

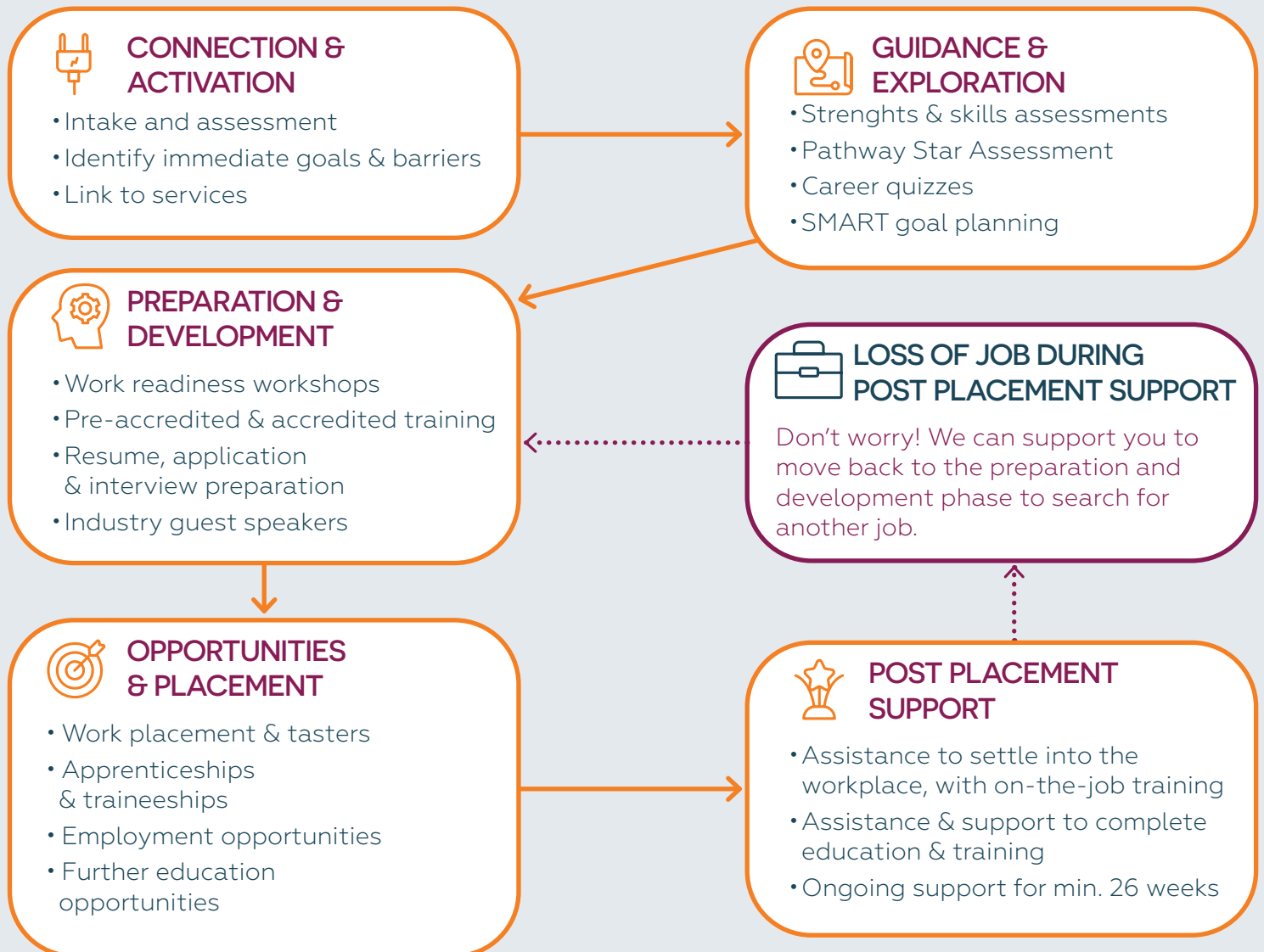
ABOUT OUR PROGRAM

Mai-Wel LabourForce Solutions is a Workforce Australia Transition to Work (TtW) provider, servicing the Maitland, Kurri Kurri, Branxton, Cessnock and Singleton areas. Mai-Wel has a long-standing reputation in the Hunter region of providing quality employment services: supporting, mentoring, training and educating young people transitioning from school to further education and/or employment. Our staff are experienced in mentoring young people to help identify and map out their vocational, non-vocational and employment goals.

Our service delivery model works with a strengths-based approach where young people collaborate with their Youth Support Mentor (YSM) to achieve their goals. As part of their role, our YSMs work as coaches, personal planners and group facilitators, aiding young people to be partners in the design, implementation and evaluation of the service we provide, whilst creating space and opportunity for them to provide valuable feedback.

OUR SERVICE DELIVERY MODEL: A BLUEPRINT TO SUCCESS

We successfully collaborate with young people in the co-design of their Blueprint to Success. The Blueprint is an individualised pathway where progression is flexible and customised to meet the needs of the young person and empower individual decision-making for success and goal achievement.



WHAT TO EXPECT

You can expect tailored, individualised and flexible servicing. Our program provides opportunities for young people to build confidence, technical and employability skills, and hands-on experience and qualifications.

GUIDANCE & EXPLORATION



CO-CREATED PLAN FOR SUCCESS

WORKPLACE EXPOSURE



SKILLS & CAPACITY BUILDING

THE TTW COMMUNITY

When you work with TtW, you will work with our team of:

- ▶ **YOUTH SUPPORT MENTORS**, who provide intensive case management and personalised support to address the young person's barriers to gaining and maintaining employment.
- ▶ **YOUTH WELLBEING SPECIALISTS**, who provide an integrated response to mental health and develop partnerships with mental health services.
- ▶ **BUSINESS DEVELOPMENT TEAM**, who connect young jobseekers with local industries to leverage employment opportunities.
- ▶ **COMMUNITY ENGAGER**, who supports young people, Youth Support Mentors and the Business Development Team to engage, connect and leverage community capital and resources. They will work with the community to facilitate connections, collaborations, source industry mentors and partnerships.
- ▶ **POST PLACEMENT SUPPORT**, who supports young people, Youth Support Mentors and the Business Development Team to engage, connect and leverage community capital and resources. They will work with the community to facilitate connections, collaborations, source industry mentors and partnerships.

HOW TO GET INVOLVED

DEVELOPMENT SQUAD - YOUTH ADVISORY GROUP

A forum for young people to share their insights into their service experiences, and work together to design solutions and help improve service delivery. The group participants will develop confidence, social connections and leadership skills whilst playing a key role in planning and delivering events within the community. Those interested in participating in these groups can contact MWLFS for more information.

FEEDBACK

We actively encourage participants, employers and all other stakeholders to provide feedback and suggestions. Individuals can provide feedback through our online feedback forms at www.mwlfs.com.au/feedback, or by sending an email to our Complaints Officer on complaints@maiwel.com.au.

Individuals can also contact the Department of Employment, Skills, Small and Family Business National Customer Service Line on 1800 805 260 if you don't feel you can contact us directly.

