

Service Delivery Plan Information for Providers

A Provider's Service Delivery Plan captures the commitments made in their Request for Tender response in an easy-to-read format. It is the main tool Providers use to tell stakeholders (such as Participants and Employers) about the services they can expect to receive.

The purpose of this information document and template is to advise Providers about developing, approving and updating their Service Delivery Plan, at the start of the Deed and throughout the Deed period.

To determine the scope of the Plan, consider the following:

- ☐ The services you will provide to assist parents to plan and prepare for employment
- ☐ The support and activities you will provide to your parents
- ☐ How you will address or manage all barriers for parents – including employment barriers
- ☐ Outline strategies you will use when delivery ParentsNext
- ☐ How you will cater to specific groups (Indigenous/CALD)
- ☐ How connections in your Employment Region will benefit parents
- ☐ How you will work with your local community
- ☐ How/why your site is welcoming and parent/child friendly
- ☐ The audience for the Plan – use language appropriate for the audience

Reminder: Service Delivery Plans must complement the ParentsNext Service Guarantee and should be no more than one page.

Providers should submit one Plan for each Employment Region where they are contracted to deliver ParentsNext Services. While the Plan for each Employment Region can be the same or similar, each Plan should reflect the specific demographics and/or service offers within that Employment Region.

Service Delivery Plan Template

Providers can use the Plan template (at the end of this document) as a guide about the type and amount of information to include in their Plan. While the format and style of their Plan is entirely up to the Provider, the template provides guiding questions and themes the Provider should consider when preparing the Plan.

Submitting a Service Delivery Plan to the Department

Providers should send their completed Plan to their Account Manager by 30 September 2018. All Plans must be accessible documents. Refer to the *Accessibility of Service Delivery Plans* section below.

Assessment

The Department assesses all Plans submitted. After the Department assesses a Plan, there are three possible outcomes:

- **Approved:** The Department approves the initial Plan submitted by the Provider.
- **Request for review:** The Department requests the Provider reconsider their Plan because commitments are missing or there is some ambiguity in the Plan.
- **Rejected:** If the Department determines that the Plan still does not contain the material commitments the Provider made in their RFT response, the Department works with the Provider to improve the Plan.

Administrative Requirements

The Provider must give a copy of the ParentsNext Service Guarantee, refer to Deed (*ANNEXURE B2 – Service Guarantees*) and the Plan to every Participant and display them prominently in each of their sites.

Providers are responsible for publishing their Plan on their Services page of the [JobSearch website \(www.jobactive.gov.au\)](http://www.jobactive.gov.au). Providers can publish this information through the Department's IT Systems, in the same way they update their Services page content. All Plans must be published within five days of the Plan being approved, or as otherwise advised by the Department.

The version published on the website/s should be the same as the version Providers give to Participants and display in their offices. Providers are responsible for making sure the most recent version of their Plan is available at all times.

Accessibility of Service Delivery Plans

The Government has endorsed the Web Content Accessibility Guidelines (WCAG) version 2.0 for all Government websites. When developing Plans for publication, Providers should create the content in a way that supports and maximises accessibility for people with a disability. Resources on the accessibility of web-based information and documents are widely available. Providers are encouraged to consider the Australian Human Rights Commission's [Disability Discrimination Act Advisory Notes](#), which form the basis of the Government's accessibility obligations.

Example - Service Delivery Plan

No more than one page

Provider logo/contact details

About us—short summary/story of your Organisation



Specific services not already outlined in the ParentsNext Service Guarantee that you will provide to assist parents to plan and prepare for employment and how you will achieve this.

Outline your strategies for how you will deliver services, the support and activities you will provide, including how you will assist Participants to engage and meet their goals.

Type of outcomes you will aim to achieve for parents in your area.

Identify barriers to employment and how you will address or manage these barriers, develop personalised Participation Plans, structure appointments, refer Participants to appropriate activities, deliver or facilitate education and employment related assistance, encourage/attract Volunteers (Intensive Stream only).

Engagement/Linkages

How you will cater to specific groups (Indigenous/CALD), your connections (if relevant) in your Employment Region that will benefit parents on your caseload and how you will connect/work with the local community.

Site Details

Details of your site including the facilities and resources available to Participants and why/how it is welcoming and parent/child friendly.
