

Transition to Work - Participant Service Delivery Plan – Wide Bay Sunshine Coast

Transition to Work is all about YOU. We will always respect you and work with you as a unique individual. The service supports young people aged 15-24 who are not in employment or not currently studying. To find out more visit etcld.com.au/ttw or call 1800 007 400.

This Service Delivery Plan tells you what to expect while you are participating in Transition to Work at ETC.

Getting Started

You will start with an initial appointment to meet your Transition to Work Youth Advisor, who will work with you during your journey with us. Our Youth Advisors are experienced in helping young people to achieve their goals and we make sure they don't get too busy to give you the support you need.

During your initial appointment you will receive an introduction about the Transition to Work Program and you will be encouraged to tell us about your skills and interests (via our Customer Self-Assessment) so we can put together a personalised Job Plan for you.

Your Job Plan

Your Job Plan details the goals you are hoping to achieve and the steps we recommend to help you achieve them, including any special support needs you might have to help you along the way. We will update your Job Plan as your skills grow and develop during Transition to Work.

You will need to spend 25-hours per week on your Job Plan activities. We will make this easier for you with a great variety of activities to choose from.

If you are ready to start working straight away, we will fast-track you into a pathway of intense job searching support, including meeting our Recruitment Advisor who will help market you to potential employers.

If you are interested in further education/training or a Traineeship/Apprenticeship, our TtW team can help facilitate this for you.

Activities

If you are not yet ready to start working, you will be guided and supported to select from a range of activities that will be offered either face-to-face, online or a combination of both. Some activities are offered on an individual basis, and some are group sessions as described below:

Activate – 2-hour group session focusing on resume writing, cover letters and job applications.

Prepare – weekly group session with a rolling agenda focusing on employment, study and life skills

Study Groups – 2-hour session designed to build study skills and support course completions

Career Quest – online learning overseen by ETC's Digital Youth Advisor and centralised Digital Engagement Team, focused on goal setting, resumes, employer expectations and interview preparation.

Hangouts – 2-hour weekly get-togethers focused on games and activities as a springboard into more job and education focused activities

Back to BASE – 8-week group program focusing on building foundation skills, confidence and self-esteem

2gether – 1:1 individual support with your Youth Advisor to work through any barriers that may be preventing you from moving forward

Other activities available include accredited training, work trials, internships, work experience, volunteering, community-based initiatives and assistance to address any personal issues (e.g. counselling services).

When you are in a job or education/training

Your Youth Advisor will contact you and your employer or the education organisation regularly (how often depends on your needs) to see how everything is going, and will provide you with extra help to keep your placement going if needed.

Ongoing Support

We will keep in touch with you in-between your scheduled appointments with your Youth Advisor via regular SMS messages and our “Triple-E” (Engage, Enthuse and Empower) e-newsletter. We will also encourage you to self-service via our j-link web app, which will alert you to job opportunities in your local area, and via our website which features chat functionality to assist with any enquiries you may have 24 hours per day.

Contacting ETC

You can speak to your Youth Advisor during our office opening hours (8.30am to 5pm Monday to Friday). Contact us on 1800 007 400 or visit etcld.com.au

Don't forget to let us know if you can't make an appointment or if your circumstances change.

ETC Transition to Work locations

Caloundra, Gympie, Maroochydore, Maryborough, Nambour, Noosaville.