

As a Workforce Australia services Participant, you can expect to receive high quality Transition to Work employment services from Workskil Australia. Here are the service levels you can expect from us.



### Coaching & Care

- ✓ **A dedicated Youth Coach** will be allocated to support you to achieve your personal, education and employment goals.
- ✓ **An assessment of your needs** (personal, health, education and work related) will help develop clear and achievable goals towards education and employment. Your Youth Coach will support you all the way.
- ✓ **We will go at your pace**, and help you feel confident about any choices you make about support for your home life, becoming independent, health and wellbeing, career planning, education, work skills and work experience.
- ✓ **No judgement**, we can support you with any problem or issue you may be experiencing, including personal, family or career related. We have lots of experience.
- ✓ One on one support to help you apply for jobs, enroll in study and find the right job for you.



### Specialist Support

- ✓ Referral and support to engage with **specialist community, health and housing services** if required.
- ✓ Access to qualified in-house counsellors, for individual counselling or group programs, no waiting, free and able to support you online, over the phone or in person.
- ✓ Help with gaining your learner's permit with the **L's Made Easy** program and **Geared4Work** Driver Mentor Program to help you achieve log book hours to get your drivers licence.
- ✓ Provide and coordinate Industry Visits, Work Experience, PaTH Internships and Work Trials to get you experience for your resume and understand the right job for you.
- ✓ Referral support to external training organisations, secondary schools, universities, TAFEs, RTOs and specialist services to help you start a business.
- ✓ Support to help you get an apprenticeship or traineeship.



### Access to Resources

- ✓ Access to a **Youth Online Portal** for online resources you can access anytime, anywhere. You will find resources to help with personal issues, health, housing, and help with education and employment.
- ✓ Access to the **Great Futures Program**, to help you work out the best career option and get you ready for work.
- ✓ Access to **Digital4Work** to improve your computer and digital skills.
- ✓ Help you to develop a quality resume and application letter, as well as navigate online job search sites and preparation for job interviews.
- ✓ Referral to all of Workskil Australia's large range of available job vacancies.
- ✓ Funding for services and items to help you gain employment or participate in study. This may include support for personal, health, study, training and work-related items.
- ✓ Workskil Australia can offer Wage Subsidies to employers, to help you win that job.



### Access and Cultural Support

- ✓ We can see you at any Workskil Australia office or we can see you out in the community. Office hours are 9-5pm, Monday to Friday. Telephone support is from 7am to 7pm Monday to Friday.
- ✓ Free access to WIFI, computers, internet, printers, photocopiers and telephones for your use at any Workskil Australia office.
- ✓ Culturally competent, specialist support for refugee and migrant young people, including accredited interpreter services, specialist English language and writing services, services for your cultural background and identified job opportunities and training for refugees.
- ✓ Culturally competent, specialist support for Aboriginal and Torres Strait Islander young people, including specialist training and employment programs, identified job placements and Indigenous Mentors to help you on the job.
- ✓ Six months of mentoring once you start work or study from your Youth Coach to help you settle in.