



New voluntary pre-employment service for parents with young children

Parent fact sheet

A new parent-driven service will support parents to work toward their education and employment goals. From 1 November 2024, the voluntary pre-employment service will be available to eligible parents of young children. Parents and stakeholders have been, and will continue to be, major contributors to the development and roll-out of the new service.

Service features

If you are eligible, you will be able to access a service that gives you **choice and flexibility** about:

- when you access the service,
- where and how you receive support (i.e. provider office, over the phone, local community centre),
- how often and for how long you get support,
- what you want to work towards (i.e., skills development and training, securing a driver's license, language skills, meeting other parents etc),
- when/if you want to leave or pause the service,
- being welcomed back to the service when the time is right for you.

The service will **value your caring role** ensuring:

- safe, private and child friendly offices
- appointments and support that factor in school or child care
- control over the time commitment for your appointments and supported activities.

Mentors who support you will be:

- suitably qualified or experienced, including lived experience
- able to build trusting relationships over time
- consistent – with the same mentor supporting you for your whole time in service (where possible)
- able to deliver on what they commit to
- able to work with you by supporting your choices and agency.

Financial support will be available to you:

- to facilitate access to supports and work toward goals
- through an Individual Fund assigned to you to allocate in a way that helps you achieve your goals
- through a Pooled Fund which is managed by the service provider for the purpose of providing pre-employment support to you.

Your **individual needs** will be acknowledged:

- through tailored servicing, designed specifically for you and your individual circumstances.

Transparency and clear communication will be a focus at all times, but in particular:

- before you agree you understand the service offer
- during servicing, you will be informed of the options available to you, and be able to ask for flexibility and choice
- when making decisions about how to use financial supports.

Eligibility

To be eligible for the new voluntary pre-employment service, you must:

- have a child aged under 6
- not be in paid employment
- live in a non-remote area.

You should be getting one of these payments:

- Parenting Payment
- Carer Payment
- Special Benefit.

You are also eligible if not getting a Centrelink payment, and are either:

- under 22 years old
- an early school leaver (you who don't have a Year 12 qualification)
- First Nations.

Delivery of the service

The department will undertake an approach to market process to engage organisations to deliver the new service. In one location or region, Australian Public Service staff will deliver services as part of a pilot.

Parent Advisory Group

A Parents Advisory Group will be established to ensure parents with lived experience, and key stakeholders, continue to contribute to the development and, once up and running, continuous improvement of the new service.