



Australian Government



ParentsNext



# If you need more support

**Parents and carers can have a lot going on in their lives. It's important to know that support is available.**

ParentsNext consultants can connect you to local services for support with:



counselling



financial advice



domestic and family violence



physical and mental health



secure housing

**If you are having difficulties, talk to your consultant. They may change your activity or consider an exemption.**

An exemption means you don't have to do activities for a period of time. You can still get help and support from your ParentsNext consultant if you need it.

**Reasons for an exemption may include:**

- a serious health issue
- a death in the family
- being pregnant and within 6 weeks of your expected due date
- Indigenous cultural business
- being a primary carer for 4 or more children
- approved home-schooling.

**Your ParentsNext consultant will ask for different evidence depending on your reason for an exemption.**

If your consultant **does not give you an exemption** you can ask them to review their decision. If you are not happy with their response, you can request an independent review by the Department of Education, Skills and Employment by calling the National Customer Service Line on **1800 805 260** or email: **[nationalcustomerserviceline@dese.gov.au](mailto:nationalcustomerserviceline@dese.gov.au)**

If you are still unhappy with the decision, you can appeal through the Administrative Appeals Tribunal.

**For more information go to [dese.gov.au/parentsnext](https://dese.gov.au/parentsnext)**