UnitingSA Service Delivery Plan: ParentsNext

ParentsNext is a pre-employment program that helps parents prepare to join or re-enter the workforce by the time their youngest child reaches six years of age.

# Who is UnitingSA?

UnitingSA is a provider of the ParentsNext program. Founded in 1919, we support almost 15,000 people every year across housing, aged care and community services. Our vision is for ‘a compassionate, respectful and just community in which all people participate and flourish’.

# How can ParentsNext help me?

As a ParentsNext provider, we can help you to:

* Identify your education and employment goals
* Connect to local services in the community
* Balance preparing for work with parenting (for example, seeking child care assistance)
* Overcome barriers to employment
* Complete further education or training, such as Year 12 studies
* Build skills to get a job (for example, how to prepare a resume and practice interviews)
* Meet activity requirements to get a Parenting Payment
* Connect you with local employers when you are ready

We’ll also support you to improve your overall wellbeing and relationships.

# How does ParentsNext work?

Parents who are required to join the ParentsNext program to get a Parenting Payment will be contacted by the Department of Human Services. Parents can also volunteer to participate in the program if they meet eligibility criteria.

Our team will organise an initial meeting to get to know you and set up your Participation Plan. This Plan explains how we will support you and what you need to do as a participant. You’ll also complete a Job Seeker Classification Instrument (JSCI) assessment during this meeting.

We will then schedule an appointment with you every six weeks, or more often if you prefer. You’ll need to attend an appointment with us at least every three months so we can support you to reach your education and employment goals.

You can stay in touch with us via email, phone, text message and Skype throughout this time.

# What can I expect as a ParentsNext participant?

The UnitingSA ParentsNext team will:

* Be flexible with your appointments
* Work one-on-one with you in a private interview space to set goals, plan activities, track progress and celebrate success
* Make sure your Participation Plan works with your family commitments
* Help you to understand your responsibilities as a participant
* Explain how to report to the Department of Human Services.

# Our commitment to diversity and inclusion

We value diversity and respect cultural differences. If you are an Aboriginal or Torres Strait Islander person, we’ll help you to connect with Indigenous specialist education, training, support services and networks as well as other programs.

If you’re from a non-English speaking background we can help you to find community activities and interpreter services which can help you gain work in Australia.

As an NDIS provider, we’re experienced in working with people living with disability and their families. If you have a disability, illness or mental health issue, or if you are a parent of a child with a disability, we’ll help you to connect with training, employment, support and advocacy services.

# We value your feedback

We encourage you to provide feedback about your experience in the ParentsNext program. We promise to listen, respond quickly, keep your information confidential and treat you with respect.

To provide feedback, you can:

* Speak with our team members or call a ParentsNext office
* Email [parentsnext@unitingsa.com.au](mailto:parentsnext@unitingsa.com.au) or fill out an online form at [www.unitingsa.com.au/contact](http://www.unitingsa.com.au/contact)
* Complete a Compliments, Suggestions and Complaints form available at our sites. Please return completed forms to a team member, place in a suggestion box (if available), or mail to PO Box 180, Elizabeth, SA 5112. We can supply a reply-paid envelope or help to complete the form.

You can also complete our regular surveys or become a member of the UnitingSA ParentsNext Governance Group. This group provides regular feedback and suggestions which are used to improve our services.

If you want to provide feedback about UnitingSA as a provider, please call the Department of Education, Skills and Employment National Customer Service Line on 1800 805 260 (free call from land line) or email nationalcustomerserviceline@jobs.gov.au.

# Our locations

Our offices are easy to locate and have parking available. They’re also close to public transport and local services, including Centrelink, Housing SA, health services and shopping centres. We have relaxed, family-friendly spaces with toys and activities available if you’d like to bring your children to appointments. Computers with internet access are available for you to use at our Elizabeth, Port Adelaide, Murray Bridge and Taperoo sites.

## Elizabeth

3/13 Elizabeth Way,

Elizabeth SA 5112

Phone: (08) 8259 2900

Office Hours: Mon-Fri, 9am-5pm

## Port Adelaide

58 Dale Street,

Port Adelaide SA 5015

Phone: (08) 8440 2270

Office Hours: Mon-Fri, 9am-5pm

## Murray Bridge

1 McHenry Street,

Murray Bridge SA 5254

Phone: (08) 8548 9402

Office Hours: Mon-Fri, 9am-5pm

Email: [parentsnext@unitingsa.com.au](mailto:parentsnext@unitingsa.com.au)

Appointments are also available in Gawler, Salisbury, Ridgehaven, Taperoo and Brooklyn Park.

If you live in the Murray or South East region, we may be able to provide outreach services. Contact us for more information.