**Accoras ParentsNext**

**SERVICE DELIVERY PLAN**

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# About us

* Accoras is a not-for-profit organisation which has been working to improve the health and wellbeing of South East Queenslanders for over 25 years.
* We offer a range of programs and services which support children, young people, adults and families living across South­ East Queensland to live happy, healthy lives.
* We are closely connected to our local community and take pride in knowing that people who come to Accoras for help get it, and that this help makes a meaningful difference for them.

# Our values

* We are courteous and have **respect** for each individual, particularly considering their beliefs, values, experiences and cultures.
* We act with honesty and **integrity,** holding ourselves to the highest ethical and professional standards.
* We understand our clients and communities and are flexible, innovative and **responsive** to their needs.
* We show empathy and warmth, are open and act with **kindness.**
* We build genuine connections and **relationships,** through teamwork, collaboration and consultation.

# Supports we provide

* We offer individualised and holistic support which helps parents to set and achieve goals in all areas of their life - including with their parenting, physical health and mental health.
* We can provide warm referrals into other Accoras child and family programs which can support parents to work towards their ParentsNext goals and provide additional assistance to improve their wellbeing, and that of their children and family.

We offer culturally safe and respectful support which is flexible and meets the diverse needs of parents, including those who identify as Aboriginal or Torres Strait Islander, and those who are Culturally and Linguistically Diverse.

# How we work together

* We have a highly skilled and experienced team, including a Domestic and Family Violence Worker, who are available to provide advice, guidance and support to parents in order to help them address difficulties and concerns in all areas of their life.
* We help parents to develop their skills and access supports in a sustainable way, building links to the community and assisting parents to build their confidence as they work towards their goals.
* Our Participation Plans are individually tailored for each parent, and designed to empower all parents to set and achieve the goals that are meaningful to them.

# Community partnerships

* We have strong partnerships with our local cultural elders and are grateful for their ongoing support and guidance.
* We have established relationships and referral pathways with many local service providers, which enables us to link parents in with other supports and collaborate with other agencies who are also engaged with a parent or family.
* We participate in a range of community events, forums and networks which help us to identify the needs of our local community and how we can help address these.

# Family-friendly office

* We aim to make it as easy as possible for parents to participate in their ParentsNext activities at our child-friendly service centres located across the community.
* We offer nappy-change facilities, tea and coffee, comfortable waiting areas and a range of toys and fun activities for children to enjoy while their parents are attending an appointment.

# Contact Information

You can contact us during business hours on:

**P** 07 3727 5001

**E** [pninala@accoras.org.au](mailto:pninala@accoras.org.au)

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For more information, please visit our website: [www.accoras.org.au](http://www.accoras.org.au/)

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