Wesley ParentsNext

Service Delivery Plan

# Why Wesley Mission?

You can have confidence in the quality of the service you receive at Wesley ParentsNext, because Wesley Mission has been a leading provider of vital community support services across NSW for more than 200 years.

We offer over 120 different programs supporting children and families. By working with Wesley ParentsNext, you’ll also be able to access this huge range of other specialised services to support you and your family in the ways that matter to you.

# How can Wesley ParentsNext help my family?

Whether you’re referred to us by Centrelink or you choose to register with us voluntarily, you could be eligible for support from Wesley ParentsNext to help you get job ready by the time your youngest child starts school.

We know that every family is unique, so your goals will be too. Our team at Wesley ParentsNext works closely with you to help you find the support you need to achieve your goals, while still prioritising your family and care responsibilities. Depending on what you need, this support could include:

* brokerage and financial assistance
* employment opportunities
* health services for you and your family
* training opportunities and courses specifically designed for parents
* job readiness workshops and career coaching
* literacy programs
* childcare
* community groups and parenting programs
* referrals to other local support services near you
* referral to support from a social worker.

# Plan and prepare for employment – what you can expect

## Initial appointment

In your first appointment, you’ll meet your Wesley ParentsNext consultant and get to know each other. They’ll listen to what matters most to you and your family.

Together you’ll discuss your family’s circumstances and your education and employment goals, and you can also ask questions and find out more about the ParentsNext program.

If you haven’t really thought about your employment or education goals before, that’s ok – we can help you get started. Some of the goals participants often set for themselves include: exploring education options, identifying suitable child care, or connecting with community support services such as cultural, housing, health or play group for you and your child to socialise.

You’re welcome to bring your children and any support people to your ParentsNext appointments.

## Setting and reaching your goals

After deciding on some short- and long-term goals with your consultant, you’ll work together to plan some activities you can do to reach those goals. These could include things like:

* connecting with community
* improving health and wellbeing for yourself and/or your children
* participating in personal development workshops
* enrolling in education or training
* accessing career counselling
* researching and applying for jobs
* accessing support if you’ve just started a new job
* increasing your work hours in your existing job.

## Follow-up appointments

Wherever possible, you’ll have the same consultant as your ‘go-to’ person at Wesley ParentsNext for all your appointments. This is so you can get to know each other and so you don’t have to explain things more than once. You’ll be able to contact your consultant directly via call and text, and you can also drop in to any of our offices during opening hours.

## Flexible arrangements

You can meet with your consultant in person, talk on the phone, or email and text to see how you’re going with your plan and how else we can help your family. These meetings can be during or outside of business hours, depending on what works best for you and your family.

If you need time out from the program, that’s ok. You can discuss this with your consultant, and we may be able to organise a pause until you’re ready to return.

## We’re here for you

Your dedicated Wesley ParentsNext consultant will look out for any more information, services and resources you might find helpful. You can also ask your consultant to recommend other programs and services we know and trust to help you reach your education and employment goals.

You can always provide feedback, comments and suggestions on how we can improve the support and services we provide at Wesley ParentsNext.

# Your goals are our goals

We understand that different people work in different ways and have different goals.

We listen and help you define your own goals for yourself and your family. To help you reach those goals, you can access one-on-one services, workshops, group activities and more at Wesley ParentsNext, depending on what works best for you and your family.

We’re all about meeting you where you’re at in your journey towards employment. Together we’ll develop a plan for how to reach your family goals.

# Your family, your culture, your choices

By working with Wesley ParentsNext, you can receive support from people who respect culture and diversity. All our consultants are formally trained and receive ongoing guidance from community leaders including Indigenous Elders.

Wesley ParentsNext offers you support that’s effective, appropriate and sensitive to your culture, abilities, gender and sexuality, as we work closely with you and key members of your local communities to support your family.

# Locations

You can access Wesley ParentsNext at a number of sites across NSW – from Murwillumbah in the far north and Maitland in the Hunter, to Campbelltown in south-west Sydney and Penrith in Sydney’s west.

Some of these spaces also host other Wesley Mission and external programs and services such as schools as community centres or young parent hubs. They’re all friendly, relaxed and welcoming, so you can feel comfortable participating in the program.

You can choose to have your appointments at any of our locations, or we can meet you somewhere else if appropriate.

# Get started

To find out more about Wesley ParentsNext, contact 1300 911 486 or email parentsnext@wesleymission.org.au.