# **Complete Personnel Group ParentsNext provider logo** ParentsNext An Australian Government Initiative Logo

**About Us**

Complete Personnel (Complete) has delivered Employment Preparation, Career Development and Indigenous Mentoring Services to parents since 1998 and has a strong understanding of the needs of parents living in the North West Country SA region.

**Our Services to Participants**

Complete can assist parents by providing Career Advice Services and helping them to access work preparation, pre-employment classes, accredited training and help to achieve education goals.

Complete treats every parent as an individual and provides a solution-focussed approach in servicing all of our ParentsNext participants including:

* Assessment: We use specialist assessment tools to assist parents with determining their work readiness for the future and to help them identify and access the most appropriate support services.
* Planning: We use the results of our assessment tools to assist parents develop a Pathway Plan to achieve their aspirations and assist with identifying achievable short and long-term goals;
* Implementation: Our experienced team assist parents with reaching their goals by placing them into meaningful activities and support services; Complete Personnel has strong linkages with local community providers that offer support with: training, domestic violence, childcare, homelessness, health services, transport and other community services
* Mentoring and Post-Placement Support: We offer culturally competent mentoring and post placement support for all ParentsNext participants, so participants are supported to achieve their goals.

**Our Specialist Indigenous and CALD Connections**

Our Indigenous Mentor assists Indigenous parents to manage family, cultural and workplace rules and obligations and assist Employers and training providers with understanding the family and cultural obligations of Indigenous people.

We have strong relationships in the local Aboriginal communities in SA and in our 20-year history of delivering employment and training initiatives for the aboriginal people in the region.

We assist parents from a non-English background to connect with services in their community like early childhood, playgroups and childcare and support them into Skills for Education and Employment (SEE) and other language, Literacy and Numeracy programs where required.

**Our Sites**

Our sites are centrally located in the local communities and are surrounded by other local support services to ensure easy access for our participants.

Our family friendly sites offer a secure and safe child-friendly play area with books, toys and entertainment, computer and internet access, and tea and coffee facilities for parents.

We offer parents a flexible service comprising of face-to face, phone, and outreach appointments for parents with mobility or access barriers that cannot attend our sites in person.

**Feedback**

We value your feedback and view all feedback as a valuable source of information to improve our service to parents. There are several informal ways that you can provide feedback to us including:

* our periodic surveys
* suggestion boxes in offices and on our web site
* participation in focus groups
* by talking to your consultant

All feedback will be used to improve our service through our Quality Committee that meets regularly to review and respond to participants’ feedback. We will provide feedback to our participants on improvements that we made via our “We’re Listening” blog displayed on our website.

You can also formally provide feedback on the program in different ways, these include:

* offering this in writing to our designated Complaints Officer. Your feedback should be addressed to:

**Director, Employment Services**

**Complete Personnel Group**

**P.O Box 3154 (Melbourne St PO), North Adelaide, SA 5006**

* contacting the Employment Services National Customer Service Line on 1800 805 260 (free call from landlines) or email [nationalcustomerserviceline@jobs.gov.au](mailto:nationalcustomerserviceline@jobs.gov.au)

**Contact Us**

**Phone:** Whyalla - 08 8644 0600 -- Port Augusta - 08 8642 0900 -- Port Lincoln - 08 8682 1698

**Email**: [parentsnext@complete-personnel.com.au](mailto:parentsnext@complete-personnel.com.au)