

Making the most of ParentsNext



If you need more support

Parents and carers can have a lot going on in their lives. Please talk to your ParentsNext provider if you are unwell or having problems at home.

Support is available and your provider can help you find support you need. You can also take a break from ParentsNext if you need to.



Your plan is flexible

If your Participation Plan stops working for you, you can talk to your provider. You can **change your goals and activities** if things have changed in your life or you would like to follow a different path. Your provider is here to help.



Making a complaint or changing consultants

You can talk to your provider consultant if you are not happy with the support you are getting from ParentsNext. If you aren't comfortable talking to your consultant please call the National Customer Service Line on **1800 805 260** (free from landlines), or email: nationalcustomerserviceline@dewr.gov.au, or fill out the **Complaints, Compliments and Suggestions form** on the ParentsNext webpage.

Your information

Your personal information is protected by law, including the Privacy Act 1988 and the social security law. Your ParentsNext provider will provide you with a Privacy Notification and Consent form that outlines how your personal information will be used.

Translation services

For help speaking or understanding English, call the Interpreting Service (TIS National) on **131 450** for the cost of a local call. Ask them to call the National Customer Service Line **1800 805 260** (free from landlines) if you need information translated. Or visit the Resources page on the ParentsNext website for information in other languages.



ParentsNext

AN AUSTRALIAN GOVERNMENT INITIATIVE



For more information go to:
dewr.gov.au/parentsnext



ParentsNext

Welcome to ParentsNext

Helping you find a future path that works for you and your family

ParentsNext is a supportive, voluntary program with many benefits. Your **ParentsNext provider will work with you** to help you build your confidence, develop skills and **plan for your future**.

Taking part in ParentsNext means you are supported by a provider who can help you to connect to **local support and services**, including accessing child care.

If you need **help to pay for the cost** of education, equipment, study tools and materials, or other things like learning to drive and personal support services, your ParentsNext provider may be able to help. Talk to your provider about the **Participation Fund** and how it can be used to help you.

You don't have to look for work while you're in the program. But if you are ready and want to look for work, **your provider can help**.

Study or work might seem far away right now but taking part in ParentsNext will put you in a much better position to act on opportunities **when the time is right**.



Without my ParentsNext provider, I don't think I would have had the confidence to even start to look for a course.

Not only did they help me start my dream job as a nurse and pay for some of my work and study expenses, they also helped me find appropriate child care which relieved a lot of stress.

Madeline-Kate, ParentsNext participant



ParentsNext helped me go to college to finish year 11 and 12. The secondary college was set up with a free childcare facility so I knew that my kids were being looked after while I was in class-this made a big difference!

Ashleigh, ParentsNext participant

How ParentsNext works

If you take part in ParentsNext you will:



Attend appointments

Your ParentsNext appointments are usually **once every three months**. It can be more often if you want.

The first appointment is in person and **you can bring your children** if you want to.

Your provider will listen to you and help you decide what **you want to achieve**. They will also help you plan your next steps.



Choose activities

Your provider will help you choose activities **that will help you** prepare for work in the future.

These activities should fit with your family life and should be relevant to **what you want to achieve**.



Make and agree on a plan

Your ParentsNext provider will help you create a **Participation Plan**.

This plan outlines your goals, and the activities and appointments that **you can choose** to do to reach your goals.

