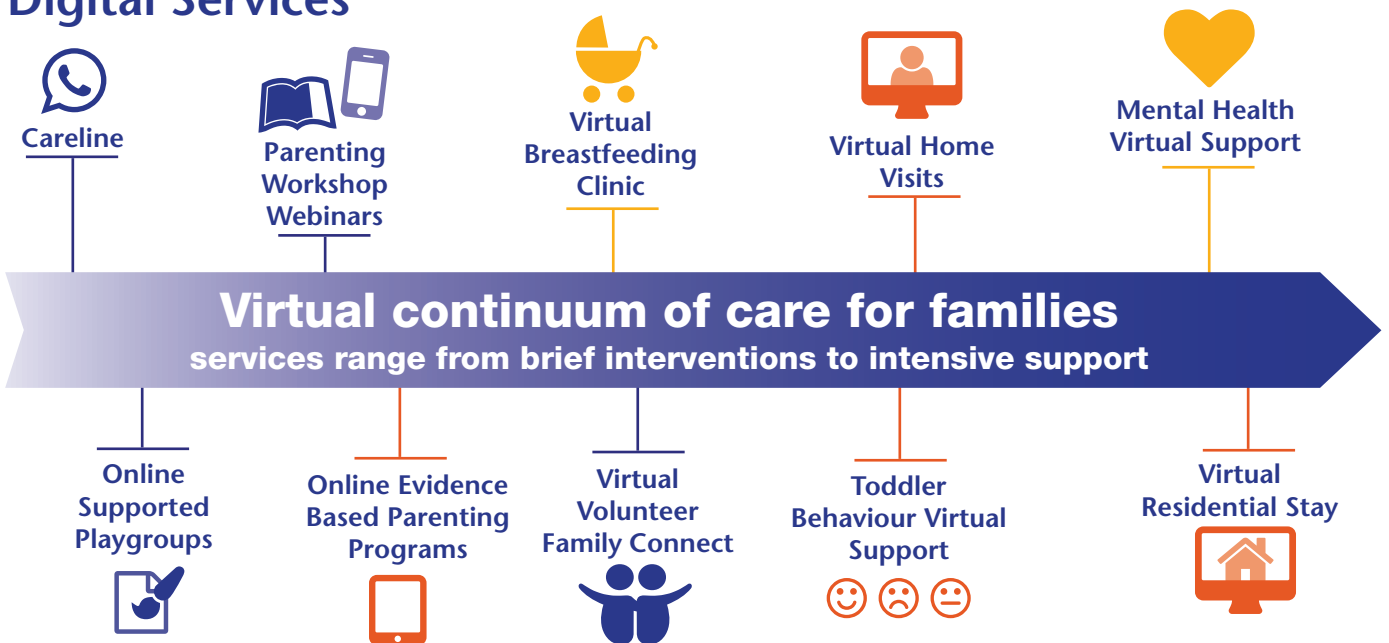


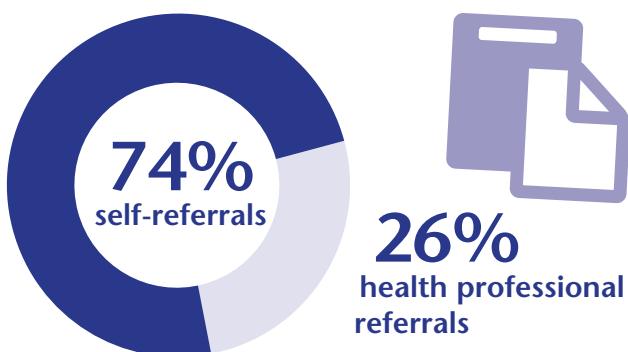
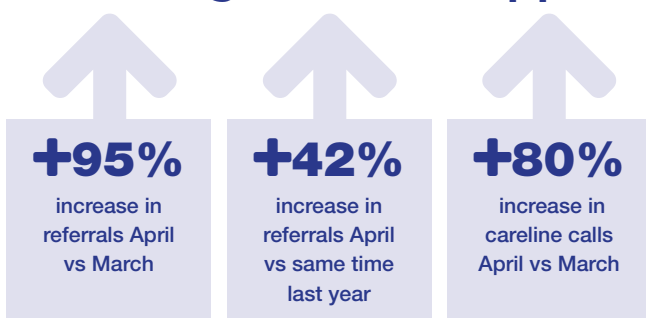
# Parenting & Pandemic Karitane 100% Digital Transformation

Accessible care empowering families at home

## Digital Services



## Increasing need for support



Statistics provided are an April snapshot

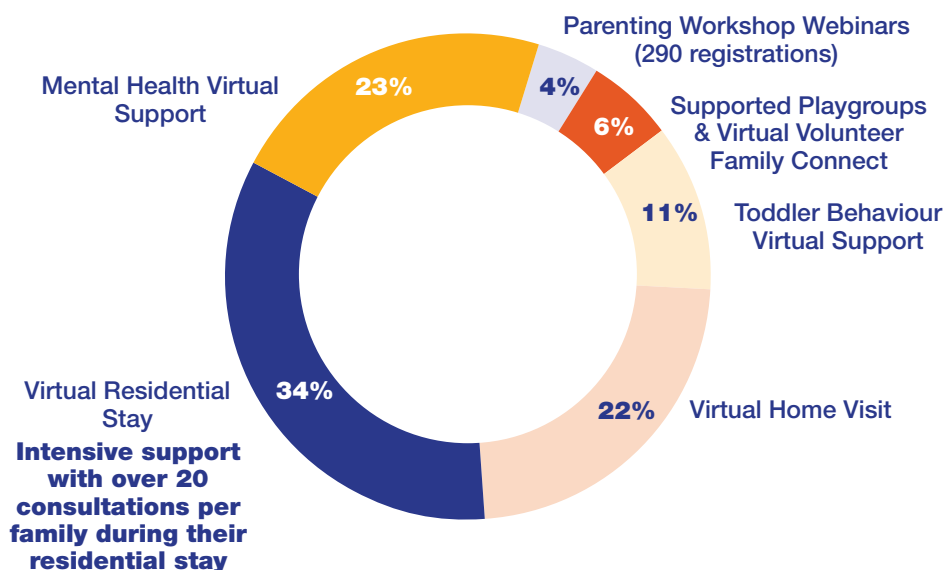
### Top 5 primary reasons for referral

- 1** Sleep & settling 70%
- 2** Toddler behaviour 14%
- 3** Feeding 7%
- 4** Mental health 5%  
14% secondary reason for referral
- 5** Unsettled baby 3%

### Referrals from across NSW

South Western Sydney	19%
South Eastern Sydney	14%
Sydney	7%
Illawarra Shoalhaven	7%
Northern Sydney	5%
Western Sydney	4%
Hunter New England	4%
Central Coast	1%
Nepean Blue Mountains	1%
Western NSW	1%
Mid North Coast	1%
Murrumbidgee	1%
Southern NSW	0.3%
Northern NSW	0.2%
Far West	0.0%
Unknown	34%

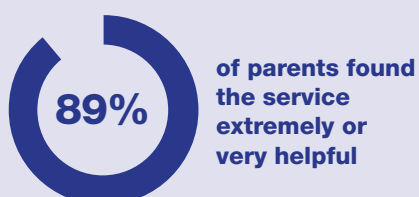
# Over 1,070 telehealth consultations in April



Rapid and significant workforce capability building. **Over 80 health professionals** trained to use digital platforms (child and family health nurses, allied health professionals & GP's)

*"It has been a fabulous opportunity to apply face to face child and family health care to a virtual platform of residential care to continue to connect, support and transform the lives of families across NSW at this challenging time."* Jennifer, child and family health nurse

## What parents say



## Exceptional client satisfaction

89 net promoter score for families recommending Karitane to a friend

*"Being able to access this support from our own home was a significant contributor to the overall success of this service. With the assistance of your very skilled, professional and compassionate team we were able to achieve our goals as a family."*

Lauren, virtual residential stay client

*"This service has empowered us to be more confident parents."* James, virtual residential stay client

*"We are so thankful, we've seen some incredible outcomes in a very short period of time."* Stephanie, virtual home visit client

*"This is the best advise I have ever received"* Paula, parenting workshop webinar client



**28,000**  
Page Views  
↑14%

**13,315**  
Sessions  
↑43%

**10,000**  
Users  
↑46%

**Digital transformation** responding to pandemic created capability for new models of care, a new **foundation for the future** of early parenting services

with you  
**every step**  
of the way