**KWY ParentsNext Northwest Country SA Delivery Plan**

**About KWY**

Kornar Winmil Yunti is a South Australian based Aboriginal organisation with 11 years’ experience in delivering family-based services to Aboriginal clients in both the metropolitan Adelaide. KWY specialises in a culturally safe community services for Aboriginal families including parents. KWY will engage with the local community and have ongoing working relationships with multiple agencies and community organisations delivering services to both Aboriginal and non-Aboriginal people. KWY offers parents with young children an opportunity to continue their journey towards developing their skills; to think about their education desires and needs and help find work or placements at a time when you are ready and feel, strengthened with your new confidence and skills.

**What is ParentsNext?**   
The Australian Government has provided funding to KWY to work with you to help identify your education and employment goals, develop a pathway to achieve these goals and link you to activities and services in your local community. ParentsNext supports parents to meet your mutual obligations, develop strategies to overcome life barriers and find goals towards long-term education and employment while supporting your families.

**What can you expect from KWY - your ParentsNext provider?**

KWY will continue to support the Northwest Country SA region in Port Augusta – both Aboriginal and non-Aboriginal parents in the ParentsNext program in a welcoming and safe environment for another three years by:

* assisting you identify your goals and aspirations,
* helping you develop a plan that includes steps you determine to reach your goals
* assisting you to access and participate in training and education, workshops, mentoring or language and literacy activities supporting you reach your long-term goals
* assisting you with job preparation and interviews
* being well connected with local staff who are well informed of other support services that community has to offer, and refer you and your family to these support services for assistance
* helping you source funding and licences, tools, clothes, or equipment for work placements
* assisting you to explore and source childcare opportunities
* organising cultural activities for parents in the program, with other community groups involved to strengthen and add value to setting your life goals or help reconnect you to your community.
* offering and sourcing culturally safe support in the Northwest Country Region, Port Augusta including running strength and wellbeing-based courses, accessible through the ParentsNext participant fund.
* providing access to MyGov help sessions and other accredited and non-accredited training to reach your goals.
* working with employers to increase their cultural proficiency and can support both employers and employees by offering mentoring.
* providing you with an opportunity to give us input to make our programs better, and feedback during your time in the ParentsNext program activities through the offer to participate participation in KWY ParentsNext Parents Reference Group while participating in activities and the access to feedback forms.

**How?**

Step 1: KWY ParentsNext coordinator will talk with you to help KWY learn about you, your goals and work together to determine what we need to do to support you. KWY will help you develop a plan to follow. This plan can include little steps, such as organising your goals, and planning what needs to be done and when.

Step 2: These talks can take place at one of our offices. Each space offers you a safe children’s play area and privacy to help you plan your goals. KWY provide ongoing suggestions for culturally safe and family-based support for you to access.  
Step 3: KWYs coordinator will aim to meet with you regularly, and talk with you about your activities, via email and telephone outside of these sessions. This will assist you and us to get any help you may need along the way. KWY provides you with ongoing options to attend KWYs Wellbeing and Strength based program to assist you plan your future. An agreed outreach service will also be available on a case-by-case basis.

**If we aren’t helping you, your feedback is important to us:**

this can be done in the following ways:  
•      In person to the Port Augusta/ Whyalla coordinator,  
•      By speaking directly with the ParentsNext Program Manager;   
•      By participating in Port Augusta ParentsNext Participant Reference Group   
•      Or by contacting the Department’s National Customer Services Line on 1800 805 260 or [NationalCustomerServiceLine@employment.gov.au](mailto:NationalCustomerServiceLine@employment.gov.au)

**KWY Port Augusta ParentsNext contact**   
•      Phone – (08) 83778222 or 0418 749 385

Opening hours: Monday, Tuesday, Wednesday, and Thursday 9.00 am-5.00 pm KWY Lois O’Donaghue Community Centre, Stirling Street Port Augusta