

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 <ul style="list-style-type: none"> Sefton Community Hub Chester Hill Neighbourhood Centre 123 Magic Karitane Anglicare Triple P Liverpool Learning Links Macarthur Diversity Services Initiative Liverpool Neighbourhood Connections Centre Family and Marriage Counselling <ul style="list-style-type: none"> Relationships Australia Bankstown Family Relationship Centre South West Sydney Area Counselling Service 	Community <ul style="list-style-type: none"> Chester Hill Neighbourhood Centre Sefton Community Hub Campbelltown Child and Family Centre PCYC Liverpool Financial Support <ul style="list-style-type: none"> Creating Links Salvation Army St Vincent de Paul Claymore Opportunity Hub Wesley Mission Cultural Services <ul style="list-style-type: none"> Arab Council of Australia Muslim Women Association 	<ul style="list-style-type: none"> The Multicultural Network Australian-Vietnamese Welfare Association Chinese Association Services Society Burnside Uniting Care Aboriginal Chronic Care Collaborators <ul style="list-style-type: none"> jobactive providers Local Centrelink Other ParentsNext providers Community Project Officer – Fairfield City Council Education / Training <ul style="list-style-type: none"> TAFE NSW Navitas English MTC Australia 	<ul style="list-style-type: none"> BEST Training Australian Skills Academy Women in Busines Acacia First Steps (TAFE) ARA – Australian Retail Association Career Counselling <ul style="list-style-type: none"> TAFE NSW Marist Brothers Employment Self Esteem and Confidence Building <ul style="list-style-type: none"> Women’s Creative Space – Greenacre Bankstown Women’s Health Centre MA Miller Pathways Individual Family Support <ul style="list-style-type: none"> MA Early Intervention Parenting Partnerships 	<ul style="list-style-type: none"> MA Miller Family Support Metro Assist Brighter Futures Koorana EACH Other services <ul style="list-style-type: none"> Bankstown Community Health Centre Dandelion Support Network Headspace STARTTS Dress for Success Share the Dignity Wilma Services NSW South West Sydney Recovery College
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 .				