

**As at 1<sup>st</sup> February 2019, there has not been a response to the email.**

**From:** Terese Edwards

**Sent:** Friday, 11 January 2019 8:49 AM

**To:** 'nationalcustomerserviceline@jobs.gov.au' <nationalcustomerserviceline@jobs.gov.au>

**Cc:** (name removed)

**Subject:** Exemption ParentsNext

Dear National Customer Service Line,

Re:

~~Name~~ (removed for privacy reasons)

~~Address~~ (removed for privacy reasons)

~~DOB~~ (removed for privacy reasons)

~~€€€~~ (number removed for privacy reasons)

(~~name removed~~) is exempt from the Parentsnext program as she is home schooling her child. DHS have the current and relevant documents, they mistakenly referred her to a provider in (~~location removed~~).

It's not acceptable for her to attend the appointment with her current Parentsnext provider as the relationship has broken down to the point that (~~name removed~~) has informed them that she will contact the police if they continue to text and contact her. She described the engagement as confronting and demonizing, and it has now deteriorated beyond repair. It would be incredibly unfair for her to attend a new parentsnext provider just so she can be exited a program that she was incorrect forced to attend.

Key points

- (~~name removed~~) should not have been referred to the program and completely distressed by the circumstances.
- (~~name removed~~) is not willing to give providers in her community personal details relating to her child. There are a range of protective and safety matters under consideration. The Department of Human Services have the home-schooling registration.
- It's a two-hour commute for her to meet with providers in (~~location removed~~).
- Her next scheduled appointment is **18<sup>th</sup> January 2019**, consequently she needs to be exited before this date to avoid any suspension.

Please advise if you cannot manage this process and I will then contact the Dept of Jobs and Small Business. The email below confirms that (~~name removed~~) has given me permission to seek an exemption on her behalf. However, if you need to contact her to progress this matter please see the email below for phone details. I have copied her into the email.

Warm Regards,

Terese Edwards  
Chief Executive Officer



National Council of Single Mothers & their Children  
***Eliminate and respond to violence, hardship & inequality***