

About Us

Our case managers have many ways to support and help parents make steps towards study and work at the same time that they are looking after their children. You will receive a flexible and family friendly ParentsNext service.

Our Services

Our staff are parent-centred and work together to look at your needs. Our staff will help you find your pathway to work or study. We will look at your personal situation and difficulties to reaching your goals, and help you to address them.

We work with you to look at what services we can provide to you or to connect you with other services in the community. We will provide you with support to address issues like childcare, homelessness, family safety and financial matters which all may affect you in reaching your goals.

Our services will be based around your needs and delivered in a flexible way, including onsite referral and delivery of activities. Our community links will be used to help you gain support, information and education.

How we can help you

Some of the ways we can help you meet your goals may be:

- Connecting you with other organisations who can help with housing and welfare needs.
- Helping you in practical ways to support your parenting responsibilities through parenting programs.
- Provide childcare for parents attending our services (in some circumstances).
- Mentoring with 1:1 help for resume writing, job application support, goal setting and job interview presentation.
- Helping you to access the internet and improve your computer skills.
- Connecting you with study options, to help you find work and/or access study. You can complete these modules at home to best suit your family needs.
- Helping you develop your skills through activities such as Jobs Club and well-being courses.
- For Intensive Stream Participants, we can financially assist with payment towards your study and work goals. We can pay for things like work equipment, course fees, childcare and relocation assistance.

We will:

- Work with you to find out what services we can provide or arrange for you.
- Give you a flexible and family friendly ParentsNext experience.
- Provide accredited Parenting Programs, as well as flexible education and self development courses to help you. These may include 123 Magic Emotion Coaching, Counselling, Career investigation programs, Self Development Programs, Physical and Mental Health and Wellbeing programs, and Jobs Club.
- Offer a child family and accessible environment for appointments.

Your outcomes

Our staff will work with you to make a personalised Participation Plan to meet your study and work goals, while also helping you to address any personal issues that may stop you reaching their goals.

Our Links

We will use our connections to meet your personal needs. We provide services to parents with diverse needs such as refugee parents, by doing one on one meetings so you feel part of the program and connected to your Participation Plan. We will look at lots of ways that you can find study and work goals that meet cultural or personal needs. For Indigenous parents, we also work with many Indigenous services to find activities that you will feel connected to.

We will:

- Find out your cultural needs to ensure respectful practice
- Provide referrals to English language, literacy and numeracy programs and use the Telephone Interpreter service
- Provide the Project Delivery Plan translated into three main languages other than English

Site Details

Our sites are all pram and wheelchair accessible and within walking distance of public transport. We provide age-appropriate and fun activities and toys for children to keep them happy and busy while you meet with your Case Manager.