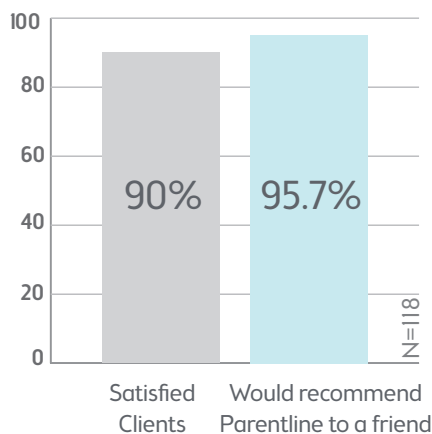
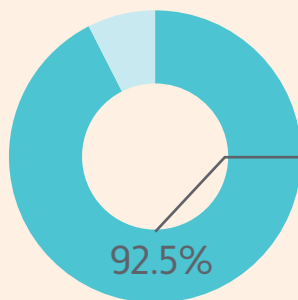


Annual Client Satisfaction & Outcomes Report 2016

Client satisfaction with Parentline services



Perceived effectiveness of Parentline in increasing parent confidence and ability



- Increased parent confidence
- Increased parenting strategies and skills
- Improved relationships with their children
- Increased understanding of their children's needs
- Increased personal capacity to cope
- Improved ability to care for their children

Benefits to parents & carers

- Provides confidence in how to manage parenting issues and situations
- Reassuring and professional information
- An opportunity to check your perspective and to get new ideas

Benefits to children & young people

- Reduces parental stress and emotion so that the situation at home is calmer
- Behaviour of the child improves when parents enact their new strategies
- Connection between children/young people and their parents improves