30 August 2016

Support for new parents in Sunshine Coast and Gympie

The Sunshine Coast Hospital and Health Service’s Child Health Access (Child, Youth and Family program) is celebrating three years of assisting thousands of new parents through its vital telephone support service.

SCHHS’s Child Health Access is a free Queensland Health service that provides highly trained health professionals offering current information and relevant support to families. It started as a pilot program staffed by one child health nurse taking calls and triaging referrals Monday to Friday. At that stage it was receiving up to 50 calls a month from parents and carers.

Fast forward to 2016, and the Child Health Access telephone service is now facilitated by two child health nurses with administration support and receives over 1000 calls a month, as well as triaging around 480 referrals.

SCHHS Child Health Access Coordinator Nicole Latham says the service also supports parents with range of parenting issues and enquiries.

“Clinicians often talk to parents about breastfeeding, starting solids, sleep habits and other child and family health issues. We get calls from parents who are struggling and need support, as well as calls from GP’s wanting to find the appropriate referral pathway for a client.

“Calls vary from a simple enquiry about what services are available for a new parent, to a complicated referral issue that the Child Health Nurse can support the parent through,” she said.

Child Health Access facilitates all referrals for the following programs within Child, Youth and Family Health; Aboriginal and Torres Strait Islander Jabba Jabba program, Speech Therapists, Occupational Therapy, the Child Healthy Lifestyle Program and Early Intervention Parenting Clinicians.

“Child Health Access supports parents to connect with services available to them across the Sunshine Coast and Hospital Health Services.” Ms Latham said.

The success that the Child Health Access service has achieved reflects a contemporary service model that supports parents and their families across the health service.

To celebrate the team’s third birthday, media are invited to a parenting group to have a chat to parents who have accessed Child Health Access, as well as a behind the scenes look at the Child Health nurses at work.

When: Wednesday 31 August, 10:30am
Where: Centenary Square Currie St, Nambour.

ENDS

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