



Australian Government
Department of Employment
and Workplace Relations



**New voluntary
service for parents**
**CONSULTATION
APPROACH**

INTRODUCTION

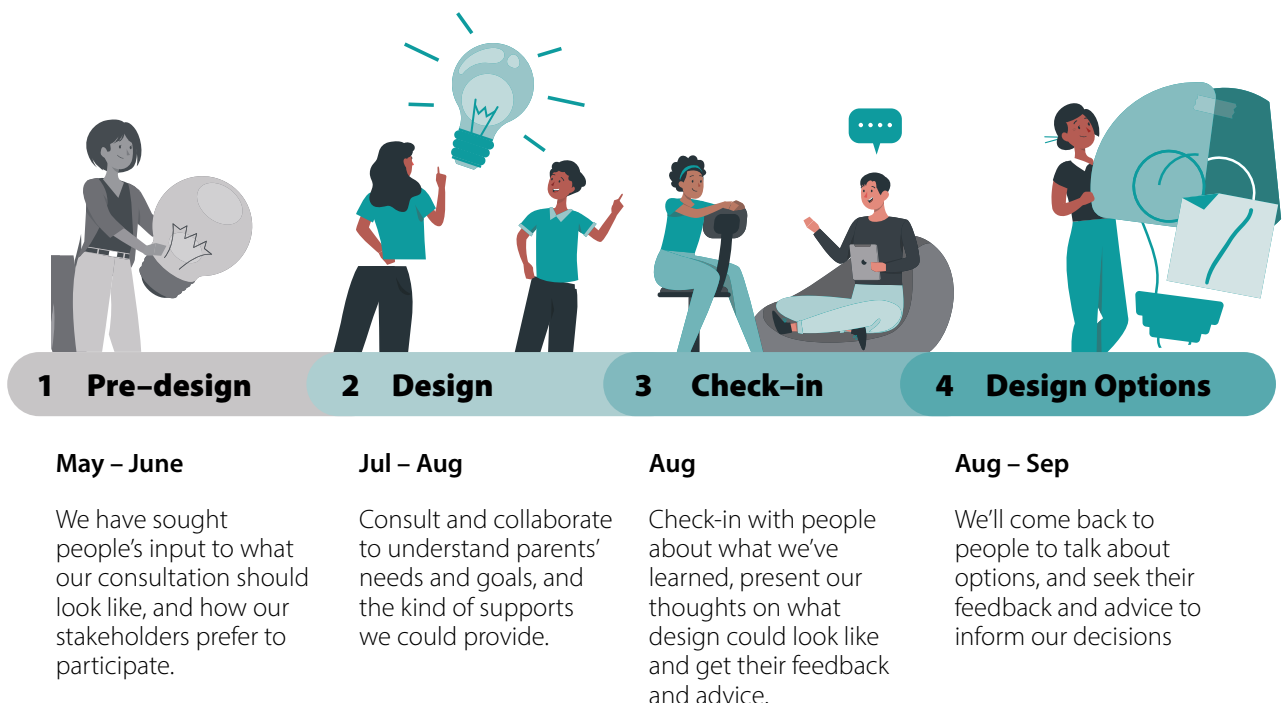
The department is leading the consultation process to design a new, voluntary service that supports parents who care for young children. The new service will be for parents who receive a Parenting Payment. It will help them to:

- plan for their future education and employment goals
- build their capabilities and skills
- work toward the type of paid work they want, when they're ready.

We will work in partnership with key agencies and community organisations to undertake a multi-pronged engagement approach.

The engagement will be iterative with consultations running simultaneously to ensure we capture a range of perspectives and design ideas across our stakeholders in a limited timeframe.

The approach has four phases



WHO ARE WE TALKING TO?

We are talking to a range of stakeholders relevant to this process, beginning with parents. Each stakeholder stream has a targeted approach of engagement. Engagement across stakeholder groups will occur concurrently, both directly and in partnership with community organisations.

**Past and Present
Participants**



People with Disability



Youth



Community Groups



Employers



Public



First Nations



Migrant and Refugee



Women at risk



Peaks



Providers

Past and present participants (survey and workshops with past and present participants)¹

Who	How	When
DEWR – Applied Behavioural Insights team	Call out survey and phone call inviting past and present ParentsNext participants to participate in workshops.	Early July
DEWR – Applied Behavioural Insights team	Phase 2 workshops with volunteer past and present ParentsNext participants: <ul style="list-style-type: none"> ■ Bankstown NSW ■ Brisbane QLD ■ Virtual 	July
DEWR – Applied Behavioural Insights team (in consultation with Services Australia)	Phase 3 survey of past and present ParentsNext participants to test options and seek feedback on consultations.	August
DEWR – Applied Behavioural Insights team	Phase 4 workshops with volunteer past and present ParentsNext participants <ul style="list-style-type: none"> ■ Perth WA, ■ Hobart TAS, ■ Virtual 	August/ Sept.

Potential participants (workshop with Parenting Payment recipients)¹

Who	How	When
Services Australia	SMS/Email/Phone call inviting Parenting Payment recipients to participate in workshops.	July
Services Australia	Phase 2 workshops with volunteer Parenting Payment participants: <ul style="list-style-type: none"> ■ Melbourne VIC, ■ Toowoomba QLD, ■ Canberra ACT 	July
DEWR – Applied Behavioural Insights team	Phase 3 survey of participants to test options and seek feedback on consultations.	August



¹Note: all locations are subject to confirmation and change, depending on take-up of invitations to workshops and confirmation of venues.

Targeted workshops with lived experience in key locations (face-to-face and virtual)¹

Cohort	How	Locations	When
Women	Partnership with community organisations	<ul style="list-style-type: none"> ■ Sydney/regional NSW ■ Brisbane/regional QLD ■ Adelaide/regional SA ■ Shepparton VIC 	July/ August
First Nations	Specialist First Nations Facilitator Partnership with community organisation	<ul style="list-style-type: none"> ■ Tamworth NSW ■ Blacktown NSW ■ Perth WA ■ Yarrabah QLD ■ Cairns QLD 	July/ August
Migrant and Refugee	Partnership with community organisations	<ul style="list-style-type: none"> ■ Adelaide SA, ■ Mirrabooka WA, ■ Prahran VIC, ■ Logan Central QLD ■ Blacktown NSW 	July/ August
People with disability	Partnership with community organisations	<ul style="list-style-type: none"> ■ Sydney/regional NSW, ■ Brisbane/regional QLD, ■ Adelaide/regional SA, ■ Melbourne/regional VIC 	July/ August
Youth	Partnership with community organisations	<ul style="list-style-type: none"> ■ Burnie TAS, ■ Newcastle NSW ■ Burnie, Geelong VIC, ■ Corio VIC, ■ Virtual 	July/ August
	Collaboration with Office for Youth	Virtual	July/ August

Community Groups, Peaks, Other

- Relevant and representative community groups identified through previous submissions to the ParentsNext Inquiry and broad stakeholder analysis of high interest groups and individuals.
- Pre-design discussions held with community and advocacy groups.
- Testing of consultation approach and scope and framing of discussion topics and questions.
- Targeted small procurement to support co-facilitation with trusted community partners for direct public participation in co-design.
- Options feedback presented via community group and direct contact with participants (if they indicate they would like to receive follow-up information).
- Roundtables with peaks, academics, service deliverers.



¹Note: all locations are subject to confirmation and change, depending on take-up of invitations to workshops and confirmation of venues.

Businesses

Who	How	When
DEWR – National Workforce Solutions Branch	Virtual outreach through Employment Liaison Officers; Industry peaks and business stakeholders.	July – August

Providers

Who	How	When
Employment Services peak bodies	Early meetings for feedback in developing consultation approach	June
Employment Services peak bodies	Feedback on all consultations and options, virtual roundtables	July - August
Current ParentsNext Providers	Feedback on all consultations and options	29 August, Workforce Australia National Forum

State and Territory Government

Who	How	When
State and Territory Government Representatives	Information sharing	July – August

