

# ParentsNext

## Service Delivery Plan



ParentsNext is an Australian Government initiative that supports parents of young children in preparing for future employment.

## How we help

We work with parents to help them identify their education and employment goals. We then help parents to gain the skills and experience to successfully find and keep work, once their children have started school. We aim to:

- Help parents decide what they want for their future and start planning to achieve it
- Provide links to the community to support parents to enter the workforce
- Help to build stronger communities

## Measure of Success

Our goal is to ensure that all participants have an individual Participation Plan in place and are working towards, or have started training, study or work.

## Compulsory Activities

Some participants need to undertake a compulsory activity as a condition of their Parenting Payment. If you are required to do a compulsory activity, we will work with you to agree to a suitable activity, make sure it is achievable and provide you with reminders, information and support so you can complete it.

## Services for Participants

We'll be in touch with you before your first appointment to welcome you, explain how it all works and agree on a time for our first appointment. We understand that a parent's time can be limited so we will make sure meetings are at a time and place that is convenient. Our team are conscious of the need for parents to bring children to appointments, which is why our locations feature designated children's play areas.

At your first appointment you will meet your Support Officer who will help you throughout your journey. Support Officers understand the local community and have had significant experience in assisting parents prepare for the workforce.

Your Support Officer will ask you about your goals and aspirations – the things you would like to achieve - your skills, your work history and your plans for study or work in the future. Together you will develop your personal Participation Plan. Your Participation Plan will include your goals, the steps you will take to achieve them and how SYC and other organisations can assist you.

Your plan will outline activities tailored for you to reach your goals. *This may include:*

- Career Counselling
- Support in Vocational Preparation
- Attendance at our parent group meetings – *where you can share your experiences with other parents*
- Attendance at information sessions – *about different types of training or jobs*
- Preparing for training workshops
- Identification and enrolment in training or education
- Work readiness workshops
- Work experience
- Involvement in work-like projects to develop business and work skills

Your Support Officer will meet with you between 9am and 5pm at least every 3 months at either our office - which is easily accessed by public transport - or at a location that is child friendly, close to facilities and which is convenient to you.

In between appointments we will communicate with you at least once a month by phone, text or email to help you stay on track and provide any advice. You can also contact us for support or if you have any questions. At the six monthly appointment we will meet to review how you are going and update your Participation Plan.

We have strong relationships with local employers and training organisations which will ensure we can support you to identify employment and training for real, local jobs. We will continue to work with employers to develop job opportunities for parents with young children.

Your wellbeing and that of your family is important to us. We work with many other organisations in your local community so we can help link you to the services you need. For example, we could help you to link with counselling, mental health supports, community centres, migrant services, services for First Nations peoples, playgroups and education providers.

## Checking your work-readiness

To check your progress we will use an assessment tool which helps identify your challenges, job specific skills, aspirations and work readiness. The information provided helps us and you track your progress.

## Accessible Services

ParentsNext is an inclusive program which is accessible to parents with disability and parents from Indigenous or culturally or linguistically diverse backgrounds. We will work with you to ensure you can access the program. We will also provide key information translated into local languages and arrange an interpreter if you need one.

Information sessions are free.

## Getting Feedback

Our program is designed with input from parents, your local community, and employers.

We will also ask you to provide feedback through surveys and encourage your ideas at Parent Group Meetings and other sessions.

You can also provide feedback on the program by:

- Visiting [www.syc.net.au/contact-us/feedback/](http://www.syc.net.au/contact-us/feedback/) and completing the Feedback Form, or
- Emailing SYC on [feedback@syc.net.au](mailto:feedback@syc.net.au), or
- Calling the Employment Services National Customer Service Line on **1800 805 260** (free call from land lines)



## How do I apply?

Talk to your employment consultant about getting involved or visit our website for more information.

## Office locations:

**VICTORIA**  
Craigieburn  
Dandenong  
Frankston  
Preston  
Sunbury

**SOUTH AUSTRALIA**  
Blair Athol  
Christies Beach  
Elizabeth  
Marion

**QUEENSLAND**  
Logan Central