

SERVICE GUARANTEE



PARENTSNEXT SERVICE GUARANTEE

This Service Guarantee reflects the Australian Government's expectations of ParentsNext providers when delivering ParentsNext services to you. It sets out the minimum level of service you can expect to receive, as well as the requirements you need to meet while preparing for employment.

ParentsNext supports parents and carers to prepare for work by the time their youngest child starts school. The Government delivers ParentsNext through a national network of providers.

Your provider will:

- help you identify your strengths and any challenges you face to future employment
- help you identify your education and employment goals and a pathway to achieve them
- work with you to develop a Participation Plan, which sets out your ParentsNext participation requirements
- connect you to activities and services in your community to help you to prepare for employment e.g. education courses, mentoring, non-vocational support and child care
- contact you every three months to review your goals, progress and update your Participation Plan if required
- if you are ready to work, help you find a job and support you with wage subsidies or relocation assistance if you are eligible
- encourage you to have a say in how ParentsNext services are delivered
- deliver the services set out in their Service Delivery Plan
- treat you fairly, respectfully and in a culturally sensitive way.

What is expected of you

- do everything you have agreed to do in your Participation Plan
- participate in appointments with your provider
- contact your provider as soon as possible if you are unable to attend your appointment or activity
- notify your provider if your circumstances change e.g. you change your address or phone number
- treat your provider fairly, respectfully and in a culturally sensitive way.

Your payment may be put on hold if you do not meet these requirements.

Your personal information is confidential

Your personal information is protected by law, including the *Privacy Act 1988*. Your provider will only tell service providers things about you that relate to your participation in ParentsNext.

Your provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support.

You can ask to get access to any information your provider holds about you and have it corrected if needed.

Compliments, suggestions or complaints

Your views about the services you receive are important.

Talk to your provider if you don't think you are receiving the right help. Your provider will offer a fair feedback process and try to resolve your concerns. If you feel you can't talk to your provider, contact the Department's National Customer Service Line:

- call 1800 805 260 (free call from land lines)
- by email

If you have a compliment or would like to make a suggestion to improve your ParentsNext service, let your provider know or call the National Customer Service Line.

Call the Centrelink Families line on 136 150 for information about your income support payment or visit servicesaustralia.gov.au.