



About us

Parentline ACT is a not-for-profit organisation offering a free confidential telephone service for vulnerable parents in the ACT experiencing distress and disadvantage.

We provide a safe space for individuals navigating the challenges of parenting—whether you're a mother, father, single parent, co-parent, step-parent, guardian, grandparent, carer, or family friend.

Our trained counsellors offer immediate support, practical strategies, and referrals to other services. Whether you're raising toddlers or teenagers, or supporting adult children, we're here to help.

Since July 2024, Parentline ACT has proudly operated under the management of **Toora Women**, a trusted provider of services for women experiencing disadvantage. This partnership strengthens our commitment to delivering compassionate, trauma-informed support while ensuring continuity, stability, and growth for the Parentline service.



Contact us

Phone: 02 6287 3833

Opening Hours: Monday to Friday, 9am–5pm

Email: parentline@parentlineact.org.au



Find out more at
www.parentlineact.org.au

Parentline ACT acknowledges the Ngunnawal people as the Traditional Custodians of the Country on which we live and work, and recognise any other people or families with connection to the lands of the ACT and region. We recognise this land was never ceded and the experience of colonisation and loss continues to affect the lives of Aboriginal and Torres Strait Islander women and communities today.

Despite this, Aboriginal and Torres Strait Islander people's connection to land, sea and community is strong and continuing. We pay our respects to Elders past and present, and to Aboriginal and Torres Strait Islander children and future leaders, for they hold the memories, the traditions, the culture and the hopes of First Peoples. We express our gratitude for the privilege of being able to live and work on their land.



Parentline
02-6287 3833

**When parenting feels hard,
we're your first call.**

We offer free, confidential counselling and support for parents, carers or guardians — from pregnancy through to older years.





Our approach

All ages, all stages

We support families at every point in the parenting journey.

Immediate and confidential

You can call us and speak to a trained counsellor straight away.

Inclusive and safe

Culturally responsive, trauma-informed, and welcoming of all family types.



How we help

Telephone counselling

Anyone can call our phonenumber for one-off and ongoing support for any parenting challenges.

Our counsellors will provide you with a judgement-free space to work through the problems, and to help you find a solution.

Face-to-face counselling

We also offer regular, ongoing in-person or video conference support at our Weston Creek office, and you can access the same counsellor at regular times

Referral and advice

You can call Parentline for help navigating the mental health and parenting services in Canberra.

If you know you need some extra support but aren't sure what that looks like, our counsellors can provide you with advice and referral options.

Get involved

Student Placements

We accept placements for students completing a tertiary qualification in counselling and other related fields. As a student, you will receive weekly debriefing and supervision, be allocated a case load, as well as ad-hoc Parentline calls.

Volunteers

We gladly welcome qualified counsellors who want to make a difference. As a volunteer, you'll:

- Provide phone and online support to parents and carers
- Receive regular supervision and professional support
- Be a part of a warm, skilled team.

