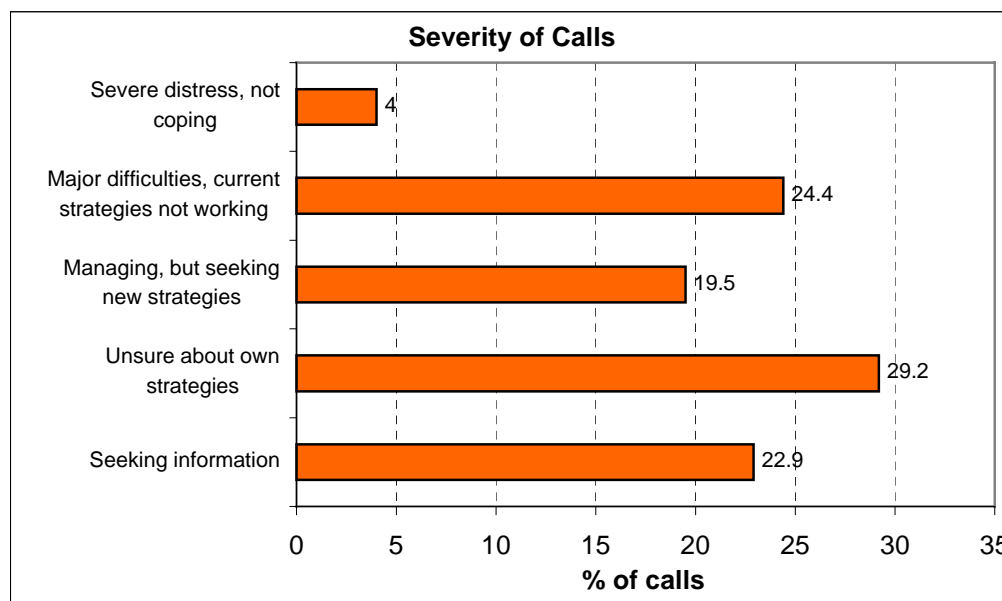
This category was the tenth most common reason callers phoned Parentline, but the most common second-order problem logged. In other words, these 402 callers were phoning regarding a main concern and also had significant concerns about their parenting role or self-concept.

These callers were concerned about issues such as the pressures of parenting, uncertainty about their adequacy as a parent, confusion about parenting role, juggling competing demands, self care and/or loss of sense of self to parenting. The graph below shows the breakdown of these calls.



### Parenting Strategies

These 354 callers were phoning regarding validation of strategies and/or needing to talk through disciplinary techniques. Over half of these callers were seeking information or unsure about their own strategies. The graph below shows the nature of these calls.



## 5 REFERRAL DATABASE AND REFERRALS

Parentline counsellors are supported by an extensive database of support services. The database lists services for parents and children such as child health services, family counselling services, clinical services for behaviour management, child care and parent support groups. The database allows counsellors to quickly identify relevant services within the caller's local community. Ensuring the database accurately reflects the services available to children and parents is critical to providing timely and appropriate referrals.

Over the past year, 35.1% (3,519) Parentline callers were referred to other services, which is consistent with the 99/00 referral figure (36%). The majority of referrals were for support services such as face-to-face counselling. Legal services, community and mental health services, statutory services, parenting support groups and parent effectiveness training groups were other services commonly referred to. Appendix A provides a detailed listing of the agencies Parentline callers were referred to.

Of the 3,519 specific referrals recorded 2,680 (76%) were accepted and 20 (<1%) were not accepted. The remaining 23% did not have this field completed.

### 5.1 Problem Types Most Often Referred

The proportion of calls referred vary according to the problem being discussed. Figure 1 displays the number and percentage of each problem type referred. The last 2 columns compare the percentage of calls for each problem type with the percentage of total referrals for each problem type. For example, 13.7% of all 3,519 referrals were for calls relating to 'interpersonal relationships' while 25.4% of all (1,896) 'interpersonal relationship' calls were referred to other services and agencies.

Over 45% of all 3,519 referrals were given to callers phoning about seven issues:

- Challenging behaviour/discipline
- Parent-child relationships
- Infant care and development
- Mental/emotional health of the child
- ADD/ADHD
- Parent-parent relationships
- Parenting strategies

However, a different pattern emerges for the proportion of callers referred from each problem category. For fourteen problem categories, more than half the callers were referred to other services and agencies:

- Neglect of child (child abuse)
- Sexual orientation
- Post natal adjustment
- Pregnancy
- Suicide/risk taking of child
- Employment/financial
- Family Law
- Domestic Violence
- ADD/ADHD
- Infant care and development
- Drug and alcohol use of child
- Physical abuse of the child
- Emotional abuse of child
- Childcare



Figure 1. Parentline Call

	No. of Calls	No. of Referrals	% of Calls Referred	% of Calls	% of Referrals
<b>INTERPERSONAL RELATIONSHIPS</b>	<b>1896</b>	<b>482</b>	<b>25.4%</b>	<b>18.9%</b>	<b>13.7%</b>
Child-Other	160	35	21.9%	1.6%	1.0%
Parent-Child	1076	266	24.7%	10.7%	7.6%
Parent-Other	160	19	11.9%	1.6%	0.5%
Parent-Parent	449	152	33.9%	4.5%	4.3%
Sibling Relationships	51	10	19.6%	0.5%	0.3%
<b>SEXUALITY</b>	<b>190</b>	<b>75</b>	<b>39.5%</b>	<b>1.9%</b>	<b>2.1%</b>
Sexual Behaviour	136	38	27.9%	1.4%	1.1%
Sexual Orientation	15	11	73.3%	0.1%	0.3%
Pregnancy	39	26	66.7%	0.4%	0.7%
<b>CHILD ABUSE</b>	<b>295</b>	<b>167</b>	<b>56.6%</b>	<b>2.9%</b>	<b>4.7%</b>
Emotional	29	16	55.2%	0.3%	0.5%
Neglect	62	46	74.2%	0.6%	1.3%
Physical	74	42	56.8%	0.7%	1.2%
Sexual	130	63	48.5%	1.3%	1.8%
<b>DRUG &amp; ALCOHOL USE</b>	<b>285</b>	<b>159</b>	<b>55.8%</b>	<b>2.8%</b>	<b>4.5%</b>
Of Child	250	142	56.8%	2.5%	4.0%
Of Family member	35	17	48.6%	0.3%	0.5%
<b>SCHOOL RELATED</b>	<b>351</b>	<b>123</b>	<b>35.0%</b>	<b>3.5%</b>	<b>3.5%</b>
School Authority	119	51	42.9%	1.2%	1.4%
Bullying	81	32	39.5%	0.8%	0.9%
School Adjustment	98	20	20.4%	1.0%	0.6%
Learning/Study	53	20	37.7%	0.5%	0.6%
<b>VIOLENCE</b>	<b>335</b>	<b>174</b>	<b>51.9%</b>	<b>3.3%</b>	<b>4.9%</b>
Domestic	86	52	60.5%	0.9%	1.5%
Physical/Sexual	7	2	28.6%	0.1%	0.1%
Violent Behaviour of Child	242	120	49.6%	2.4%	3.4%
<b>PRACTICAL ISSUES</b>	<b>290</b>	<b>159</b>	<b>54.8%</b>	<b>2.9%</b>	<b>4.5%</b>
Child Care	41	21	51.2%	0.4%	0.6%
Employment/Financial	123	79	64.2%	1.2%	2.2%
Legal/Juvenile Justice	126	59	46.8%	1.3%	1.7%
<b>POST NATAL</b>	<b>485</b>	<b>288</b>	<b>59.4%</b>	<b>4.8%</b>	<b>8.2%</b>
Infant Care & Development	450	264	58.7%	4.5%	7.5%
Post Natal Adjustment	35	24	68.6%	0.3%	0.7%
<b>RESIDENCE/CONTACT</b>	<b>557</b>	<b>281</b>	<b>50.4%</b>	<b>5.6%</b>	<b>8.0%</b>
Contact	341	148	43.4%	3.4%	4.2%
Family Law	216	133	61.6%	2.2%	3.8%
<b>BEHAVIOUR MANAGEMENT</b>	<b>2109</b>	<b>752</b>	<b>35.7%</b>	<b>21.0%</b>	<b>21.4%</b>
Challenging Behaviour/Discipline	1167	461	39.5%	11.6%	13.1%
Parenting Strategies	617	152	24.6%	6.2%	4.3%
Runaway/Leaving Home	325	139	42.8%	3.2%	3.9%
<b>HEALTH/WELLBEING OF PARENT</b>	<b>738</b>	<b>187</b>	<b>25.3%</b>	<b>7.4%</b>	<b>5.3%</b>
Physical/Disability	33	12	36.4%	0.3%	0.3%
Mental/Emotional	379	108	28.5%	3.8%	3.1%
Parenting Role/Self Concept	304	62	20.4%	3.0%	1.8%
Suicide of Parent	22	5	22.7%	0.2%	0.1%
<b>HEALTH/WELLBEING OF CHILD</b>	<b>896</b>	<b>454</b>	<b>50.7%</b>	<b>8.9%</b>	<b>12.9%</b>
ADD/ADHD	275	164	59.6%	2.7%	4.7%
Mental/Emotional	468	205	43.8%	4.7%	5.8%
Physical/Development/Disability	80	38	47.5%	0.8%	1.1%
Suicide/Risk Taking	73	47	64.4%	0.7%	1.3%
<b>OTHER CALLS</b>	<b>1605</b>	<b>218</b>	<b>13.6%</b>	<b>16.0%</b>	<b>6.2%</b>
	<b>10032</b>	<b>3519</b>	<b>35.1%</b>		

## 5.2 Agencies Most Often Referred

When examining the services and agencies which callers are most often referred, fourteen services emerged:

- The Riverton Centre
- Department of Families, Youth and Community Care
- Centacare
- Child and Youth Mental Health Services
- Child Health Centres
- Lifeline (face to face counselling services)
- ADDISS
- Family Court Counselling
- Relationships Australia
- Community Health Centre
- Kids Help Line
- Legal Aid
- Crisis Care
- Juvenile Aid Bureau.

## 5.3 Services Needed But Not Available

Parentline counsellors collect information on services needed but not available in the caller's area. The following table lists the caller's postcode and the services which they think are needed in their area.

Service needed	Caller's Postcode
Courses to help parents help with homework	4000
Parents with add/children coping with parents ADD	4000
24 hour legal advice	4000
Advocacy in relation to child support agency	4000
Support group for people suffering panic attacks	4000
After hours non-urgent sexual abuse investigation	4000
Support for teenage ADHD child	4000
Support 4 parents of lennox-gastaut syndrome kids	4012
Help with adolescent who refuses counselling	4017
Respite care for aspergers /disabled teenager	4020
Free counselling	4034
Access to info on school holiday camps in QLD	4053
Accommodation for 15 y.o. (respite)	4074
Counselling service for children with grief	4075
More local counselling services	4077
Social contact group for parents	4103
Youth clubs	4107
Free counselling services	4109
After hours child care	4114
Access to specialists at Logan Hospital	4114
Health/education support for learning disorders	4121

Service needed	Caller's Postcode
Facilities for supervised parental visitation	4127
Behaviour management for gifted child	4131
Emergency accommodation for families	4132
Better public transport	4132
Adopt a grandparent service	4152
Education mediation forum	4160
Parent resource library	4164
Service for violent adolescents non-voluntary	4207
Home help for single mum with 5 children	4207
Assistance to keep child in school	4207
Surrogate grandparents or aunties & uncles	4211
Help/intervention with violent child	4215
Parenting courses/behaviour management	4215
Group for sexual assault victims under 15	4217
Support service for multiple birth	4217
Youth centre and youth recreational resources	4221
Respite for 12 & 14 yo children	4285
Mens support group (single parent)	4300
Handover point for parents to hand over children	4300
After hours disability support worker	4300
Child health worker to come to home to observe	4301
School assistance for child with learning difficulty	4301
Face-to-face counselling services available during public holiday season	4301
Increased psychiatric support, easier access	4305
Mens information/support group	4305
Adopt a grandparent programme	4305
Family counselling and support	4341
No-cost family counselling	4350
Emergency service for child talking about suicide	4350
Respite for violent youth	4370
Emergency after hours family law legal advice	4401
Respite care for parent & children	4405
Triple-P parenting course	4487
Counselling, respite care, financial help	4487
Need for respite care for ADD child	4505
Respite for parent from violent child	4505
Specialised schooling for ADHD kids	4510
Runaway collection and return service	4510
Counselling for abusive adolescent boys	4556
Assistance with Aspergers syndrome youth	4558
Toughlove group	4558
Respite somewhere to send child - full- or part-time	4560
Assessment/assistance for possible Mentally ill child	4626
More face to face counselling service	4650
Psych services for teenagers	4670
Respite care for ADHD downs syndrome child	4670

Service needed	Caller's Postcode
Practical support - no cost counselling and psychological assistance	4674
Counselling service for children	4677
Sexual perpetrator counselling	4680
Hard to find relevant services in phone book	4700
Facilities for supervised access	4700
Low cost legal representation	4700
Free personal counselling	4700
Counselling for kids with ADD, anger management	4700
Parents with out partners	4720
Mens support group for single fathers	4730
Not enough counselling	4740
Counselling (adult/youth/family)	4802
Respite care for her son	4810
Inpatient psych treatment	4810
Effective behaviour management program	4810
Multiple birth group or society	4820
Mens support group single fathers	4870
Assistance with advocacy for child with school	4870
TripleP course in Cairns	4870
Specialised support for post natal depression	4870

## 6 FEEDBACK SYSTEM

### 6.5a Positive Feedback

The Parentline database contains a category for recording feedback when callers ring to make comments about the service. Four percent or 69 of the 1,605 calls logged as ‘Other’ were positive feedback. The majority of feedback collected over the past year centred around callers wanting to: express thanks for support they had received (25%); to report on progress, improvement or positive changes in their lives (22%); or to express both thanks and report on progress (37%). Callers also rang to give positive feedback about the television commercials and magazine (12%) produced by the Department of Families, Youth & Community Care while a small number (4%) just wanted to say that Parentline was a good service.

Examples of positive feedback from Parentline callers included:

- *“Thank you for your help, I have now organized a meeting between my daughter’s psychiatrist and school and everyone is happy and looking forward to the meeting. I feel positive and feel that this could be a new beginning for all involved.”*
- *“Just wanting to say thanks for the information you provided to me yesterday and also to say that I tried a self-care strategy we talked about and I can’t believe the difference it made to my stress level.”*
- *“Thank you so much, I have tried the new strategies with my son that evolved after my 2 calls with you last week. I have also lightened up and everything has turned around – thank you Parentline for being there.”*
- *“I am calling to leave a message for my counsellor to let them know that I contacted Family Services and Relationships Australia and to say how that went.”*
- *Caller rang to say she was impressed by the soothing music used in the Parentline TV commercials - “it was very appropriate for the service.”*
- *“Thank you Parentline for your help when my daughter was bulimic.”*
- *“Ringing to say I have been allocated medium term housing for my family after the referral you gave me.”*
- *“Thanks you for helping me get through my crisis yesterday – thank you Parentline for being there for people in need.”*

### **6.5b Complaints**

- The Parentline complaint system promotes a collaborative approach to problem solving. It is a valued part of the service and is consistent with the principles of client-centred practice and empowerment.
- Complaints are recorded on a complaint form by any member of the service and are referred to a Supervisor. All complaints are treated seriously with action taken to address issues of concern raised.
- Where a complaint involves a counsellor (and the caller identifies enough information for the non-identifying record of the call to be located on the database), a Supervisor locates the call record and discusses the complaint with the counsellor.
- The counsellor's views of the call are recorded and an agreement is reached about an appropriate course of action. This process ensures that issues are addressed and a high quality of service delivery is maintained.
- Of the 10,032 calls over the past year, 7 complaints were received.

## 7 CONCLUSION

This report describes Parentline service delivery for the twelve months, July 2000 to June 2001. The service is reflected through detailed caller data.

The service comprises telephone based counselling, information and referral, focused upon the caller's concerns in relation to the child/ren, the caller's role as a parent, and the relationship between caller and the child/ren.

Clients benefit from the *process* of counselling by being listened to, in a way which is respectful, empathic, responsive, constructive and non-judgmental. Clients benefit from the *results* of counselling, information and referral through making progress, or better managing, or resolving the issues which were the focus of the counselling provided.

These benefits contribute to parents providing valued parenting to their children over time which is safe, supportive and nurturing. In this way, Parentline contributes to a society in which children, young people and their caregivers develop and sustain valued parenting relationships.



## APPENDIX A – PARENTLINE REFERRALS

### PARENTLINE REFERRALS - 1 JULY 1999 TO 30 JUNE 2000

COUNT	SERVICE PROVIDER	POSTCODE
241	Riverton Centre	4011
107	ADDISS	4064
90	Family Court Counselling	4001
67	Centacare (Catholic Family Welfare)	4006
61	Kids Help Line	4059
53	Crisis Care	4001
46	Palm Beach Family Support Service	4221
43	Women's Legal Service Inc	4103
41	Legal Aid Telephone Info Service	4000
39	REFS (Regional Extended Family Services)	4558
37	Women's Infolink	4002
32	ADIS (Alcohol & Drug Information Service)	4001
31	Family Help Line	4001
30	Centacare (Catholic Family Welfare)	4558
29	Families, Youth & Community Care Qld	4558
29	MensinfoLine	4102
28	Relationships Australia	4000
26	Kinnections	4102
26	Families, Youth & Community Care Qld	4001
25	Child Health Centre	4215
25	Relationships Australia	4127
24	Lifeline	4006
24	Lifeline	4218
24	Centacare (Catholic Family Welfare)	4810
20	Dispute Resolution Centre	4001
20	DIAL (Disability Information & Awareness Line)	4001
20	Centacare (Catholic Family Welfare)	4870
20	Families, Youth & Community Care Qld	4218
20	Centacare (Catholic Family Welfare)	4350
20	Family Therapy & Counselling Clinic	4034
20	Relaxation Centre of Qld	4006
19	Sunnybank Family Support Inc	4109
19	Lifeline	4157
19	Children's Commission of Qld	4002
18	Youth & Family Service	4114
18	Child & Youth Mental Health Service	4558
17	Child Care Information Service	4001
16	Centacare - Relationship & Family Support Service	4670
16	Lifeline - Ipswich & West Moreton	4305
16	Peninsula Community Support Services	4020
15	Alcohol & Drug Counselling Service	4004
15	Aunties & Uncles (Qld) Ltd	4034
15	Child & Youth Mental Health Service	4215
15	Child Health Centre	4350
15	Triple P Clinic	4072
15	Qld Centre for Learning & Behaviour Disorders	4066



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
14	Child & Youth Mental Health Service	4120
14	Talera Centre Child & Family Therapy	4121
14	Centacare (Catholic Family Welfare)	4700
14	Lifeline	4350
14	Families, Youth & Community Care Qld	4114
14	Child & Youth Mental Health Service	4305
14	Calcare	4551
13	Positive Parenting Coordination Section	4001
13	Child Health Centre	4032
13	Child & Youth Mental Health Service	4510
12	In-SYNC Redlands	4163
12	Centacare (Catholic Family Welfare)	4226
12	Centacare (Catholic Family Welfare)	4740
12	Child Health Centre	4122
12	Child Health Centre	4558
12	Lifeline	4510
12	Men's Information & Support Service	4035
11	Families, Youth & Community Care Qld	4305
11	Drug-Arm	4001
11	Families, Youth & Community Care Qld	4122
11	Relationships Australia	4122
11	Families, Youth & Community Care Qld	4032
11	Women's Health Qld Wide Inc	4004
11	Families, Youth & Community Care Qld	4350
11	Family Court Counselling	4810
11	Families, Youth & Community Care Qld	4510
11	Education Queensland	4002
11	Child Health Services	4118
10	Noosa District Family & Youth Support Centre	4563
10	Child & Youth Mental Health Service	4051
10	FPQ - Family Planning Qld	4006
10	Domestic Violence Resource Centre	4101
10	Families, Youth & Community Care Qld	4870
10	Griffith University Psychology Clinic	4111
10	Asperger's Syndrome Support Network (Qld) Inc	4501
10	Child & Youth Mental Health Service	4350
10	Child & Youth Mental Health Service	4163
10	Grief & Bereavement Support Brisbane	4012
9	The Hothouse (Alcohol & Drug Services)	4066
9	Salvation Army	4001
9	Child, Youth & Family Health	4151
9	Northside Community Counselling Centre	4031
9	Assoc of Private Practising Psychologists	4066
9	Reconnect	4217
8	Families, Youth & Community Care Qld	4207
8	Lifeline	4870
8	Families, Youth & Community Care Qld	4163
8	Families, Youth & Community Care Qld	4740
8	Eating Disorders Resource Centre	4064
8	ARAFMI Brisbane Inc	4005
8	Child & Youth Mental Health Service	4012



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
8	Qld University Psychology Clinic	4067
8	Child & Youth Mental Health Service	4814
8	Child & Youth Mental Health Service	4114
8	Parentline	4059
8	Toughlove	4505
8	Bush Children's Health Scheme	4020
7	Community Health Centre	4207
7	Child & Youth Mental Health Service	4220
7	Community Health Services	4510
7	Lifeline	4558
7	Nerang Youth Space	4211
7	Families, Youth & Community Care Qld	4020
7	Parent Aide Unit	4101
7	Bayside Adolescent Boarding Inc	4178
7	Toughlove	4054
7	Child Health Centre	4305
7	Relationships Australia	4870
7	Child & Youth Mental Health Service	4870
7	NAPCAN Qld	4001
6	BoysTown	4285
6	Child Exploitation Investigation Squad	4000
6	Maroochy Neighbourhood Centre	4558
6	Alcohol & Drug Dependency Service	4558
6	Families, Youth & Community Care Qld	4650
6	Neighbourhood Centre	4211
6	Community Health Centre	4500
6	Community Health Centre	4114
6	Juvenile Aid Bureau	4114
6	Neighbourhood Centre Inc	4075
6	Family Support Centre	4205
6	Australian Breastfeeding Association	4101
6	Child Health Centre	4055
6	Child Health Centre	4077
6	Child Health Centre	4814
6	Child & Family Health	4700
6	Child & Youth Mental Health Service	4670
6	Child & Youth Mental Health Service	4700
6	Relationships Australia	4500
6	Relationships Australia	4810
6	Missing Persons Unit - Qld Police	4000
6	Nth Coast Family Counselling Centre	4558
6	Matching Mothers	4122
5	Community Mental Health Service	4034
5	Child Health Centre	4207
5	Logan West Community Centre	4118
5	Families, Youth & Community Care Qld	4670
5	Zig Zag Young Women's Resource Centre	4152
5	Brisbane Youth Service	4006
5	Community Health Services	4680
5	Jigsaw Qld Inc	4005
5	Young Parents Program	4053



COUNT	SERVICE PROVIDER	POSTCODE
5	Lifeline - Mackay/Whitshunday	4741
5	Juvenile Aid Bureau	4558
5	Community Psychiatric Services	4220
5	Sunnybank Neighbourhood Centre	4109
5	Domestic Violence Telephone Service	4557
5	Parent Aide Unit	4006
5	ATODS (Alcohol Tobacco & Other Drug Services)	4215
5	Child & Family Health Centre	4370
5	Child & Youth Mental Health Service	4740
5	Child & Youth Mental Health Service	4102
5	Anti-Discrimination Commission Qld	4064
5	Youth & Family Association	4502
5	Community Health Centre	4567
5	Creche & Kindergarten Assoc of Qld	4064
5	Coolum Youth & Community Assoc	4573
5	Post Natal Disorders Support Group Association	4120
5	Toughlove Coolum	4053
5	Child Health Centre	4068
4	Alcohol, Tobacco & Other Drug Services	4810
4	Lifeline	4814
4	Playgroup Association of Qld Inc	4066
4	RAP Program	4129
4	Pregnancy Counselling Link	4000
4	Child Support Agency	4001
4	Youth Service	4670
4	Alcohol, Tobacco & Other Drugs Service	4670
4	Community Health Centre	4217
4	Neighbourhood Centre Caboolture Inc	4510
4	Families, Youth & Community Care Qld	4300
4	Centrelink	4006
4	Teen Challenge Outreach Centre	4122
4	Community Health Service	4570
4	Families, Youth & Community Care Qld	4570
4	Lifeline	4570
4	Child & Youth Mental Health Service	4077
4	Salvation Army	4114
4	Caxton Legal Service	4005
4	Families, Youth & Community Care Qld	4700
4	SPELD Qld Inc	4007
4	Families, Youth & Community Care Qld	4817
4	Juvenile Aid Bureau	4122
4	Windsor Youth Shelter - Youth Emergency Services	4030
4	Community Health Centre	4178
4	Families, Youth & Community Care Qld	4178
4	Regional Domestic Violence Service	4870
4	Juvenile Aid Bureau	4000
4	North-East Community Support Group Inc	4034
4	Relationships Australia	4700
4	McLaughlin House	4220
4	Child Health Centre	4165
4	Community Health Centre	4300



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
4	Child Health Centre	4012
4	Community Health Centre	4020
4	Child Health Centre	4178
4	Ansua Learning Centre	4064
4	Options	4114
4	Women's Health Centre	4702
4	Young People At Risk Program	4655
4	Family Court Counselling	4870
4	Child Health Centre	4740
4	Child Health Centre	4560
4	Child Health Centre	4567
4	ADD Support Group	4305
4	Child & Youth Mental Health Service	4178
4	Child & Youth Mental Health Service	4500
4	Family Skills Training	4127
4	Community Mental Health Centre	4350
4	Relationships Australia	4350
4	Parent Effectiveness Training	4053
4	Just Ask Adolescent Counselling	4870
4	Centacare (Catholic Family Welfare)	4610
4	Rockhampton Community Legal Centre	4700
3	Family & Youth Support Service Inc	2485
3	Beenleigh Neighbourhood Centre	4207
3	Families, Youth & Community Care Qld	4805
3	Volunteering Qld	4001
3	Australian Red Cross	4001
3	Juvenile Aid Bureau	4217
3	Lifeline	4670
3	Neighbourhood Care	4670
3	Addiction Help Agency - AHA	4870
3	Alcohol & Drug Dependency Service	4870
3	Community Health Centre	4820
3	Centrelink	4032
3	Community Health Centre	4221
3	Community Health Centre	4720
3	Community Advisory Service	4680
3	Poisons Information Centre	4029
3	Adolescent Mental Health	4005
3	Families, Youth & Community Care Qld	4077
3	Inala Youth & Family Support Service	4077
3	ICYS -Ipswich Community Youth Service Inc	4305
3	Police Service - Qld	4305
3	Young People's Health & Community Health	4305
3	Juvenile Aid Bureau	4740
3	Sunshine Coast Youth & Family Services	4558
3	Centrelink	4650
3	Gold Coast Youth Service Inc	4220
3	Anglican Women's Hostel	4005
3	Qld Association for Mental Health	4005
3	FPQ - Family Planning Qld	4810
3	St Vincent's Centre for Family & Youth Programs	4014



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
3	Salvation Army Community Services	4032
3	The Annexe -Redcliffe Youth Health Info Service	4020
3	Legal Aid Office	4700
3	Juvenile Aid Bureau	4017
3	Legal Aid Office	4215
3	Families, Youth & Community Care Qld	4120
3	Effectiveness Training Institute of Australia	4109
3	Parent Education Centre	4068
3	Community Health Service	4810
3	Families, Youth & Community Care Qld	4811
3	Centrelink	4810
3	Community Mental Health Service	4114
3	Child & Youth Mental Health Service	4104
3	East Brisbane Community Centre	4151
3	Career Information Centre Brisbane	4001
3	Logan Women's Health Centre	4114
3	PFLAG	4102
3	Cairns Base Hospital	4870
3	Relationships Australia (Qld)	4740
3	Wahroonga Family Counselling Centre	4700
3	Child Development Unit	4053
3	Behaviour Research & Therapy Centre	4029
3	Neighbourhood Centre	4508
3	Qld Assoc for Gifted & Talented Children Inc	4053
3	Carers - Qld Council	4152
3	Autism Association Qld Inc	4109
3	Child & Family Health Centre	4670
3	Child Health Centre	4551
3	Community Health Centre	4655
3	Townsville Area Street Kids Association	4817
3	Child & Family Therapy Unit	4029
3	Toughlove	4740
3	Community Services & Salvo Care Line	4560
3	Women's Information & Referral Centre	4870
3	Deception Bay Community Youth Program Inc	4508
3	Sandgate & Bracken Ridge Action Group Inc	4017
3	The Smith Family	4006
3	Domestic Violence Regional Service	4305
3	Child & Youth Mental Health Service	4650
3	ISIS Centre for Women's Action on Eating Issues	4102
3	Early Intervention Service	4870
3	Maroochy YACCA	4558
3	Community Health Centre	4878
3	Centacare (Catholic Family Welfare)	4650
3	Dispute Resolution Centre	4740
3	Reconnect	4101
3	Parentline	3011
2	Community Health Centre	2485
2	Community Services (DOCS) Dept	2485
2	Community Services (DOCS) Dept	2480
2	Parent Line	2000



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
2	Tweed Heads District Hospital	2485
2	The Women's Centre	4814
2	Youth Housing Project Assoc Inc	4030
2	North West Boarding Inc	4051
2	Juvenile Aid Bureau	4055
2	Holyoake	4004
2	Burdekin Neighbourhood Centre	4807
2	Illoura Centre	4285
2	Beenleigh Area Youth Service	4207
2	Neighbourhood Centre - Bribie Island & District	4507
2	Child Abuse Investigation Unit	4001
2	Youth Dept for Seventh-Day Adventist Church	4000
2	Police Service - Qld	4118
2	Bundaberg Base Hospital	4670
2	Juvenile Aid Bureau	4670
2	Women's Domestic Violence Service	4670
2	Caboolture Family Haven Inc	4510
2	Community Mental Health Service	4870
2	Juvenile Aid Bureau	4870
2	Community Health Centre	4551
2	Sunshine Coast Women's Crisis Service	4558
2	Police Citizens Youth Club	4006
2	Community District Liaison Officer	4006
2	Families, Youth & Community Care Qld	4006
2	Gay & Lesbian Welfare Services	4006
2	PACT - Protect All Children Today	4114
2	Neighbourhood Centre	4680
2	Gympie Widgee Youth Services	4570
2	Community Health Service	4860
2	FPQ - Family Planning Qld	4305
2	Ipswich Community Aid Inc	4305
2	St Vincent de Paul Society	4305
2	Hebron House	4059
2	Juvenile Aid Bureau	4810
2	Community Health Centre	4740
2	Alcohol & Drug Dependency Service	4740
2	Community Health Centre	4880
2	Community Health Centre	4558
2	Centrelink	4558
2	Christian Outreach Centre	4650
2	Mount Isa Family Support Program	4825
2	Christian Outreach Resource Centre	4560
2	Kalwun Development Corporation Ltd	4211
2	Juvenile Aid Bureau	4077
2	Anglicare	4702
2	FPQ - Family Planning Qld	4700
2	Juvenile Aid Bureau	4700
2	Drug & Alcohol Service	4700
2	Salvation Army	4215
2	Citizens Advice Bureau	4215
2	Shaftesbury Citizenship Centre	4004



COUNT	SERVICE PROVIDER	POSTCODE
2	Juvenile Aid Bureau	4502
2	Kath Dickson Family Centre Association	4350
2	Legal Aid Office	4350
2	FPQ - Family Planning Qld	4350
2	Barrett Adolescent Centre	4076
2	Inala Youth Service	4077
2	Young Women's Place Inc	4350
2	Drug-Arm	4350
2	Domestic Violence Service	4510
2	Domestic Violence Service	4215
2	The Base - Youth & Community Action	4300
2	Child Health Service	4064
2	Child Health Centre	4127
2	Community Child Health Service	4109
2	Toughlove	4660
2	Young Mothers for Young Women Network	4102
2	Learning Support Services	4030
2	Rural Community Health Services	4341
2	Community Centre	4220
2	Gold Coast Eating Disorders Assoc Inc	4218
2	Alcohol & Drug Service	4068
2	Noosa Youth Service - Youth Support Program	4565
2	Women Helping Women	4551
2	Young Women's Network	4570
2	Management of Young Children Program	4558
2	Community Health Centre	4560
2	Aust Transgender Support Asc Inc	4005
2	WAVSS - Working Against Violence Support Group	4114
2	Holy Spirit Centre	4034
2	Centacare - Family Support Worker	4825
2	The Portiuncula Centre	4352
2	Sexual Assault Service	4350
2	Methadone Clinic & Alcohol & Drug Program	4101
2	Princess Alexandra Hospital	4102
2	Royal Children's Hospital	4029
2	Wide Bay Women's Health Centre	4655
2	Lifeline	4127
2	Community Mental Health Service	4814
2	Toehold	4101
2	Beenleigh Mental Health Service	4207
2	Young People At Risk Program	4558
2	Aishling Respite Services	4207
2	Western Gateway Youth & Family Service	4300
2	Regional Extended Family Service	4352
2	Outer Northern Housing	4034
2	Anglican Caring Group	4610
2	Anglicare Youth Accommodation Support	4207
2	Anglicare's Youth Accommodation Support &	4163
2	Centrelink	4715
2	Redland Community Centre	4157
2	Relationships Australia	4573



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
2	Youth Enterprise Trust	4270
2	Ipswich Hospital	4305
2	Logan Hospital	4129
2	Mater Public Hospital	4101
2	Southport Hospital	4215
1	Domestic Violence Line	2012
1	Bondi Youth Accommodation	2022
1	Cooma Family Support Service	2630
1	Community Services (DOCS) Dept	2450
1	Community Services (DOCS) Dept	2565
1	Community Services (DOCS) Dept	2751
1	The Smith Family	2650
1	Alcohol & Drug Service	2485
1	Community Health Centre	2835
1	Upper Hunter Community Health Nursing	2333
1	Karitane	2163
1	Mt Druitt Hospital	2770
1	Outward Bound Australia	2620
1	Nursing Mothers' Assoc	821
1	Rosies Youth Mission	4211
1	Outgoing Development Australia	4035
1	Abused Child Trust	4010
1	Women's Centre	4883
1	Blair Athol Homeless Persons Program	4225
1	Community Health Centre	4715
1	Outlook Community Resource Centre	4310
1	Booval Community Service	4304
1	Brisbane City Council Recreation Unit	4001
1	Duke of Edinburgh's Award	4001
1	Wesley Mission Brisbane	4000
1	Adult Adoption Information System	4001
1	Alateen	4670
1	Citizens Advice Bureau Inc	4670
1	Legal Aid Qld	4670
1	Centrelink	4510
1	Juvenile Aid Bureau	4510
1	Caboolture Area Youth Service	4510
1	Community Health Centre	4870
1	Salvation Army	4870
1	FPQ - Family Planning Qld	4870
1	Shelter Housing Action	4870
1	Yuddika Aboriginal & Torres Strait Islander Corp	4870
1	Youth Link - Youth Service Providers	4870
1	JET Child Care	4170
1	Whitsunday Women's Service Inc	4802
1	Juvenile Aid Bureau	4157
1	Families, Youth & Community Care Qld	4470
1	Community & Child Health	4413
1	St Vincent de Paul Society	4216
1	St David's Neighbourhood Centre	4108
1	Salvation Army	4006



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
1	Special Education Unit	4075
1	Suncoast Community Legal Service	4558
1	Community Health Centre	4405
1	Juvenile Aid Bureau	4405
1	Lifeline	4405
1	Mission Australia	4120
1	Intergrated Area Mental Health Service	4006
1	Nicklin Program	4034
1	Families, Youth & Community Care Qld	4680
1	Centrelink	4680
1	Juvenile Aid Bureau	4680
1	Youth Focus	4551
1	Community Centre Inc	4300
1	Community Health Services	4390
1	Brisbane Rape & Incest Survivors Support Centre	4102
1	Community Health Centre	4077
1	Centrelink	4077
1	Assembly of God Youth	4077
1	Community of Inala Legal Service	4077
1	Community Health Service - Aboriginal & TSI	4077
1	Hinchinbrook Community Support Centre	4850
1	Families, Youth & Community Care Qld	4860
1	Community Support Centre	4860
1	Centrelink	4305
1	Ipswich Independent Youth Service	4305
1	Juvenile Aid Bureau	4305
1	Office of Sport & Recreation	4305
1	Churches of Christ	4069
1	Community Health Centre	4610
1	Police Citizens Youth Club	4021
1	Neighbourhood Centre	4500
1	Office of Sport & Recreation	4002
1	Youth Care & Counselling	4164
1	Crisis Accommodation Support Association	4740
1	Centrelink	4740
1	Ruth's Womens Shelter	4870
1	Coastal Mental Health Service	4558
1	Legal Aid Office	4558
1	Community Health Centre	4650
1	Juvenile Aid Bureau	4650
1	Lifeline	4650
1	Alcohol & Drug Dependency Service	4220
1	Community Health Centre	4746
1	Neighbourhood Centre	4744
1	Nathanael House Youth Shelter	4122
1	Families, Youth & Community Care Qld	4605
1	St Vincent de Paul Society	4211
1	Community Centre - Red Hill/Paddington	4065
1	Hervey Bay Hospital	4655
1	Salvation Army	4700
1	Jack's House	4700



COUNT	SERVICE PROVIDER	POSTCODE
1	Lifeline	4700
1	Sexual Health Services	4700
1	Juvenile Aid Bureau	4455
1	Neighbourhood Centre	4455
1	St Vincent de Paul Society	4101
1	Centrelink	4215
1	FPQ - Family Planning Qld	4215
1	Gold Coast Hospital Social Work Department	4215
1	Project for Homeless Youth	9726
1	Harrison House Residential Care Program	4215
1	Sexual Assault Support Service	4215
1	Centrelink	4120
1	Families, Youth & Community Care Qld	4500
1	Christian Family Centre	4074
1	Juvenile Aid Bureau	4068
1	School Guidance Counsellor	4817
1	Centrelink	4066
1	Centrelink	4350
1	Alcohol & Drug Dependence Unit	4350
1	Juvenile Aid Bureau	4350
1	Police Service - Qld	4810
1	Police Citizens Youth Association	4810
1	Salvation Army	4810
1	Community Centre - Upper Ross	4815
1	Legal Aid Office	4810
1	Sexual Health Service	4810
1	Cardwell Shire Community Support Centre	4854
1	Community Health Centre	4370
1	Immigrant Women's Support Service	4101
1	Guidance Service, Education Qld	4680
1	Juvenile Aid Bureau	4011
1	Youth Advocacy Centre	4030
1	Legal Aid	4114
1	Link-Up	4114
1	Intellectual Disability Office	4030
1	Community Health Centre	4703
1	Sexual Abuse Counselling Service	4102
1	Gympie Counselling Therapy Clinic	4570
1	Drugline	4305
1	Lifeline	4680
1	Welfare Rights Legal Centre	4120
1	Bereaved By Suicide Support Group	4005
1	Logan Legal Advice Centre	4114
1	Bush Children's Health Scheme	4730
1	Anglicare	4703
1	Community Health Centre	4670
1	Domestic Violence Service	4350
1	Domestic Violence Service	4720
1	Community Neighbourhood Centre	4127
1	Domestic Violence Service (Far South West)	4455
1	Sexual Assault Service	4029



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
1	Community Health Centre	4285
1	Salvation Army Welfare	4211
1	Child Health Centre	4006
1	Child Health Centre	4074
1	Community Child Health Services	4503
1	Children's Community Health Services	4502
1	Children's Community Health Services (Samford)	4055
1	Child Health Centre	4019
1	Redcliffe Community Legal Service	4020
1	Nundah Community Legal Service	4012
1	Beaudesert Hospital	4285
1	CREATE	4003
1	Community Connections	4810
1	Wee Care Family Inc	4810
1	Neighbourhood Centre	4110
1	Child Health Centre	4807
1	Child Health Centre	4717
1	Community Health Centre	4870
1	Community Child Health	4570
1	Child Health Service	4720
1	Child Health Service	4850
1	Child Health Centre	4650
1	Child Health Centre	4610
1	Child Health Centre	4825
1	Child Health Centre	4580
1	Neighbourhood Centre	4350
1	ROSA (Resolution of Sexual Abuse)	4810
1	ADD Support Group	4650
1	Toughlove	4650
1	Child & Adolescent Mental Health Service	4455
1	Wooloowin Community Centre Inc	4030
1	St Vincent de Paul Society	4551
1	Family Contact Centre Assoc Inc	4557
1	Sexual Assault Service for Men	4000
1	Bundaberg Area Sexual Assault Service	4670
1	Parent Action Project	4557
1	St John's House	4870
1	Postnatal Distress Support Group	4814
1	Aboriginal & Islander Family Aid Service	4810
1	Magani Malukes	4810
1	Qld Working Women's Service	4000
1	Picabeen Community Association	4053
1	Logan Hospital Antenatal Clinic Services	4131
1	Narcotics Anonymous	4810
1	Nursing Mothers' Assoc	4817
1	Women's Mobile Health Service	4814
1	Salvo Care Line	4001
1	Family Health - Atherton	4883
1	Atherton District Hospital	4883
1	Babinda Hospital & Community Health Centre	4861
1	Boonah District Health Service	4310



<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
1	Queen Elizabeth II Jubilee Hospital	4110
1	Proserpine Hospital	4800
1	Community Health Centre	4872
1	Redland Health Centre	4163
1	Royal Brisbane Hospital	4029
1	Toowoomba Base Hospital	4350
1	Townsville General Hospital	4810
1	Warwick Hospital	4370
1	Pine Rivers Neighbourhood Centre	4500
1	AIMS Support Group for Parents	4565
1	Child & Youth Mental Health Service	4006
1	Women's Health Support Service	4110
1	Nth Qld Women's Legal Service	4810
1	Townsville Community Legal Service	4810
1	Community Mental Health Service	4560
1	Child & Youth Mental Health	4680
1	PFLAG Support Group	4558
1	The Infant Clinic	4104
1	Benarrawa Community Development Assoc	4075
1	Loganlea Neighbourhood Centre	4132
1	Jabiru Community Youth & Children's Services	4017
1	Alina	4012
1	The Smith Family	4214
1	Young Parents Group	4215
1	Bush Children's Health Scheme	4825
1	Bush Children's Health Scheme	4720
1	Warwick Families Project	4370
1	MENDS	4031
1	Glenhaven - Salvation Army	4034
1	Attention Deficit Support Group	4610
1	Youth Activities Service	4551
1	North Coast Women's Health Centre	4558
1	Noosa Community Training Centre Inc	4566
1	Sexual Assault Support Service - Sunshine Coast	4558
1	Community Access Respite Service Inc	4053
1	Redcliffe Neighbourhood Centre	4020
1	Women's Shelter	4702
1	Centre Against Sexual Violence Inc	4114
1	Centrelink	4720
1	Nundah Community Centre	4012
1	FFF Program	4031
1	Logan West Children's Contact Service	4118
1	Community Health Centre	4869
1	Bridges Reconnect	4118
1	Youth & Community Combined Action (YACCA)	4178
1	YMCA	4165
1	Dispute Resolution Centre	4870
1	Dispute Resolution Centre	4700
1	Dispute Resolution Centre	4655
1	Crisis Respite Centre	4558
1	Integrated Youth Services	4558



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<b>COUNT</b>	<b>SERVICE PROVIDER</b>	<b>POSTCODE</b>
1	Community Support Program	4700
1	Child Centred Family Focussed Counselling Service	4510
1	Community Health Service	4000
1	Nambour Good Beginnings	4560
1	Community Health Centre	4885
1	Maleny Soldiers Memorial Hospital	4552
1	Community Health Centre	4873
1	Nambour General Hospital	4560
1	Clermont Hospital	4721
1	Greenslopes Hospital	4120
1	Women's Information Service	5000
1	Centacare Catholic Family Service	5108
1	Men's Information & Support Centre	5000
1	Anglicare Werribee Family Services	3030
1	Geelong Community Legal Service	3220
1	Community Health Service	3046
1	Human Services Dept	3066
1	Human Services Dept	3011
1	Parent Help Centre	6050



**APPENDIX B – RECORD A CALL SCREEN**

✍	Counsellors ID (                      ) - Record-a-Call Sheet	✍
Name		

PARENTLINE			
DATE AND TIME	Call No.____	Call No.	Call No.
Start Time:	:	:	:
Finish Time:	:	:	:
Duration of Call:	mins.	mins.	mins.
Date of Call:	/ /	/ /	/ /

CALLER ID.			
Name/Alias:			
City/Town:			
State:			
Postcode:			
Sex (M/F):	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> M <input type="checkbox"/> F
Parents/Callers Age (approx.):	years	years	years
Who called (see choices):			
Age of child:	months   years	months   years	months   years
Gender of child:	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> M <input type="checkbox"/> F
How many children in your			
Family structure (see choices):			
Ethnicity (see choices):			
How did you hear about PL?:			

- Who called:**
- AA: Parent/Carer (custodial)
  - BB: Parent/Carer (non-custodial)
  - C: Child
  - F: Friend
  - GP: Grand parent
  - N: Neighbour
  - OR: Other Relative
  - PW: Profession (teacher/worker)
  - ZZ: Other

- Family Structure:**
- AA: 2 parent family (biological)
  - BB: 2 parent fam. (step/blended etc.)
  - CC: Single parent family
  - EX: Extended family
  - OT: Other (F5 details)

- Ethnicity:**
- AA: Australian
  - AB: Aboriginal
  - NE: Non English speaking b'ground
  - OT: Other (F5 please)
  - TS: Torres Strait Islander

REFERRALS			
Which service did you try?			
Rating (see choices):			
Is this your first call?	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
This call referred to:			
Accepted:	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

- Rating:**
- C: Closed
  - E: Excellent
  - F: Fair
  - G: Good
  - N: No help offered
  - P: Poor
  - R: Remote – too far away
  - U: Unhelpful, useless to client
  - V: Very good

PROBLEM			
Main Problem:			
Problem Class:			
Severity:			
Secondary Problem:			
Problem Class:			
Severity:			

What social services are needed but not available in your area?	Postcode: _____
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COMMENTS (F5)		
Call No. _____	Call No. _____	Call No. _____
_____	_____	_____
_____	_____	_____

