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Service Delivery Plan

# Our approach

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We understand the needs of parents preparing to return to work and the importance of a good start in life for children. That’s why our ParentsNext services focus on you and your children. We help you build skills to manage family and work and to achieve your education and employment goals.

We can help you identify activities you can do with your children, including playgroup and parenting programs to prepare them for school and build your support network.

We can help you to:

* Enrol in education or training
* Address health and well-being needs
* Do work experience or volunteer
* Work part-time
* Explore self-employment
* Look for a job when you are ready

We keep in regular contact to make sure your needs are met, with flexible activities which can be completed face-to-face, online or in some instances at home.

# Our services

We work with you to understand your strengths, skills, employment and education goals. Together we will create a plan to address and manage any obstacles so that you’re able to succeed.

* Choose from a wide range of suitable activities to overcome your challenges to returning to work.
* Career planning advice and information on what jobs are in demand.
* Help prepare resumes and job applications.
* Build skills and confidence to apply for jobs and attend interviews.
* Help you access subsidised child-care or both work and study.
* Offer support with transport arrangements
* Support once you start work as you settle into your new job.
* Easy ways to record your participation and declare earnings to ensure you continue to meet your requirements.
* Eligible participants may be able to access employer wage subsidies, relocation assistance, assistance to meet other costs and our allied health staff.
* Support for your local community to create change that benefits you and your family.

We can also connect you to local services to address issues such as housing, family violence, addictions, budgeting, debt management, legal issues, health, diet and nutrition, reading, writing and English.

Your activities are linked to the age and needs of your children and your readiness to return to work. Depending on the activity, you choose what you do, when, where, how often and which provider.

# Feedback

We welcome your feedback on how we can improve our service. Our services are designed with input from parents and the local community. You can provide feedback by:

* Using the ParentsNext feedback form
* Online at [**www.maxsolutions.com.au**](http://www.maxsolutions.com.au/)
* Join our local consultative forums
* Call Department National Customer Service

**1800 805 260**

**Our facilities**

**Full time |** Mon–Fri 8.30am–5pm

**Bankstown**

**E:** [parentsnextbankstown@maxemployment.com.au](mailto:parentsnextbankstown@maxemployment.com.au)

**Mount Druitt**

**E:** [parentsnextdruitt@maxemployment.com.au](mailto:parentsnextdruitt@maxemployment.com.au)

**By appointment only**

* + **Parramatta**
  + **Blacktown**
  + **Penrith**
  + **Windsor**

**To contact your closest office,**

please call 1800 603 503

**Site address details can be found via**

https://jobsearch.gov.au/parentsnext

**Child safe play area • Wifi and computers • Indigenous mentors Interpreters or bilingual staff • Free tea and coffee**

 

