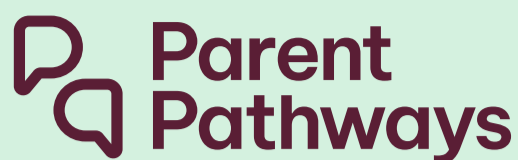




Australian Government



Parent Pathways

Parent Pathways Service Guarantee

Parent Pathways is a voluntary service which supports parents and carers of young children to achieve their work and study goals. This document explains the Australian Government's expectations of Parent Pathways providers when delivering services to you.

Your Parent Pathways provider will:

- recognise the value of your caring role
- provide a safe, private, and child-friendly space for you and your children
- provide support from suitably qualified and experienced Mentors
- meet you where you are at, both in location and in your life
- understand that you can join, pause, leave or come back when it suits you
- deliver the services as set out in their Key Service Commitments.

When you start in the service, a Mentor will be assigned to you. Your Mentor will:

- be professional, friendly, and non-judgemental
- treat you in a culturally sensitive way
- help you identify your goals for your future and work with you to develop a Goal Plan
- help you identify your strengths
- help you identify any challenges you face to achieving your goals
- connect you to services in your community
- help you choose activities that will help you achieve your goals
- keep you informed about the practical financial support available from your Individual Fund and the Pooled Fund (see below for more information on the funds)
- check in with you every month
- regularly review your goals
- acknowledge your progress and achievements
- provide continued support if you get a job, to help you stay in that job
- provide transition support, if you are on income support, when you move to an employment service
- explain the complaints process to you at your Initial Discussion.

The Individual Fund

Your provider will give you information about the Individual Fund. The Individual Fund can be used to buy items and supports that help you achieve your goals. \$1,250 is assigned to you and is refreshed each year but any money you don't spend is not carried over to the next year. The things you can use your Individual Fund to buy include:

- education and training courses
- driving lessons and driver's licence costs
- laptops, tablets, and smartphones that help you undertake activities
- work-related licences and tickets
- transport costs related to attending appointments and activities
- non-vocational support (such as personal development courses or parenting courses)
- vocational support (such as resume writing services)
- engagement support vouchers.

The Pooled Fund

Your provider will give you information about the Pooled Fund. It provides access to a wider range of supports, including:

- work-related items such as professional clothing and personal protective equipment
- waitlist fees and bond fees for childcare
- medical expenses if you have a health issue that stops you from participating in activities
- short-term crisis support
- interpreters.

Compliments, suggestions, or complaints

We want to hear your feedback. If you have a compliment, complaint or suggestion, please talk to your Mentor. Your Mentor will offer a fair feedback process and try to resolve your concerns. If you feel you can't talk to your Mentor, or you aren't happy with the complaints process offered by your provider, contact the National Customer Service Line on 1800 805 260 (free call from land lines) or by email (nationalcustomerserviceline@dewr.gov.au).