

## Transition to Work Service Delivery Plan – Members

At **yourtown**, we understand everyone is unique and so is your journey to finding work.

It's why we put you at the centre of what we do. We are more than just an Employment Service.

As specialists in youth employment, we will listen to you and provide a personalised and flexible service that is based around your needs. Our youth-friendly Transition to Work teams work alongside young people aged 15 to 24 and provide practical support to secure a job, complemented by education or training. We respond to your needs by building your employability skills and developing your strengths to achieve your aspirations.

### Access to Practical Support

Building on our linkages with local employers, we aim to match you with your preferred employment pathway. Our flexible support fund can ease the financial pressure of looking for and starting work, including specific work-related costs.

### Create your own experience

It's all about personalising your journey around you from choosing your Job Placement Coach, through to how you'd like to connect with us.

### Unlock your potential

Opportunities to upskill through training; develop your employability and life skills through workshops; and participate in 'on the job' tasters through work experience.

### Have your say

Your opinion is important to us! We take the time to listen to issues that matter to you through our youth participation opportunities which can inform our decision making and influence change.

### Increase your skillset

Education pathways to increase your readiness for work by equipping you with skills for now and into your future!

### Boost your work readiness

We strive to match you with the right tools and support relevant to where you are at on your job search journey. Within a month you'll have a resume you'll be proud of!

### Accessible

- Our full-time sites\* are also open Thursday nights to allow you to choose how & when you engage
- Easy to access as we're close to public transport
- Help for you to connect; free WiFi access, device charging stations & fully stocked kitchens
- Quiet zones & study spaces for when you need some time to yourself
- Priority access to a Kids Helpline counsellor through the **yourtown** 24/7 helpline
- There's no wrong door at **yourtown**. Connecting you seamlessly with other **yourtown** services, creating a network of support
- Opportunity to engage in supportive youth-led conversations about employment and wellbeing on the free, safe and confidential social platform, My Circle

### Safe

- Whether you connect in person or virtually, your privacy and safety is important to us
- Every **yourtown** site is a safe place where you can be yourself
- We treat all young people with dignity, compassion and respect

### Empowering

- Belief in your potential and support to map your own future
- Respect and elevate your unique strengths
- Work alongside you to initiate change and cultivate self-confidence
- Ongoing trust and encouragement to achieve your vision

### Unlocking your Potential

We take the time to get to know you & your story  
Recognise your strengths & vision for the future  
Discover your local education & employment pathways  
A job plan personalised to your goals, & support for any challenges

### Employability & Life Skills

Career exploration sessions with our experienced Job Coaches  
Culturally responsive support from Indigenous Employment Coaches  
Interactive workshops delivered virtually & face-to-face

### Upskilling Opportunities

Training courses aligned to your career aspirations  
Explore options to achieve Year 12 or equivalent  
Regular check-ins, mentoring & support while you study  
Develop 'on the job' skills through work experience opportunities

### Overcoming Life Challenges

On-site mental health & wellbeing support from counsellors & youth workers  
Referrals to appropriate **yourtown** & local services  
A peer support social platform about wellbeing & employment  
Prioritised telehealth & online support from **yourtown** 24/7

### Achieving your Employment Goals

Specialised resume services, career advice & supported jobsearch  
Flexible support fund to equip you for study, interviews & work  
Matching you with the right employer  
Interview guidance & practice

### Member Care

In-work mentoring & support when you gain work  
Help to navigate the world of work  
Practical support to help you succeed in the workplace  
Relevant training to boost skills & confidence for your new role

# our community is your community

## We work alongside & connect with...

Employers

Schools, Education Providers & RTOs

Mental Health Services

Specialised Supports

Elders and Cultural Networks

Local Community Organisations

Other Employment Services providers & Government Initiatives

### Our Locations

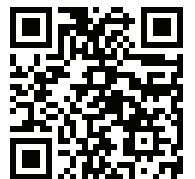
**Wide Bay**  
Bundaberg  
Childers  
Kingaroy  
Pialba

**Brisbane South East**  
Browns Plains  
Kingston  
Upper Mt Gravatt

connect with us

**1300 001 015**

[yourtown.com.au/member](http://yourtown.com.au/member)  
[ttw@yourtown.com.au](mailto:ttw@yourtown.com.au)



**yourtown** acknowledges the Traditional Custodians of Country of the lands on which we work, the Taribelang Bunda, Batjala/Butchulla, Gubbi Gubbi/Kabi Kabi, Wakka Wakka regions and throughout Australia. We recognise their continuing connection to the land and their waterways. We pay our respects to them, their culture and their Elders; past, present and emerging.

**Workforce Australia**  
Employment Services

Delivered by yourtown

