

## Transition to Work Service Delivery Plan – Community

At **yourtown**, we understand everyone is unique, and with a bit of help, young people can choose their own journey to finding work. It's why we put young people at the centre of what we do. We are more than just an Employment Service.

As specialists in youth employment, we will listen to young people and provide a personalised and flexible service that is based around their 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 young people's needs by building their employability skills and developing their strengths to achieve their aspirations.

### Create a personal journey

It's all about tailoring the young person's journey around them from choosing their Job Placement Coach, through to how they'd like to connect with us.

### Boost work readiness

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

### Unlock potential

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

### Mental health & well-being support

A holistic approach is provided through our dedicated youth workers and on-site counsellors who support young people to navigate systems, overcome life challenges, and find the services and resources they need.

### Increased skillset

Education pathways to increase the young person's readiness for work by equipping them with skills for now and into their future!

### Practical Support

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

### Accessible

- Our full-time sites\* are also open Thursday nights to allow young people to choose how & when they engage
- Easy to access as we're close to public transport
- Help for young people to connect; free WiFi access, device charging stations & fully stocked kitchens
- Quiet zones & study spaces for when young people need some time to themselves
- Priority access to a Kids Helpline counsellor through the **yourtown** 24/7 helpline
- There's no wrong door at **yourtown**. Connecting the young person 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 young people connect in person or virtually, their privacy and safety is important to us
- Every **yourtown** site is a safe place where young people can be themselves
- We treat all young people with dignity, compassion and respect

### Empowering

- Belief in the young person's potential and support to map their own future
- Respect and elevate the young person's unique strengths
- Work alongside young people to initiate change and cultivate self-confidence
- Ongoing trust and encouragement to achieve the young person's vision

# we place young people at the heart of everything we do

## We believe in the potential of every young person and advocate on their behalf as they engage the support they need to thrive.

Walking alongside them, we seek to empower the young person with the skills to be independent and self-reliant into their future. Our face to face and virtual teams deliver a seamless user experience for the young person. Dedicated youth workers and on-site counsellors support young people to navigate systems, overcome life challenges, and find the services and resources they need.

Throughout the young person's journey with **yourtown**, we look to empower them to increase capacity in their:

- Goals to achieve Employment and Education pathways
- Employability and Life Skills
- Self-worth, resilience, positivity about the future
- Mental health and wellbeing
- Connection to community

## our community is your community

### We work alongside & connect with...

Employers

Schools, Education Providers & RTOs

Specialised Supports

Mental Health Services

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

We value collaboration with the local community and we are invested in bringing together leaders within the community to create opportunities including education and employment for young people. **yourtown** have established relationships and referral pathways in the local community to support young people with complementary and specialised services.

Partnering with schools, education providers and local RTOs, we can identify and source opportunities to provide individual education pathways relevant to the young person's goals. We strive to ensure services respond to the cultural and social factors unique to each young person. Working collaboratively with Elders and Cultural Services within the community, not only provides a connection point for our young people but also strengthens our understanding of different cultures and how we can best tailor our ways of working and communicating to meet their individual needs.

### Who is eligible & how do I refer?

We make it easy for community organisations to interact with us and commit to providing regular updates across support networks throughout the young person's journey with us in Transition to Work. It's important you know that young people don't need to be on Centrelink payments to be eligible.

Young people may be eligible for Transition to Work if they are:

- 15-24 years old
- An Australian Citizen, or permanent visa holder, or a nominated visa holder (including a New Zealand Special Category visa holder, temporary protection visa holder, and a safe haven visa holder)

Eligibility is dependent upon the young person's circumstances, and takes into account their participation in education and/or employment.

Ready to refer? Scan on the below QR code and 'refer a young person'.

Have further questions?  
Contact us to check eligibility or find out more!

**1300 001 015**

[yourtown.com.au/community](http://yourtown.com.au/community)  
[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

