

Our Commitment to ParentsNext Participants

At SMYL Community Services we believe that everyone should have the opportunity to realise their full potential and participate in all aspects of social and economic life. We want to make a positive difference in your life.

ParentsNext is an Australian Government initiative helping parents with young children living in **Kalgoorlie-Boulder** to plan for their future.

Our team of Parent Support Workers (PSWs) will help you identify your education and employment

goals, prepare a plan and connect you to services and activities that will prepare you for future work once your child is old enough to go to school. Our Service Delivery Plan outlines the assistance you can expect from us.

# Introduction

When you first start with SMYL, we will provide you with a detailed overview of what you can expect from our service and the support, we can offer including access to childcare so you can focus on your future.

We will work with you to understand what you are looking for, your needs, circumstances, parenting commitments, goals, and aspirations.

On arrival at one of our offices, you will be introduced to the site facilities and assisted in understanding what to expect. Your PSW will explain your rights, responsibilities, and obligations; and work with you to develop your Participation Plan. This will set out your

obligations, education, training and employment goals, and activities.

Your Parent Support Worker (PSW) will also identify services and networks that can support you along the way and if needed will arrange a referral for you.

# Participation Plan

We will work with you to negotiate a Participation Plan that identifies activities that will assist you to achieve your future employment and/or education goals taking into account your parenting responsibilities, this will ensure you meet any obligation you may have as a participant in ParentsNext.

Your plan will be reviewed at 3 monthly intervals; you can renegotiate your Participation Plan at any time.

# Regular Contact

You will have regular contact with your PSW to review your progress. During these appointments, we may also refer you to training courses, workshops, or information sessions to assist you to achieve your goals.

Your PSW is available during normal business hours by phone, email, or text message, or you are welcome to drop into one of our service hubs.

# Career Planning

Depending on your circumstances, your PSW may arrange a referral to a career practitioner who will help you develop a career action plan or provide you with additional one-on-one mentoring, guidance and support to help you achieve your future employment goals.

Your PSW may suggest short courses, workshops or seminars; that will help you decide on a goal, find a pathway through education and training and make a plan for your future.

# Extra Support

Let us know if you need help getting to a meeting or prefer another location. Your PSW can arrange an interpreter or other support service to attend if required.

SERVICE PROVIDER FOR: **Perth South, South West WA, Great Southern-Wheatbelt, Esperance, Kalgoorlie**



# Skills Development

You will have access to online and face to face activities to help you prepare to meet future employer needs by improving your job searching and interview skills.

You will be able to access computers, telephones, newspapers, Wi-Fi, and a quiet space onsite to research education, training or work opportunities and to support your study.

When you are ready your PSW will help you identify suitable job vacancies.

# Building Capacity

If training is required to meet your career goals, your PSW will identify appropriate providers and arrange a referral.

You will also have access to a wide range of online and face-to-face non-accredited training, that may help build your self- esteem, increase your confidence, learn new skills and develop networks.

Your PSW can assist you to access specialist services such as counselling, migrant and settlement support, housing, childcare, parenting support, health and disability services and rehabilitation programmes.

Referral to culturally appropriate staff and services is available to all Aboriginal and/or Torres Strait Islander parents and careers.

# Support to Succeed

We will provide you with assistance to secure child support services and childcare. SMYL is committed to providing child- friendly services with each office containing a children’s play area. In main delivery hubs, a crèche is also available to care for children whilst parents participate in on-site activities or appointments.

When you start training or get a job your PSW will continue to connect you and your employer with any additional support services needed.

# Complaints, Compliments and Suggestions

Whether you are a parent, a community Organisation or local service provider involved in ParentsNext, you can expect a high level of service from SMYL, and so we welcome your feedback.

Should a problem arise try to resolve by first discussing them with us as your provider. All providers have processes in place to deal with issues.

If for some reason you cannot discuss the issue with your provider, or you have tried and are still not satisfied, you should contact the department.

You can call the department's National Service Line on 1800 805 260 (free call from landlines).

You can have a say on the type of services provided and help improve this service by giving feedback, completing a survey, attending a focus group, dropping a comment in the suggestion box or joining the advisory group.

***For More Information:***

Call: 1300 215 391 or [Email: info@smylcommunity.com.au](mailto:info@smylcommunity.com.au) Mon-Wednesday 8.30am-4:30pm (closed on public holidays)

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