

10th December 2025

Mater Parent Aide Unit

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To Whom it May Concern

This is to confirm that Natalie Baker is a Parent Aide volunteer with the Mater Parent Aide Unit and has been with the service since March 2024.

The Mater Parent Aide Unit is an early intervention, prevention service that utilises trained volunteers (Parent Aides), who are linked with a family facing challenges with a baby aged 0 – 2 years. Families referred to the Unit may be experiencing social isolation, low parenting confidence, mild to moderate mental health issues or lack knowledge about child development.

Parent Aides offer emotional support, information, practical help and encouragement –in person (visiting the family in their home or in a community setting once a week for 2 hours) and by telephone or text on days they are not visiting as needed.

Working collaboratively with Social Work clinicians, Parent Aides provide tailored support to parents to help them to meet their child's developmental needs, including building a strong, secure relationship with their child/ren. Parents are encouraged to recognise their own strengths and to develop a circle of support around their family, which will assist in supporting them into the future.

In her work as a Parent Aide Natalie provides sensitive and compassionate support to vulnerable parents and their children and is a valuable member of the Parent Aide Unit team. Natalie brings high level skills in working with and supporting families from a variety prior study and employment experiences, gaining great results turning difficult family and parenting situations around in a short amount of time.

If you require any further information, please do not hesitate to contact me.

Your Faithfully,



Kristine Anderson  
Senior Social Work Clinician  
Mater Parent Aide Unit