



Australian Government
Department of Social Services



Easy
Read

A new approach to programs for families and children

Factsheet for families, parents
and carers



About this factsheet



Australian Government

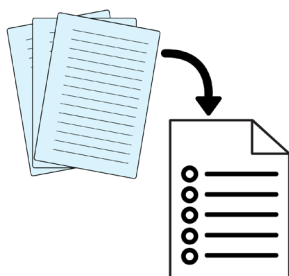
Department of Social Services

This factsheet is from the
Department of Social Services.

In this factsheet we will say **the department**.



This factsheet is written in a way that is
easy to understand.

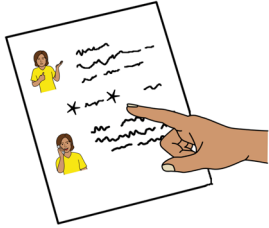


This is an easy read summary of another document.

This means it only includes the most important ideas.



You can read more information about this on
the [website](https://engage.dss.gov.au/a-new-approach-to-children-and-family-programs)
[engage.dss.gov.au/a-new-approach-to-](https://engage.dss.gov.au/a-new-approach-to-children-and-family-programs)
[children-and-family-programs](https://engage.dss.gov.au/a-new-approach-to-children-and-family-programs)



We add a star before and after ***hard words***.
Then we explain what the words mean.



You can ask someone to help you read and understand this factsheet.



Contact information is at the end of this factsheet.

About the changes



The department wants to hear ideas about how to make programs for children and families better.



The department wants to

- make sure children and families can access supports and programs



- make services easier to access



- give more support to Aboriginal and Torres Strait Islander children and families.



The department will make it easier for providers to report on their services.

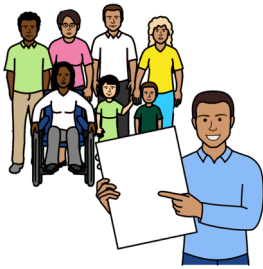


This means they can spend more time making services better for you.

A new program



The department has heard from parents and service providers about how to make services better.



Parents said that services should

- be more ***inclusive***
 - this means everyone can use the services



- better meet the needs of all children and their families.



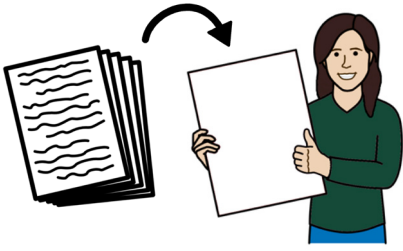
Parents also said supports should be available in lots of different ways.



For example, online and after hours.



Service providers said they want to be able to change how they deliver activities to better support children and families.



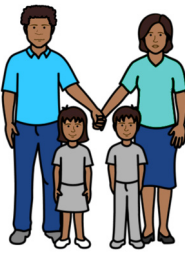
The department has 5 programs that support children and families.

They want to make 1 program instead.



The new program will support children and families with

- parenting programs and supports



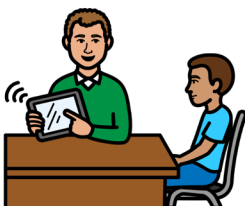
- relationship services



- child development and wellbeing services.



The new program will help providers deliver services that make things better for children and families.



The services and supports will not change while we talk to everyone about their ideas.

Have your say



The department wants to hear from parents and carers about their ideas for the new program.



The department will also hear from service providers about their ideas for the new program.

How to share your ideas



There are different ways to share your ideas with the department.



The department follows all privacy laws and will keep all of your information private.



You must share your ideas by
5 December 2025.



You can go to an online information session.



You can do a survey on the

[DSS Engage website](https://engage.dss.gov.au)

engage.dss.gov.au



You can write to us with your ideas.



Write to

Families

GPO Box 9820

Department of Social Services

Canberra ACT 2601



You can email us with your ideas.



Email

families@dss.gov.au



More information



Australian Government
Department of Social Services

For more information contact the
Department of Social Services.



Website

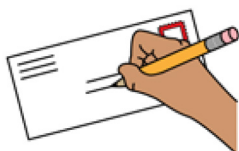
[DSS Engage website](https://engage.dss.gov.au)

engage.dss.gov.au



Email

families@dss.gov.au



Write to us

Families

GPO Box 9820

Department of Social Services

Canberra ACT 2601

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.

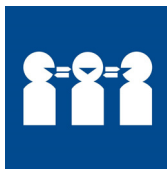


Call 1800 555 660



Website [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)
www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Website [TIS National](https://www.tisnational.gov.au)
www.tisnational.gov.au



Write notes here

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