



Tresillian®

It's in our nature to nurture

Virtual Residential Parenting Service

(VRPS)



What is the VRPS?

Having a new baby is a huge change to your life. There may be times you are feeling stressed or overwhelmed, but support is available. We are here to help you talk about your parenting concerns and try out new ways to support your child's needs.

The VRPS is a free 5-day, 4-night service with access to parenting support 24/7. Over the five days that you are enrolled in this service, you can speak with a Tresillian child and family nurse, GP, psychologist and social worker. There will be planned sessions every day and 24-hour support if you need to contact a nurse outside of these sessions. This service is accessed on your own device at home.

The service is flexible and works with you and your family on your goals. We welcome spouses/partners and other caregivers to join the sessions.



Tresillian offers specialist support to parents with:



**Baby's
Sleep & Settling**



**Breastfeeding &
Bottle-feeding**



**Multiple
Babies**



**Caring for
baby**



**Your Child's
Nutrition**



**Toddler
Behaviour**



**Postnatal Depression
& Anxiety**



**Adjustment to
Parenting**




**Cultural
Support**




**Parent Education
Groups**

Getting ready for your virtual consultation



The VRPS is a confidential service funded by NSW Health. The service uses the NSW Health secure myVirtualCare platform. You are required to have reliable internet and your own personal device (preferable laptops and iPads/tablets) to access the service.

Before your virtual consultation:

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- you will receive an email with:
 - your VRPS admission date, logon instructions and information about what to expect each day; and
 - important forms to complete. Please fill in these forms and return via email **before** your admission date.
 - have your child's Personal Health Record (Blue Book) and Medicare card available.
 - have your chosen device/s ready. Laptops and iPads/tablets are preferable.
 - Make sure your device has a camera and the camera is on.
 - Charge your device/s before each day (at least 50% battery power).
 - test your internet connection. Turn off any other devices which may be using your internet. This improves your connectivity. Need technical support? Visit:
 - [myVirtualCare recommended system requirements](#)
 - [myVirtualCare User guide for patients and carers \(including service details\)](#)

- set up your chosen device so that it is stable and at eye-level. You will feel more comfortable if you do not have to hold your device.
- find a quiet, safe space at home where you are not distracted. Choose a well-lit area for your virtual consultation. Don't sit under a light, or with your back to a window, as the light can flood the camera, making it hard to see you.
- turn off other appliances like the dishwasher, television or radio. You may find headphones helpful.
- be on time for your virtual appointment. Try to dial in five minutes early to allow time to sort out any technical issues.
- both you and your child need to be well. If you become unwell and can't continue with the service, we can discuss what options are available to you.
- clear your diary. The VRPS requires a time commitment from you. To get the most out of the service, try not to schedule other appointments during the week. Set aside time each day for your virtual appointments, and try not to call while you are busy doing other things.





What to expect during your virtual consultation?

The VRPS admission is for 5-days, 4-nights. Some sessions during the admission are at fixed times and others are more flexible. Speak to your child and family nurse to work out a schedule that suits your needs and family routines. You can contact the VRPS team at any time (day or night) during your 5-day period to discuss any issues.

- If you can, have your child with you during each session so we can provide the best family care.
- It may also be helpful to have a support person at home with you, especially if you have other children to look after.
- If someone else is there, we understand you may not wish to answer some questions. We can call you at another time to talk about these issues.
- We understand having a video consultation at home can be challenging. Please put your child's needs first and let us know how we can help you get the most out of each session.

Children over 18 months understand a lot. Please let us know if there are other children in the room so we can be mindful of what we talk about.

An example week



Day 1

Starts with a 1 to 1.5 hour one-to-one virtual meeting with your Tresillian child and family nurse. The nurse will complete assessments and talk about your goals. From there, you can set up more sessions with the nurse for that day. We aim to meet with you at least twice each day. You can also call the nurse outside of your scheduled sessions for extra support as needed.

Days 2 - 4

Each morning starts with a one-to-one virtual meeting with the nurse. You will meet with our GP for a 30–45-minute consultation. If necessary, you will have the opportunity to connect with a counsellor.

Day 5

You will have your last one-to-one virtual meeting with the nurse to finalise your discharge plan to assist with continuing with your parenting choices. Discharge will occur by 10:00am.

After your virtual consultation



We will complete a discharge letter for your referring healthcare professional or healthcare professional of your choice.

We will also email you a short confidential survey. Your feedback will help us to continue to improve this service.

Questions?



If you have more questions, please contact Centralised Intake on (02) 9123 8999.

Our friendly team at Tresillian Virtual Residential Parenting Service are here to support your family!

For a referral to Tresillian:

Ask your local Health Professional, Child & Family Health Nurse, GP or early parenting support service to refer you and your child.



Self Refer by visiting the Tresillian website. Fill in a short online contact form and one of our Nurses will call you back. Visit **tresillian.org.au**



For advice on your child or the best service for your family, call the **Tresillian Parent's Help Line**
FREECALL 1300 272 736



Acknowledgement of Country

Tresillian acknowledges Aboriginal and Torres Strait Islander People as the First Peoples of Australia. We acknowledge the Traditional Owners and Custodians of the land in the countries on which we live and work in NSW, the ACT and Victoria. We respect that Aboriginal and Torres Strait Islander People have lived in Australia for over 60,000 years and are recognised as having the oldest living continuous culture in the world, with unique languages and spiritual relationships to the land and sea. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and acknowledge all Aboriginal and Torres Strait Islander people living in the communities we serve.