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 on commencement in the service and is refreshed every year you are active with the service.
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, you can 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 visit the Department of Employment and Workplace Relations website (dewr.gov.au) for information about other ways to make a complaint.

Your privacy is protected

Your personal information is protected by law, including the *Privacy Act 1988* (Cth) and, in some cases, the social security law. In the first meeting with your provider, they'll explain why your personal information is being collected and how it will be handled. They may seek your consent to collect your personal information from Services Australia or to collect your sensitive information. Your consent is needed, unless collecting this information is required or authorised under Australian law. Giving consent is voluntary and you can withdraw your consent at any time.

Your provider will protect your information. You can ask your provider for access to the information they have about you. You can ask them to correct this information if needed. When you meet with your provider, you can ask for a copy of their privacy policy.

Department of Employment and Workplace Relations

You can find the Department of Employment and Workplace Relations privacy policy at (dewr.gov.au/privacy). The policy explains how you can make a privacy complaint and how to access and correct your personal information. To contact the department about your personal information, email privacy@dewr.gov.au