# **Your Service Delivery Plan in Western Melbourne**

**About us and our ParentsNext Program**

Since 1979, Sarina Russo Job Access (SRJA) has focused on creating opportunities through empowering people, helping educate and develop skills to prepare and enter work and achieve independence. SRJA will deliver work readiness and skills programs and will support your needs on the transition to work through:

**Radiate** You and your children are always welcome – SRJA sites radiate a warm and welcoming environment.

**Activate** Setting your goals – SRJA understands you are a parent first and you will have different timeframes and ways to engage.

**Participate** Activities to prepare you – SRJA understands your individual requirements. Appointment times will consider your needs and those of your children. We will update your resume and support you with job clubs.

**Educate** Accessing training and skills – SRJA will provide education options through access to training and skills development, including specific pre-employment industry skills programs. We will show you what a difference education and training can make.

**Facilitate** Achieving your goals – Through a variety of opportunities such as job shadowing or work experience, particularly in growth industries with flexible hours and job sharing.

**Communicate** We will work together to achieve outcomes. SRJA will use culturally appropriate and/or multilingual Case Coordinators with strong community links to deliver culturally appropriate services.

**Mediate** Helping you navigate services, anytime! SRJA will connect you with support organisations to strengthen social networks and overcome blocks to education or employment.

**Appreciate** You are important – SRJA will stay with you on your journey, finding parent-friendly organisations and providing ongoing support.

**SRJA’s ParentsNext Support Services**

* **Identify** – SRJA will identify your abilities, strengths, goals, your readiness, and build a plan based on your needs. You will have an individualised Participation Plan with activities included as you are ready for them and with outcomes you can achieve to build your confidence.
* **Prepare** – Individual strategies will train and skill you build confidence and set goals. Our in-house career tool will help you discover your education and employment options.
* **Service** – Together we will plan and implement activities. We will provide support, resources, and programs to assist with health and well-being. Group activities will provide social support networks and referrals to community, and allied health services will deliver solutions. A regional Parent Group will design activities and workshop future projects. Our Focus Group and feedback tool will tell us what works and what doesn’t.

**Your Needs, Your Outcomes, Your Community**

As a parent, you all have different ages, education, backgrounds and needs. Your children also have different needs. SRJA’s ParentsNext program is a step for you towards independence.

**Connections** – SRJA has worked in the Western Melbourne community since 2015 and have a strong understanding of the region. We can refer you to specialist and community organisations to assist with housing, health, childcare, and protective needs. In addition, our Community Noticeboard will detail local services.

**Culture** – We work with the local community, Indigenous Elders, multicultural and refugee groups, accessing interpreters if needed. We provide culturally appropriate mentoring and understand your needs may be different.

**Flexibility** – We will identify flexible options including online learning options, so you can learn at a time that suits you. There are colourful and safe play areas at each location, so your children can attend appointments with you.

**Your future** – We will discuss the impacts of working and the benefits, preparing you now for your future. We understand the local and wider employment opportunities. When the time is right, we will help you with job search skills, interview techniques, clothing, and confidence.

**SRJA locations**

SRJA will create a safe and welcoming environment for you and your children. We provide access to computers, Wi-Fi and play areas for your children. We understand your children are part of your journey. ParentsNext is delivered at:

**SUNSHINE - TAYLORS LAKES - WERRIBEE - Phone: 13 15 59**

We value your feedback. If you have any concerns, please talk to us. If you feel you can’t talk to us, or you are still not happy, you can contact the Department’s National Customer Service Line on 1800 805 260 (free call from landlines).