

Service Delivery Plan

| | | | | | |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Getting to know you | You and your ParentsNext worker will have a friendly face to face discussion to get to know each other and make sure you know what the ParentsNext program can do for you. You will receive a Welcome Pack and the worker will help you understand the appointment processes and your privacy. Your ParentsNext worker will get to know your individual circumstances so they can help you to plan and prepare for employment by the time your children go to school. | | | | |
| Planning & goal setting | We will explain ParentsNext to you to develop your plan and to set your goals and responsibilities. Together we will work from your strengths, circumstances and culture as well as completing an assessment of your skills and needs. You will develop and continuously review your plan with your worker. You will set education and/or employment goals, develop a pathway to achieve your goals, and gain links to helpful services and activities in your local community. To ensure that you receive accurate information an interpreter service will be available as required. | | | | |
| Participant outcomes | Our commitment is to support you, as a ParentsNext Participant, to achieve supportive and meaningful relationships with community, family and friends; improved quality of life and independence to access local services and activities. Strategies will help you find work life balance and manage finances and budgeting; better awareness of local child and community services, clinical mental health, alcohol and other drugs, and counselling services to address identified needs and confidence to apply for and sustain education courses or long term employment. | | | | |
| Connecting to activities | Your ParentsNext worker will provide information to help you achieve your goals. You will be able to access referrals to culturally relevant local educational, work ready or life skill programs. We can also discuss attendance requirements, transport, and childcare that suits you. We will let you know about events, workshops and programs that may be helpful and help you explore volunteer/work experience opportunities. Participants may be able to access a range of other support including a participation fund, wage subsidies and relocation assistance. | | | | |
| Services we can help you access | Parenting Programs <ul style="list-style-type: none"> Triple P Children's Health Queensland Hospital and Health Service Logan Community Health Services Woodridge Mums and Bubs Benevolent Society Family and Marriage Counselling <ul style="list-style-type: none"> Relationships Australia Better Relationships(Anglicare SQ Counselling and Education Services) | Self Esteem and Confidence Building <ul style="list-style-type: none"> Logan Women's Health and Wellbeing Centre Momentum Program Mission Australia Internal Job Club and Parent Group Sessions Education / Training <ul style="list-style-type: none"> TAFE Qld Educare Max Solutions SEE Program Skills Queenslanders for work Programs Certificate Guaranteed courses | Financial Support <ul style="list-style-type: none"> Mission Australia Budget Training (Qualified Accountant) Uniting Care Community – Financial First Aid ADRA Community Centre Bethania Emergency Relief Multilink Community Services Salvos Moneycare Collaborations <ul style="list-style-type: none"> Griffith University/Logan Council– Logan Together Logan Communities for Children Other ParentsNext Providers and training activities | Cultural Services <ul style="list-style-type: none"> Islamic Women's Association of QLD Mob Connect Munanjali Centre Grow Support Immigrants Women's Support Service Murri Sisters Association Access Gateway Ganyjuu Family Support Service Other services <ul style="list-style-type: none"> DV Connect WAVSS Domestic Violence Intervention | Individual Family Support <ul style="list-style-type: none"> Parent Connect YFS Logan Community <ul style="list-style-type: none"> LoganLea Community Centre Kingston East Neighbourhood Centre St Paul's Community Hub Woodridge North Primary School Hub Logan Council |
| Our facilities | We are committed to providing a safe and welcoming space for you with easy access to: <ul style="list-style-type: none"> Children's play area and toys, private feeding and changing facilities Resources about local service providers, support programs and activities Job search facilities and training room Tea, coffee and refreshment areas Easy access to public transport and parking spaces Flexible outreach servicing arrangements | | | | |
| Your viewpoint | You can participate in ongoing feedback sessions with Mission Australia staff that will be held to help shape the delivery of our ParentsNext services so that it closely meets your needs. | | | | |
| Participant feedback | Mission Australia encourages you to provide feedback and we will show you how to do this. You can also provide feedback by calling the Department of Education, Skills and Employment National Customer Service Line on 1800 805 260 (free from landlines) or by using the online feedback form available at https://www.dese.gov.au/parentsnext . | | | | |