

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 your needs. 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 / Individual Family Support <ul style="list-style-type: none"> 123 Magic Circle of Security Turning into Teens Keeping Children Safe Engaging Adolescence Parents to Parent Safe Passage Playgroups – Mackillop Rural Community Services; Samaritans; Connect 5; Catholic Care; Uniting; Aboriginal Families Together; Barnardo's Family and Marriage Counselling <ul style="list-style-type: none"> Interrelate 	Financial Support <ul style="list-style-type: none"> Lifeline Financial Councilor Catholic Care Financial Councilor Individual Family Support <ul style="list-style-type: none"> Brighter Futures Dubbo Family Support Castlereagh Family Support Happy Health Minds Family Connect and Support Western and Far West Orana Support Services Salvation Army – Catherine Haven 	Community <ul style="list-style-type: none"> Neighbourhood Centre's – Coonamble & Dubbo Coonabarabran Shire Council Coonamble Shire Council Walgett Shire Council Dubbo Regional Council Narromine Community Skills Cultural Services <ul style="list-style-type: none"> Dubbo Koori Interagency Network Coonabarabran, Coonamble & Broken Hill Aboriginal Lands Council Walgett Aboriginal Medical Service Coonamble Aboriginal Medical Service 	<ul style="list-style-type: none"> Wellington Aboriginal Corporation Health Service Dharriwa Elders Group Maari Ma Health Aboriginal Corporation Thiyamali Family Violence Service Indigenous Corporation Indig Connect Collaborations <ul style="list-style-type: none"> Coonamble Together Partnership Communities for Children Committee Centrecare Jobactive Providers Aboriginal Employment Services Dubbo 	Education / Training <ul style="list-style-type: none"> TAFE NSW SEE Program Literacy for Life Regional Enterprise Development Institution Ltd Robinson College VERTO Alffie Career Counselling <ul style="list-style-type: none"> TAFE NSW
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 .				