**Settlement Services International (SSI)  
ParentsNext Service Delivery Plan  
Sydney East Metro Region**

**About ParentsNext**

ParentsNext is an Australian Government initiative to help parents to prepare for employment by the time their youngest child reaches school age. ParentsNext aims to increase the capacity of Participants to seek employment in an area that is suitable for you, by improving your confidence to achieve your short and long term goals such as education and employment.

**About SSI**

SSI is a leading community organisation that supports newcomers and other Australians to achieve their full potential. We work with all people who have experienced vulnerability, to build capacity and enable them to overcome inequality. We are experts at supporting people into employment, including people who are culturally and linguistically diverse, long-term unemployed, and experiencing complex barriers to employment.

SSI delivers ParentsNext in the Sydney East Metro Region in partnership with Metro Assist. Staff across all sites are bilingual, friendly and trained in culturally competency.

Our offices are accessible, child friendly, close to public transport and provide a safe and welcoming environment including spacious private rooms, toys for children, availability of computers and other IT equipment to support our participants.

**ParentsNext Services that we provide to you**

ParentsNext can support you to address a wide range of challenges in your life, connecting you to support services and activities, and helping you achieve your own goals. These may include:

* **Career Planning and Identifying Passions:** Identifying your existing strengths and skills. Helping discover your career interests and passions. Identifying skill gaps and developing a career plan.
* **Education and Training**: Connecting you to vocational training courses. Helping you improve your language skills. Finding affordable childcare so you can study.
* **Child and Family Support:** Connecting you to playgroups and affordable childcare. Supporting you to develop the parenting skills that you want. Helping support you and your family to reduce unstable housing, conflict and violence, and improve family communication.
* **Mental and Physical Health:** Supporting you with physical and mental health needs. Connecting to mental health, drug and alcohol, and other support services in your local area. Helping you to develop an employment plan that is tailored around your individual physical and mental health.
* **Communication and Confidence:** Supporting you to grow your communication skills and confidence at work. Growing your team work and personal presentation skills.
* **Job Readiness:** Providing you with career advice, resume, interview, and job application help. Information about the job market. Connecting you to vacancies with our employer partners.
* **Continuous improvement of services:** Your feedback is important to us and that is why we, at regular intervals, collect your feedback on how our services are delivered, through surveys and feedback forms. The information collected is in turn used to improve our services and provide better assistance to you.
* **Diverse range of activities:** We work with several Indigenous and CALD communities to provide you maximum assistance, by identifying best suitable and local services and activities to participate.

**Get started today!**

Contact the SSI ParentsNext team on (02) 8713 9200 or [pnxemployment@ssi.org.au](mailto:pnxemployment@ssi.org.au).