# A picture containing logo Description automatically generatedParentsNext Logo**Service Delivery Plan – Townsville**

**About Us** - Through Access’ Employment Services, its registered RTO - Access Education and Skills Development and various social enterprises, Access is able to provide clients with job-ready skills, vital hands on experience and continual career support to help them attain long-term sustainable employment.

*Access Community Services will assist you to identify your needs and aspirations, overcome challenges, plan and achieve your goals leading to meaningful and sustainable employment. To achieve these we may assist you by:*

* *Our sites will have access to venues in walking distance for a more informal setting for parents where that is more suitable.*
* *Children will be accommodated with a play space where they are able to engage with family or our staff. We will also have a range of engaging age appropriate activities available including craft, drawing and books.*
* *Allocating structure and time for appointments. You can at a minimum expect quarterly face to face contacts with our staff and tailored support, subject to your needs.*
* *Developing personalised Participation Plans that reflect your aspirations and goals and undertake a Skills Assessment if required.*
* *Support and refer you into accredited and non-accredited training programs that align with your career goals*
* *Supporting you in finding relevant pre-employment training, resume writing and interview skills training.*
* *Provide suitable work experience opportunities through different local programs, relationships and services.*
* *Referral into support services that will assist you to overcome any barriers you may have to achieving your goals.*
* *Early School Leavers can get support that can assist them to re-engage with school, education bridging programs and other accredited and non-accredited training programs*

*Access Community Service works with different services, including mainstream, culturally diverse, including CALD and Indigenous, interpreting, disability and training services. We can assist you to access services, such as:*

* *Post trauma counselling, self-esteem, motivation and parenting sessions.*
* *Literacy and numeracy assistance and/or training, financial and budgeting training and access to other quality education.*
* *Housing/tenancy arrangement.*
* *Access Community Services will assist parents to obtain licences, and identify activities in locations where you can participate and provide transport assistance****.***
* *Referral to Domestic Violence Support Services*
* *Our team have strong knowledge of the childcare system and available services across Townsville and surrounds, including long day care, occasional care and other supports. Our team will work with you to access this to support participation.*
* *Access to Social Support groups, Women’s arts group, Family fun events and many more.*

**Site Details**

*Access Community Services*

*Nathan Business Centre*

*Level 1 Suite F9*

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*Ph: 07 3412 9999*

[*www.accesscommunity.org.au*](http://www.accesscommunity.org.au/)

*Access Community Services value any feedback which informs that our service is providing the right support for yourself, or where we could improve our services. Upon submission of any feedback, we will respond where required, or where contact details are provided.*