

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	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. 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"> Keeping Children Safe 123 Magic Bringing Up Great Kids Triple P Parents as Teachers 7 Steps to Safety CHILLAX Parenting your child with ADHD Brighter Futures Parents Under Pressure FRIENDS program FUN Friends 	Family and Marriage Counselling <ul style="list-style-type: none"> Relationships Australia Centacare Upper Murray Family Care Individual Family Support <ul style="list-style-type: none"> Brighter Futures Child Youth and Family Services Adolescent & Family Counselling Aboriginal Family Support Financial Support <ul style="list-style-type: none"> Family Support Financial Counselling St Vincent De Paul – Saver Plus Program NILS Women’s Centre Upper Murray Family Care 	Self Esteem and Confidence Building <ul style="list-style-type: none"> Grow Group Tresillian Collaborations <ul style="list-style-type: none"> Other ParentsNext Providers and training activities Tolland Hub Ashmont Hub Wagga Family Support Tresillian Westside Community Centre Family Referral Centre Career Counselling <ul style="list-style-type: none"> Sureway Employment & Training Employment Pathways TAFE NSW 	<ul style="list-style-type: none"> Atel Spinifex Programmed Education / Training <ul style="list-style-type: none"> TAFE NSW Skills for Education and Employment SEE Western Riverina Community College Tolland Hub Riverina Community College Alffie Ngurra Catering Other services <ul style="list-style-type: none"> Playgroup NSW Vinnies – Reconnect and Youth Connects Personal Helpers and Mentors PHaMS Partners in Recovery PIR Vinnies Homelessness Service 	<ul style="list-style-type: none"> ASPIRE Women’s Centre Albury Cultural Services <ul style="list-style-type: none"> Leeton Lands Council – Men and Women’s Groups RIV Med Tolland Playgroup Wiggle and Giggle Aboriginal Family Support Jyldamenk Playtime & Koori Group Yarkuwa Indigenous Knowledge Centre Community <ul style="list-style-type: none"> Headspace Griffith Community Centre Intereach Ability Links PCYC Interreach NDIS
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 .				

