

Our Service Delivery Plan for Participants

WHO ARE WE?

A regional employment specialist who have been helping people change their lives through employment since 1995. We offer dedicated and well-trained teams that will work hard to help you achieve your goals.

WHAT WE DO

We will work with you to help you find and keep a job, your journey starts with a self-development program, FUN-DA-MENTALS 4U. This program helps to identify skills, areas of interest and generally improves your ability to gain the role you have set your eyes on. If you are aged between 15 and 24 years old you have come to the right place, as we are the experts in helping you find and keep a job.

YOUR INITIAL APPOINTMENT

Your first meeting will be with an experienced person who will take the time to get to know you so they can match you with a consultant who will best work with you to meet your goals. You will leave with a welcome pack, information, and session times for the FUN-DA-MENTALS 4U program and details on what you can expect from us to help you achieve your goal.

ENGAGEMENT AND SUPPORT

Our plan is intensive and developed specially using technology for appointments, training, online information sessions and we also offer a chat function on our website.

We communicate in a way that suits your individual needs and we will help you with the basics such as photo identification, learner licence or full licence, resume, work experience and introductions to employers in your industry of preference so you can find out more.

Tailored support to help you into employment include:

- Online resources that provide access to our employer engagement presentations where local employers tell it like it is when working for them.
- A combination of personal and group activities that build on the interpersonal skills employers seek.

- Digital platform for appointments where it is deemed the most appropriate way to communicate.
- Strengths based approach to identify opportunities and develop your practical skills that will help identify opportunities.
- Connecting with education or training that is delivered in a way that meets your learning style.
- Finding and participating in work experience opportunities of your choice.
- Connecting with relevant local community services that can support you in all areas of your life.

IN THAT JOB

After you have started work we will continue to deliver support by regularly contacting you and your employer to see how things are going, even if you found your own job. We will help you to understand your payslip and make sure you are paid correctly. We know how busy you will be and can communicate through our QR Code confidential link at times that suit you.

Life can get tough, at work and at home and IDEAL Placements will provide you with access to the Employee Assistance Program that our own staff have access to. Sometimes it just needs a chat to help, and if that is what will help, that is what IDEAL Placements will do for you.

OUR NETWORKS

IDEAL Placements is an important part of the local community, we have established working relationships with training providers, apprenticeship centres, youth organisations, allied health professionals, community organisations and employer networks. With over 28 years experience in the region, we can link or refer you to multiple networks to match your needs.

Our team works closely with all community based organisations to ensure we can access the best services for you.

WE VALUE FEEDBACK

Your feedback is important to us. We use this feedback to improve the services we provide to you and others. We welcome you to pass your feedback on to our local staff or alternatively you can contact our Head Office via:

Email: admin@idealplacements.com.au
Website: www.idealplacements.com.au
Phone: 07 4957 8177

QUALITY AND ETHICS

Quality and ethics have been the foundation that IDEAL Placements has rested on for over 28 years. We are Quality accredited against:

- AS/ NZS ISO 9001:2015
- National Standards for Disability Services

We maintain accreditation against any standard that is a requirement of the funding contracts and will continue to do so with all our programs.

WHERE YOU CAN FIND US

We like to be where you are so ensuring we meet your need you can find us at:

MACKAY (Head Office)	70 Sydney Street, Mackay QLD 4740	Ph: 07 4957 8177
SARINA	36 Broad Street, Sarina QLD 4737	Ph: 07 4943 0594
PROSERPINE	2/56 Main Street, Proserpine QLD 4800	Ph: 07 4945 2591
CANNONVALE	18/230 Shute Harbour Road, Cannonvale QLD 4802	Ph: 07 4948 2123
BOWEN	Shop 3 & 5/36 Powell Street, Bowen QLD 4805	Ph: 07 4786 6729
MORANBAH (Outreach)	Moranbah Arts Council, 38 Bacon Street, Moranbah QLD 4744	Ph: 07 4957 8177