

Making the most of ParentsNext

If you need more support

Parents and carers can have a lot going on in their lives. Please talk to your ParentsNext consultant if you are unwell or having problems at home. **Support is available** and you can ask to take a break from your plan if you need to.



Making a complaint or changing consultants

You can talk to your consultant about any problems you may have with ParentsNext. If you aren't comfortable talking to your consultant please call the National Customer Service Line on **1800 805 260** (free from landlines) or fill out the **Complaints, Compliments and Suggestions form** on the ParentsNext webpage.



Sticking with your plan

To keep getting Parenting Payment it's very important that **you attend appointments, do your agreed activities and report on your progress**. If something happens and you can't attend or report on time, **tell your consultant as soon as possible** to avoid having your payment put on hold.



Your Information

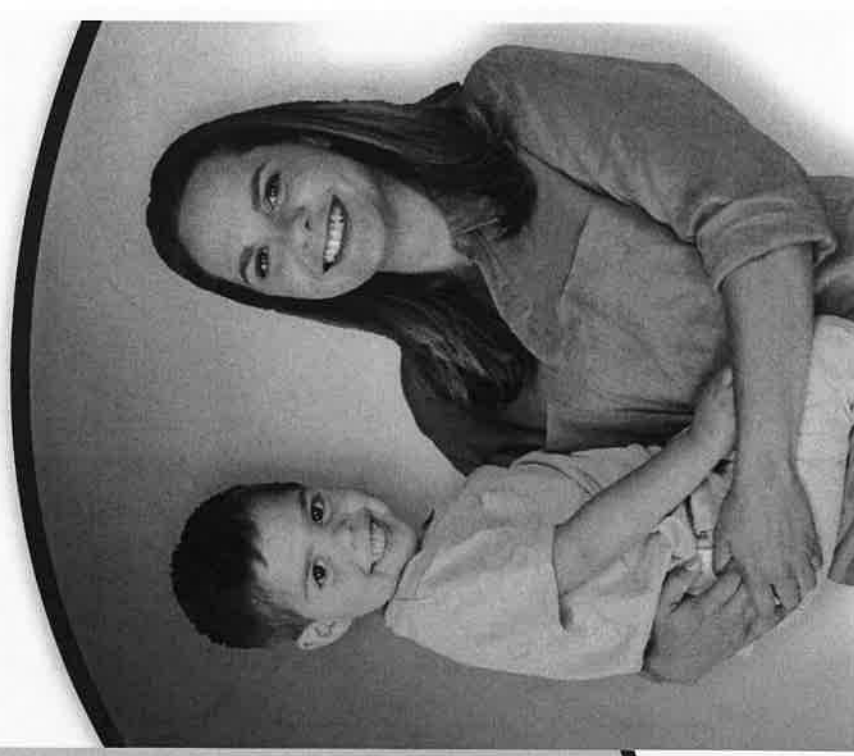
Your personal information is protected by law, including the Privacy Act 1988 and the social security law.

Your ParentsNext consultant will provide you with a Privacy Notification and Consent form that outlines how your personal information will be used.

Translation services

For help speaking or understanding English, call the Interpreting Service (TIS National) on **131 450** for the cost of a local call. Ask them to call the **National Customer Service Line** if you need information translated. Or visit the Resources page on the ParentsNext website for **information in different languages**.

For more information go to **employment.gov.au/parentsnext**



Balancing your family, study and work goals

There are many benefits to participating in ParentsNext. **ParentsNext consultants will work with you** to help you build your confidence, develop skills and access local support and services to **plan for the future**.

You don't have to look for work while you're in the program. But if you are ready and want to look for work, **your consultant can help**.

So while study or work might seem far away right now, taking part in ParentsNext will put you in a much better position to act on opportunities **when the time is right**.



How ParentsNext works

There are **four main things you will be asked to do** in the ParentsNext program to keep getting Parenting Payment.



1. Attend appointments

Your ParentsNext appointments will usually be **in person once every three months**.

Your consultant will listen to you and help you decide what **you want to achieve**. They will also help you plan your next steps.



Before coming to ParentsNext I didn't really have a goal or a plan for what I wanted to do ... My main goal is to finish my business course and open my own nail shop at home and go from there."

Patrice, ParentsNext parent

2. Choose activities

Your consultant will help you choose activities **that will help you** prepare for work.

These activities should fit with your family life and should be relevant to **what you want to achieve**.



3. Make and agree on a Plan

Your ParentsNext consultant will help you create a **Participation Plan**.

This plan outlines the activities, reporting and appointments that **you agree to do**.



ParentsNext helped me go to college to finish year 11 and 12. The secondary college was set up with a free childcare facility so I knew that my kids were being looked after while I was in class - this made a big difference!"

Ashleigh, ParentsNext parent

4. Reporting

Every two weeks you must report to Centrelink.

Your consultant will let you know if you also need to report to ParentsNext.

Your consultant will tell you how and when to report.

For more information go to employment.gov.au/parentsnext