



## Wesley ParentsNext Factsheet

### Am I eligible to join the Wesley ParentsNext program?

To be eligible to join the program, you must have at least one child under the age of five and a half and be receiving Centrelink Parenting Payment.

### How can I join the Wesley ParentsNext program?

If you're eligible, you can either be referred to us by Centrelink or you can join voluntarily.

If you're referred to us by Centrelink, it's really important for you to keep in regular contact with your Wesley ParentsNext consultant and that you attend all your appointments and activities.

If you join voluntarily, you'll have access to all the benefits and support we offer to help achieve your future study and employment goals.

Contact us and we'll connect you to your local consultant who will walk you through the next steps.

### Will Wesley ParentsNext make me go to work?

No, we won't make you go to work.

ParentsNext is a **pre**-employment program, not an employment program so there are no requirements or expectations for you to work. The goal of the program is to help you and your family get ready for the time when you choose to go to work.

You can stay in the program until your youngest child turns six and goes to school, or until you choose to work and have secured work on an ongoing basis.

We work closely with you and support you on your journey and the choices you make based on your needs and circumstances.

### What if I can't make my appointment or activity?

We understand that family comes first and there are times you may not be able to get to an appointment or activity. Don't worry, if this happens we can easily reschedule your appointment, but you do need to let us know beforehand.

If you're not able to make any of your appointments or activities, or if you have any concerns or questions, call your consultant directly or Wesley ParentsNext on 1300 911 486.

When you join voluntarily, your attendance at appointments and in activities are not subjected to compliance framework, but if you don't participate in the agreed activities, you may be asked to leave the program.

If your payment is suspended temporarily for missing an appointment or activity, please contact us immediately and we'll help to resolve this.

## What if I have anxiety or depression and don't enjoy group-based activities?

We understand the challenges for parents and carers who experience anxiety or depression. If you don't enjoy group-based activities, you can always choose different types of activities.

We'll work with you to find the activities that suit you and we'll make sure you feel comfortable and safe.

## Do I have to put my child/children in childcare?

No you don't. It's your choice if, and/or when you enrol your child in childcare and we won't ask you to put your child in care if you decide not to.

## Do my child and I have to join a playgroup?

No, you don't. You will need to choose an ongoing activity and it's up to you which activities you do. We can help you decide which activities will support your goals.

## What can I do if I'm not happy about the service I'm receiving?

You have the right to provide feedback or request a change of ParentsNext provider if you're unhappy with our service.

Here are some ways you can do that:

- speak with your Wesley ParentsNext consultant or ask to speak with a team leader
- fill out a Wesley Mission 'Raise your voice' form which can be found in your welcome pack or at any Wesley ParentsNext office
- attend a Wesley ParentsNext feedback session where you can share your experience, connect with other parents and offer suggestions to improve our services
- complete a survey at any Wesley ParentsNext office or make a request via email, which you can submit anonymously if you prefer not to leave your contact details
- contact the Department of Employment Skills, Small and Family Business National Customer Service Line on 1800 805 260 (free call number) or email [nationalcustomerserviceline@jobs.gov.au](mailto:nationalcustomerserviceline@jobs.gov.au).



### Wesley ParentsNext Contact

1300 911 486 | [parentsnext@wesleymission.org.au](mailto:parentsnext@wesleymission.org.au)

### ParentsNext operates across the following regions:

Metropolitan Sydney  
Sydney CBD  
Central Coast  
Hunter  
Mid North Coast  
Far North Coast

Call or email us today to find out how we can support you, or for more details visit [wesleymission.org.au](http://wesleymission.org.au)

We acknowledge the Traditional Custodians of the land on which we work. We pay our respects to their Elders and the Elders from other communities past, present and emerging.