

# Service Delivery Plan

## Young People

**Challenge Employment and Training** is a not-for-profit community organisation with 40 years experience in helping local young people to prepare for and get employment. We deliver the Transition to Work (TtW) service targeting 15 to 21 year old young people in Inala, Goodna, Redbank and nearby areas. We will work with you to help you gain job success and help meet your employment goals.

### **Our Approach**

Our TtW service provides young people with the life skills, motivation and 21st century employability skills to either gain employment, return to school or go onto further study. We will allocate you a personal TtW Support Worker to help you develop a plan (Job Plan) to achieve your goals. We will work with you to track your progress, celebrate your successes and identify new steps towards success.

### **Assistance we will provide you**

- One to one support where required and referral to multiple services according to your individual needs
- A career profiling tool to identify your career preferences and aspirations and a brief literacy and numeracy assessment to identify any learning barriers. Interpreter support will be provided as required
- Mentoring assistance to obtain employment and improve job readiness
- Life skills in how to set goals and achieve them, problem solving and critical thinking, money management and goals, time management, nutrition and health
- Voluntary work opportunities; and National Work Experience Programme Placements
- Group work (e.g. job club, employability skills and training courses with small groups of people)
- Support in obtaining a learner's licence and links/referral to the PCYC 'Braking the Cycle' program
- Continued support for up to 6 months to help you settle into your job

### **Further Education and Training**

- We will discuss and consider your ability to access training services and other Training Provider options
- We will identify qualifications and appropriate work experience opportunities to optimise your job prospects
- We will provide literacy and/or numeracy support as required

### **Employability Skills**

- Job preparation, applying for a job, job search techniques, career planning and pathways
- Communication skills – including presentation at interview, mock interviews and résumé writing

## Job Placement

- We will help you to source work experience placements and locate job vacancies
- We will liaise with employers to help manage job vacancies on your behalf
- We will promote available incentives to employers

## Networks

We will work with organisations such as education and health and welfare providers to help you achieve the best outcomes. We will also work with a full range of organisations to assist you in obtaining an outcome or address work barriers such as:

- Centrelink, local jobactive and Disability Employment Services providers
- Local Employers – based on your employment aspirations
- Local high schools, apprenticeship services, and vocational training and employment centres
- Local accredited training providers
- Allied health services and specialist community support organisations

## Feedback and Suggestions

Feedback from you, employers and our networks is valuable. Feedback and suggestions will contribute to our continuous improvement in the quality of our services and activities. Any complaints you make will be taken seriously and be handled fairly.



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