

2006 Public Health Awards for Excellence and Innovation:

Public Health Spotlight Award for Excellence

Positive Parenting Telephone Service

Upper Hume Community Health Service

The Positive Parenting Telephone Service (PPTS) provides an innovative model of best practice and evidence-based service delivery by supporting families living in rural areas and/or isolating circumstances in Victoria. We provide a telephone-assisted, self-directed version of the Triple P parenting program.

The PPTS is an early intervention service that empowers parents in their parenting role, prior to child behaviour problems becoming entrenched and difficult to treat. Parental competence and confidence are promoted, whilst teaching strategies proven to be effective in enhancing parent/child relationships and developing social competencies in children are incorporated.

Families are able to undertake the program from the comfort of their own homes, at a time that suits them, eliminating the need for childcare, transport etc. In addition complete anonymity is maintained, combating concerns about lack of privacy and stigma often associated with accessing parent support programs. The PPTS by way of its unique mode of delivery is well positioned to address many of the factors that deter families from accessing parent support services. Geographical and social barriers can be minimised, creating ease of access to this quality parent education program.

The program has been extensively researched with participating families achieving impressive outcomes. This program makes a valuable contribution the healthy functioning and wellbeing of families living in the Hume Region of Victoria, where 180 families per year receive the service.

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