Designing Systems for Real Families

Mums Matter Psychology | *What Parents Want From Support Systems National Survey*

1. **Integrated, not siloed.** Coordinating disconnected healthcare, workplace, and social systems creates significant emotional and cognitive burden for parents.
2. **Earlier, properly funded mental health care.** Support is too often offered only once distress has already escalated.
3. **Include both parents.** Excluding partners increases mental load, relational strain, and inequitable caregiving.
4. **Flexibility over heroics.** Parents want adaptable workplaces and responsive services — not expectations of individual resilience.

The shift needed: from reactive, individualised responses to integrated, prevention-focused system design — built on parent voice.

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