



Australian Government



Standing strong with parents, carers and kin

Parent Pathways is a free and voluntary service that supports you and your family. If you're raising kids under 6, we are here to walk alongside you to help you work towards your goals.

It's delivered by trusted local providers and gives you support that fits around your life with no pressure, no judgement.

You'll yarn with a mentor who listens and helps you work towards your goals, whether that's parenting, housing, study, healing or getting ready for work.

It's your journey, your way, with support that works around you and welcomes your whole family.

We know mob are strong, capable, and doing their best – this service is here to help in a way that works for you and your mob.

Are you eligible?

You might be eligible if you have a child under 6, you live in an area where there's a Parent Pathways provider, you're not currently in paid work, and you're getting one of these payments from Centrelink:

- ✓ **Parenting Payment;**
- ✓ **Carer Payment;** or
- ✓ **Special Benefit.**

If you are not getting any Centrelink payments, you could still be eligible.

If you're a First Nations parent or carer, you left school early and don't have a Year 12 certificate, or you're under 22, it's worth having a chat.



The support we provide will depend on where you live and what services are available in your area, but we will always do our best to walk alongside you and find what's right for you and your family.

Here are some of the things people often get help with:

- ✓ **Family life and daily needs** – like finding and paying for childcare, sorting housing, or managing bills
- ✓ **Health and wellbeing support** – for you or your kids, including linking in with local services
- ✓ **Study or training** – from short courses and skills programs to help with enrolment or course fees
- ✓ **Driving support** – like getting your licence or booking lessons
- ✓ **Getting ready for work** – including interview prep, clothing, or confidence-building
- ✓ **Job support that works around your family** – like flexible job options or help applying
- ✓ **A mentor to yarn with** – someone who'll stick with you, help set goals, and keep you moving forward



What the journey can look like if you join Parent Pathways



Your journey, your way

There's no "one way" to do Parent Pathways. Some people come for help with study or finding work. Others just need someone to check in.

You set the goals. You choose what's right for your family.



What a yarn might look like with a provider

- A phone call while you're cooking.
- A sit-down with a cuppa.
- A walk while the kids play.
- A chat in the provider's office or somewhere that feels comfortable for you.
- Talking through what's going on, what's ahead, or just checking in.
- Sometimes about next steps. Other times just about being heard.



What providers and mentors do (and don't do)

- They don't judge, pressure, or report on you.
- They don't tell you what to do.
- They are here to back you – to listen, walk with you, and support your choices.
- They'll help you build confidence, understand what support is available, and take steps when you're ready.
- They believe in your strengths, your knowledge, and your ability to lead the way for your family.



How long can you stay connected to the service?

There's no timeline. You can stay connected as long as it's helpful until your child turns 6.

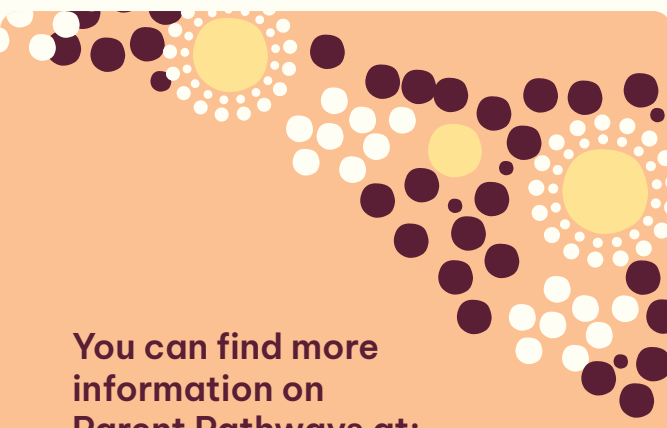
You can pause if life gets busy and come back when you're ready.

The first step is reaching out

You can contact Parent Pathways by calling our National Customer Service Line on **1800 805 260**, or by getting in touch with your local provider, which you can find on the [Workforce Australia website](https://www.workforceaustralia.gov.au).

Once you reach out, someone will get in touch for a relaxed yarn – over the phone, in person, walking together or whatever suits you best to feel confident and safe.

You can bring the kids and even a support person and ask questions at any time. There's no pressure. **No paperwork to start. Just a conversation.**



You can find more information on Parent Pathways at:
dewr.gov.au/parentpathways