

Media Release

The Hon Natalie Hutchins MP
Minister for Government Services
Minister for Treaty and First Peoples
Minister for Prevention of Family Violence
Minister for Women



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NEW ONE STOP SHOP TO HELP PARENTS THROUGH EVERY STAGE

The Allan Labor Government has created a free new online service for Victorian parents and carers to support them through every stage of parenting — from planning a family to early childhood.

Minister for Government Services Natalie Hutchins today launched the Parents Portal on the Service Victoria platform and app and announced that a digital birth certificate will be piloted later this year.

The portal — available today — is a one-stop shop for parents and carers seeking information and resources when planning to have a child. It includes resources on maternal and child health services, early childhood education, playgroups, kindergarten, and critical information on emergency services.

The service is shaped by feedback from Victorian families and carers and includes important information for parents who have a child with a disability and LGBTQI+ parents.

Building on information in the 'green book' — a book supplied to parents to track their children's health and development progress — the portal aims to provide parents with more resources for early childhood and beyond, particularly around key life events and accessing essential healthcare services.

The new portal is part of the Labor Government's digital transformation agenda, designed to make it quicker and easier for Victorians to interact with government services.

This is the first phase of rollout for the Parents Portal — it will be expanded over time to incorporate new functions and features to respond to the changing needs of Victorian families.

Future features being considered include a personalised navigator to enable new and soon-to-be parents to access personalised content about their child's current development stage.

A new digital birth certificate will be piloted on the Service Victoria app to make it easier for parents to securely store and show proof of their child's birth when they need to, such as enrolling their child in 3-year-old kinder.

Victorians can visit the portal from today on the Service Victoria app or at <https://service.vic.gov.au/find-services/family-and-child/parent-support>

Through the Service Victoria app, Victorians can easily access more than 130 government services online. To download the Service Victoria app, go to the Apple or Google Play Store.

Quotes attributable to Minister for Government Services Natalie Hutchins

"From pregnancy to the first day of primary school, families need trusted information to help raise our youngest Victorians. This will provide parents with vital information and resources as their families navigate different stages of life."

"We know parents are juggling multiple priorities at once, that's why we're making it easier for parents to access the information they need when they need it."

Quote attributable to Member for Broadmeadows Kathleen Matthews-Ward

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“Parents and couples starting a family have so much on their mind. This is going to make it simpler and quicker for locals to get accurate information about children and their wellbeing.”