

# Workforce Australia

Employment Services

Delivered by BUSY At Work



## TRANSITION TO WORK

### Service Delivery Plan for Participants Townsville including Mt Isa

BUSY At Work's goal is simple: more people in jobs, more people learning new skills, and more communities exposed to positive change, in partnership with employers and industry.

We have more than 20 years' experience helping young people to succeed in education, training and employment in Townsville and Mt Isa. We know it can be tough to get around without a car and licence, and that there can be long wait times for mental health support.

We're committed to working with you to help you find and follow your chosen career path. At BUSY At Work, we'll provide you with:

#### UNDERSTANDING

We know your experience is different to anybody else's, so we take the time to learn about you and what you want.

We will:

- Match you with an **Employment Consultant** who shares your interests, understands your circumstances and knows who and where to find help
- Assess your **safety** and connect you to supports and services

- Assess your **strengths, skills and interests** and help you understand your **career options** and the steps involved to reach them
- Help you make a career and support **plan**
- Continuously work with our **local networks** of employers, schools, training organisations and services to **create more opportunities** for young people in Townsville and Mt Isa
- Provide you with **options** to contact us, including SMS
- Seek your **feedback** and tell you when you've helped make **positive changes**

#### CONNECTION

We've been living and working in Townsville and Mt Isa for more than 20 years, so we know where to find help and support for you.

We will connect you to:

- **Workshops** to help build your **life skills, resilience, confidence and motivation**
- **Work experience** opportunities and **industry tours**
- **Activities** that help you become more competitive in the Townsville and Mt Isa **jobs** market
- **Apprenticeship and Traineeship** opportunities through our Apprenticeship Liaison Officers
- Jobs with our network of large and small **Townsville and Mt Isa employers**
- Support with transport and/or getting your **driver's licence**
- **Jobs in other places**, if you're thinking about relocating.

including when you've started a job or course

- Jobs and information posted on our **socials**
- **Mental health support**, including via video and SMS options if appropriate
- Activities that can **challenge** you and increase your **wellbeing**, like aerial yoga or rock climbing
- A **celebration** culture – our **goal** is to help you meet yours, so when you do, we celebrate!

**Feedback and suggestions** are welcome. All feedback will be treated in confidence and considered so that service delivery will be improved.

You can provide feedback through our feedback forms, found at reception of your local site, call our Customer Service Delivery Centre 13 BUSY (13 28 79) open 8am to 8pm AEST or email [busy@busyatwork.com.au](mailto:busy@busyatwork.com.au).

You can also contact the Department of Education, Skills and Employment's National Customer Service Line on 1800 805 260 if you don't feel you can contact us directly.

#### SUPPORT

Things happen and life changes, so we'll support you with:

- **Regular catch ups**, at our offices or out and about,

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We have more than 20 years' experience providing skilling and workforce solutions to more than 350 businesses in Townsville and Mt Isa, from assisting family businesses to find casual staff, to developing and delivering complex workforce strategies for some of Australia's largest employers, to working with Industry Associations to address sector workforce issues.

We can help your business to streamline your recruitment and increase productivity.

#### SERVICES FOR EMPLOYERS

- Understand your business and design an **individual recruitment service** to meet your staffing needs and place suitable young people with your organisation
- Provide you access to our **young participants' online portfolio**, allowing you to review all suitable candidates
- Provide an **in-depth assessment** for young participants placed into your organisation, to further support your new employee throughout employment
- Provide you with a **best practice guide** for hiring Workforce Australia - Transition to Work participants
- Provide you with a **range of supports** for employing young participants including **workplace mentoring guides** and other training and resources
- Assist you in accessing any **financial incentives** such as wage subsidies, and Industry Association Assistance when employing young participants
- Connect you with services that will provide HR, IR and WHS advice
- Assist you in arranging **appropriate licences** for young participants that you employ
- Provide **post placement support** for both you and the young employee for up to 26 weeks including intensive support for the first six weeks. This support includes **regular visits** when appropriate to your circumstances to address your needs
- Help you **promote your business** through our employer networks and social media (Facebook, Instagram, LinkedIn)

#### COMMITTED TO OUR COMMUNITY

We have lived and worked in Townsville and Mt Isa for over 20 years and are committed to creating positive changes in the region. We contribute to our community through:

- Working with over 30 local schools to improve young peoples' understanding of local labour market opportunities and provide case conferencing services to Careers Advisors
- Hosting and attending more than 15 Townsville and Mt Isa events annually
- Donating more than \$100,000 per year to community organisations selected by our staff
- Investing over \$5,000 per year in sponsorship of Townsville and Mt Isa events
- Engaging with Chambers of Commerce, Local Action groups, government and stakeholder forums
- Maintaining relationships with 17 Industry Associations (IA) including Townsville and Mt Isa largest industries – Retail, Hospitality and Agriculture
- Working with Griffith University to develop more detailed local insights to inform local solutions

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