



COVID-19

ParentsNext participants – Frequently Asked Questions

There will be a gradual return to ParentsNext participation requirements starting early June 2020. You are encouraged to start re-engaging in your activity if possible and safe for you and your family.

Your ParentsNext provider will continue to support you by making monthly phone calls to check in with you and offer assistance as required.

Participants need to continue reporting fortnightly to Centrelink to keep receiving Parenting Payment.

I received a message telling me my payment had been suspended, has it?

No, for the time being, you should continue getting your payment, even if you do not meet your requirements. If you do not, contact your provider or the National Customer Service Line on 1800 805 260.

I received a reminder message to attend my ParentsNext activity/or that I missed my ParentsNext activity. What does this mean?

As part of the gradual return to ParentsNext participation requirements, you are encouraged to start re-engaging with your activity if this is possible and safe for you and your family.

To help you re-engage in your activity, you may be sent SMS messages or inbox reminders about attending your activity or that you missed your activity. However, attending ParentsNext activities is voluntary for now.

Will I be required to sign or update my Participation Plan?

You are not currently required to sign or update your Participation Plan. A voluntary Participation Plan can be developed and tailored to your needs and family circumstances if you want to start or continue an activity during this time.

I already have an exemption with ParentsNext, what does the COVID-19 servicing arrangements mean for me?

If you have an exemption, your requirements will continue to be voluntary until your exemption ends. Your payment cannot be put on hold while you have an exemption.

Do I still need to report?

You are not required to report your attendance at ParentsNext activities, however you are still required to report fortnightly to Centrelink. More information about Centrelink reporting is at servicessaustralia.gov.au/individuals/services/centrelink/parenting-payment/what-are-your-commitments/income-reporting.

What can my provider do to help me now?

ParentsNext providers will continue their monthly contact using online services (for example, emails, Skype, video conferences) and the telephone to check in with you and offer assistance as required. They will also let you know when your compulsory requirements return.

If your circumstance change and you need assistance, contact your ParentsNext provider.

My child is about to turn six, what happens next for me?

When your child turns six, you will be exited from ParentsNext and, if eligible, you will be referred to jobactive for employment assistance. Your ParentsNext provider will facilitate a warm handover to jobactive.

I can't get in contact with my ParentsNext provider, who can I contact?

If you are unable to get in touch with your ParentsNext provider, you can contact the department's National Customer Service Line on 1800 805 260 or by [email](#) for assistance.

Further information

It is important to stay up to date with advice published by the [Australian Government Department of Health](#), as well as by your state or territory health authority. The Department of Health provides a range of information about COVID-19 including how to protect yourself, when and how to isolate if required, as well as health updates and alerts.

You can contact the 24/7 National Coronavirus Health Information Line on 1800 020 080 which provides health and situation information on the outbreak. Call 131 450 for translating or interpreting services.

For more information-about ParentsNext, visit www.employment.gov.au/parentsnext