

Workshop Handbook 2021

For Aboriginal and Torres Strait Islander Communities



Last updated in January 2021 at In 2 Life

For more information contact:

Stride at In 2 Life

Phone: (03) 9088 5520

Email: office@stride.org.au

Website: www.stride.org.au



Front cover Image by: Rusty Stewart

Section Goanna Graphic by: Robin Hutton

Use of all images referenced within this workbook is approved under a "Creative Commons" license, refer <http://creativecommons.org/>.

© Youth Connect Inc. 2019

Permission is granted for approved PACTS Facilitators to adapt this handbook by including details applicable to the local context (e.g. curriculum, contact organisations, etc.), provided that in the adapted version the source is acknowledged.

Enquiries concerning any other reproduction, apart from fair dealing for the purpose of private study, research, criticism, or review, as permitted under the Copyright Act, should be addressed to: office@stride.org.au or phone: (03) 9088 5520

WARNING: Aboriginal and Torres Strait Islander viewers are advised that this booklet may contain images of deceased persons.



Welcome to **The Parents As Career Transition Support (PACTS)** program. We welcome you to our workshops and invite you to share your stories, have a yarn with the other parents and the facilitator about what you want to take away from these gatherings and what you want to know about helping your young person to move from school to work or further study.

Parents, aunts, uncles and family are keen to help the young people, who look to them for advice, as they search for their future purpose. Many parents and older people are not sure about what choices there are and what help is available for the young ones. It can be confusing too. There are lots of choices and many decisions to make.

PACTS workshops will give you up to date information about different paths your young person can take to achieve their dreams and goals for their careers. After attending the workshop you will know more about what the options are for different kinds of work and study as well as where to go and how to get support and help for your young people so they can make the best decisions for their future.

In this book we use the word 'parent' to include all carers, including grandparents, aunts and uncles, family friends, adoptive and foster parents. We also use the word 'family' widely, to include relatives, friends and all other significant people in the young person's life and community.

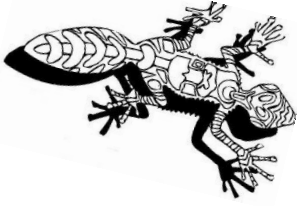
'This has opened our eyes to what's out there, now we know more to help our two younger children' - Parent of a Year 8 student who participated in PACTS workshops

All information provided in this handbook is correct at the time of composition



Contents

Workshop One – How to help your child to choose a career	5
A Career: A lifelong journey.....	5
The 7 hats of parents.....	7
Having a yarn with your young person about their future	8
Types of work in Australia	10
Work skills.....	11
Places to get help	11
Workshop Two – Career pathways and transition services	14
What do I want to do when I leave school?	14
Where can I find information?.....	14
Education and training options.....	15
Additional programs for Aboriginal young people	17
Post school.....	19
Give Them Five.....	22
Workshop Three – Jobs.....	24
Job hunting - how to do it.....	24
Agencies and services that assist with job searching	29
Other help for young people	30
Careers and transition programs	31
Skills shortages.....	32
Staying on track.....	33
The first job - what every young worker should know	35
Protection and support in case things go wrong:	36
Bullying, violence & discrimination in the workplace.....	36
Talking the language.....	39
Useful Websites.....	40



Workshop One – How to help your child to choose a career

A Career: A lifelong journey

Choosing a career is no longer something you do once when you leave school and that's it. Instead, it's a lifelong journey. It is now common for people to change careers several times during their lifetime.

Some lucky people know from a young age what they want to do as a career but most of us are never completely certain. For many people finding the right career takes time. It starts with lots of ideas and needs **lots of searching** along the way.

A career is something much larger than a job or an occupation. It is about learning and work (both unpaid and paid) throughout your lifetime including family, volunteer work, leisure activities and more. A **measure** of career success is not the money you earn or your status at work, it is about the respect you have for yourself and the choices you have made in the career journey that becomes your life.

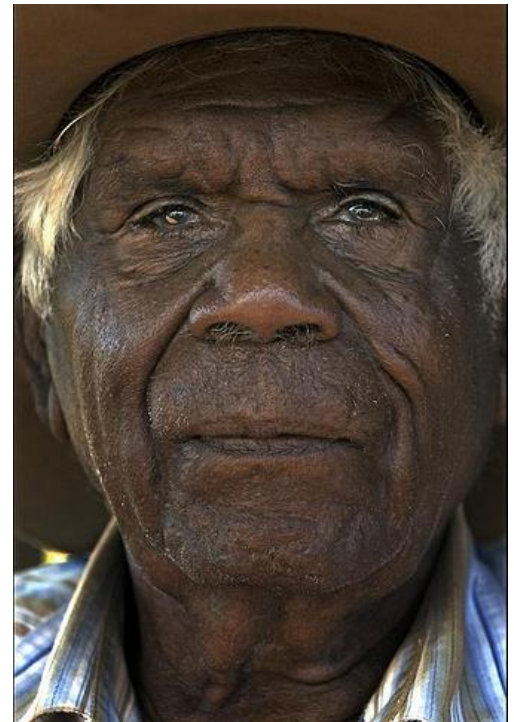


Image by: Rusty Stewart

Our careers are influenced by many things, such as our interests, our age, our education, our families, our cultural values and economic, geographical and social conditions.

There are two ways to have a career. You can plan ahead and then start to build a career or you can just let it happen. If you plan ahead you are more likely to succeed, just like planning for a long trip.

It's up to each young person to actively manage the process of building their career, rather than just letting it happen. They will need to plan and manage their lifelong career journey with your help.

Whilst your young person is the best person to make career choices based on their interests and skills they need help to plan ahead and set goals for work and study, they need your help and support to start planning.

Three Common Career Myths & Facts

Myth 1: If my young person does not complete a course straight after they leave school, they will not get that chance again and they can't ever have that career.

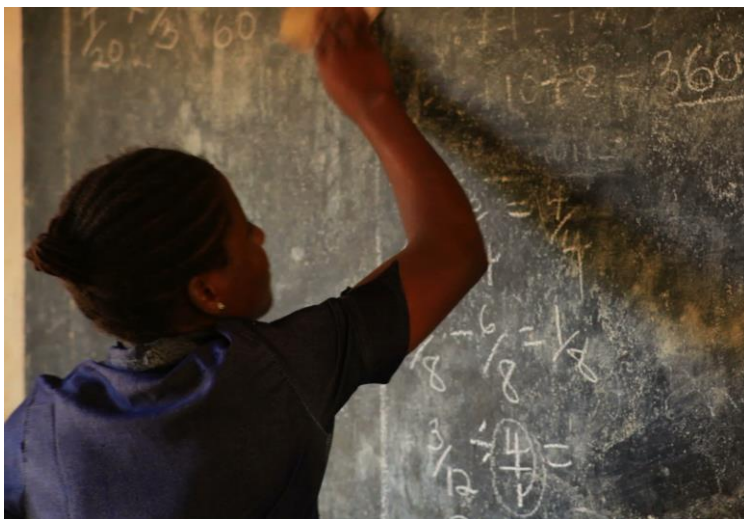
Fact 1: Sometimes young people don't know what they want to do or they're not ready to do more schooling. Learning can be lifelong. People of all ages study, pass and get good jobs.

Warrin's Journey

Warrin likes to play with cars. He wants to be a racing car driver. He gets a job at a Go Kart track. As he gets older he realises he wants to help people. He decides to become an ambulance officer. After several years, Warrin gets married. He decides he wants to stop doing shift work, as he would like to spend more time with his family. He returns to study and becomes a Social Worker.

Myth 2: Most people have one career for the most of their working life. Not staying in the one job is an indication of a lack of commitment.

Fact 2: Most people change not just jobs but careers on average of five times in their working lives.



Myth 3: The school will work out what my young person's career path should be.

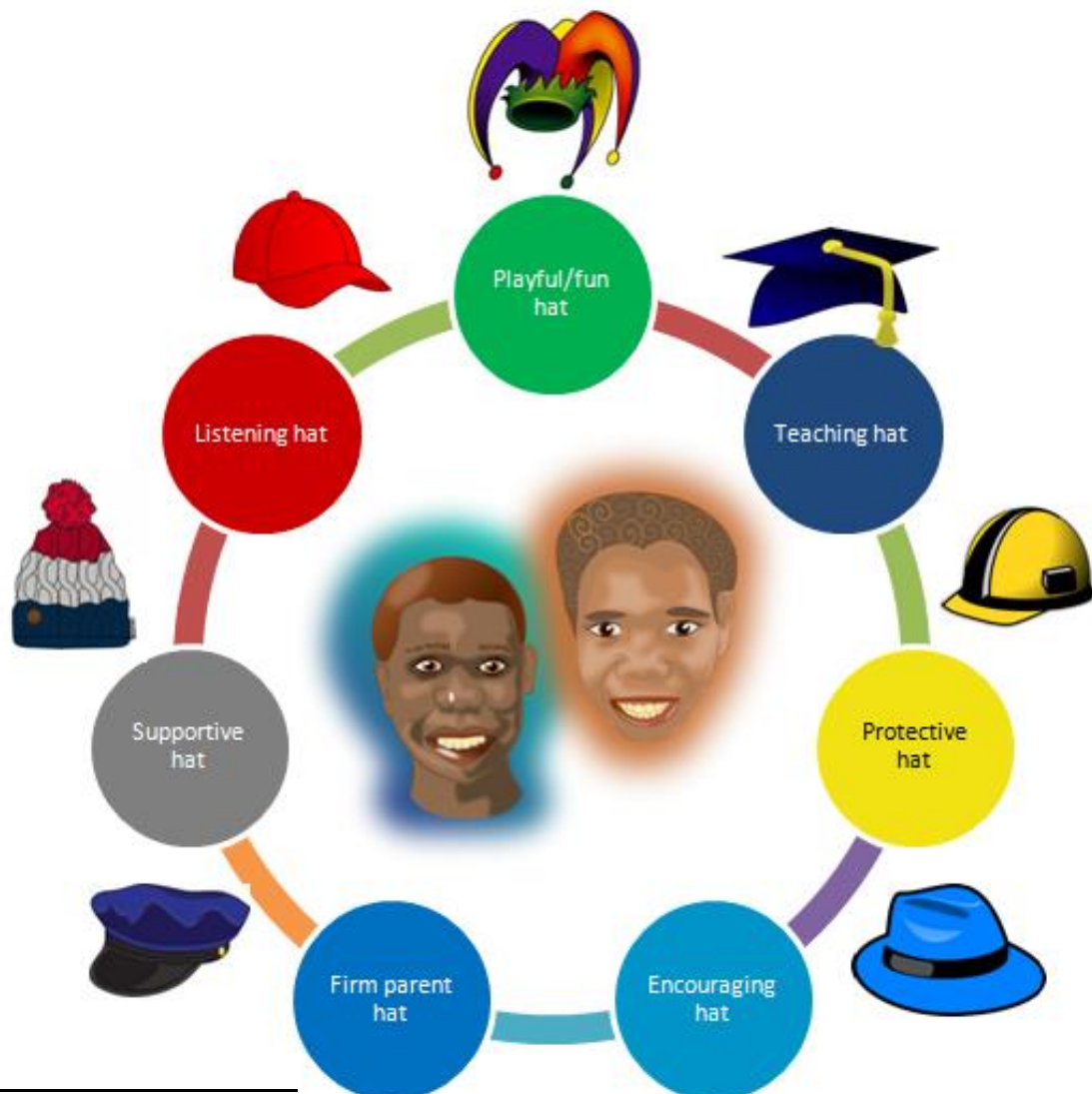
Fact 3: Your young person will have to work this out for themselves, with help from school, parents and the community. Schools can help with information. Most schools have a Careers Advisor. Parents have a role in supporting their young person.

**As parents you are a caregiver, encourager and coach.
You will be there to listen and ask the right questions of your young person
so that you can help them plan ahead and achieve their goals.**

The 7 Hats of Parents¹

How we talk to our young people about careers depends on who they are, their age and the situation they are in. As parents, we need to be able to give them support in different ways. When you support your young person with their career planning it is important to understand the best way to do it!

1. **PLAY & HAVE FUN**, build good relationships with them and enjoy time together.
2. **TEACH**, share skills and knowledge to help them in life.
3. **PROTECT** them; help them to solve problems when they are not old enough to do it alone.
4. **ENCOURAGE** them to learn, improve and grow.
5. **BE FIRM**, setting limits helps them to be safe, behave well and show respect for others in the community.
6. **SUPPORT** and care for them and help them when needed.
7. **LISTEN**, to understand their problems and concerns, from their point of view.



¹ Adapted from Parenting Ideas; see www.parentingideas.com.au
A resource for parents facing challenging issues with their teenagers: www.strongbonds.jss.org.au

Having a yarn with your young person about their future

Most young people will want your support and advice when thinking about their future. They won't want you to **tell** them what to do, but they will welcome the chance to sit down and yarn with you about their dreams, goals and plans.

While your education and work experiences may be different it does not mean that you don't have something to offer. The most important thing is to listen to your young person's thoughts and ideas.



Image by: Rusty Stewart


10 steps to help your young person plan their career:

1. **Have a yarn with your young person** about what they want to do in their life. Draw or write some ideas down together and then think about the best ways to achieve them. If they don't know what they want to do, help them think about the things they most like to do at school and outside school.
2. Show your young person you are interested. Encourage them to **set goals and work towards them**. Encourage them to ask questions about themselves - What training would they like to do? What kind of work do they want to do?

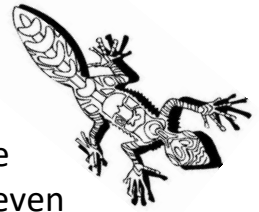


Image by: Rusty Stewart

3. Let your young person **take responsibility**. Making decisions about jobs and study is an important step towards becoming a role model for the community
4. Encourage your young person to **help out within the community** so that they can learn about different types of work, and gain experience. This will help them when they apply for job in the future.
5. Help your young person to start **planning for the future**, whether that is for study, a car or their first job.
6. **Be a role model for your young people** – be aware of how you talk at home about people, work and the community in which you live.

7. **Ask your friends, family and community** about whether they have any volunteer or paid work for your child, this is how many young people get their first job.
 8. Not all course options are offered within your community. Many jobs are located in other areas. Young people may have to travel outside their community.
 9. If you need help to support your young person, have a yarn with your school career advisor or teacher or your local youth service. Your careers advisor at school might know about options you haven't heard of.
 10. Help them learn responsibility, respect, good decision making and remind them that if it doesn't work out at first, then that is OK and they should keep trying.
- 
- Image by: Helen Kassila*

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Types of work in Australia

Occupations are often grouped based on the skills needed in those jobs. What **skills** does your young person have? The following are seven broad categories of jobs.



• Nature or Recreation

- Sports coach • Athlete • Personal /Animal Trainer
- Fitness instructor • Parks and landcare officer
- Farm hand • Fisheries officer • Forester

•Image by Yaruman5



• Artistic or Creative

- Artist • Musician • Actor • Cake decorator
- Art or music teacher • Dressmaker • Dancer
- Jeweller • Writer/ publisher • Fashion designer

•Image by mikecogh



• Practical or Mechanical

- Army officer • Baker • Construction worker
- Fire-fighter • Hairdresser • Physiotherapist
- Panel beater • Boat builder • Plumber



• Analytical or Scientific

- Sports physiotherapist • Scientist
- Doctor • Nurse • Ambulance officer
- Automotive electrician • Computer engineer



• Organising or Clerical

- Events coordinator • Accountant • Bank officer
- Writer • Librarian • Secretary • Interpreter

•Image by Orangedrummaboy



• Persuading or Service

- Cleaner • Correctional officer • Public Servant
- Delivery driver • Interior decorator
- Travel consultant • Vocational trainer



• Helping or Advising

- Teachers • Social workers • Lawyer
- Sports therapist • Health and Fitness instructor
- Personal care worker • Aboriginal liaison

Work skills

Every kind of work needs some skills. These include:

- being on time.
- dressing appropriately.
- following instructions.
- being polite and respectful to managers and co-workers.
- getting along with people at work.
- recognising other people's strengths and contributions to a team.
- finishing the job that you start.



Image by: yaruman5

Your young person achieves these things at school or at sport or when they are out with friends. You can use them as examples to think about what they do well.

Places to get help

Your young person's school may have a Careers teacher or advisor who can help talk with them and with you.

Careers or vocational tests can help your young person:

- know their interests and the jobs which match them
- select the best job category and the subject areas that they need
- get new ideas about career and study areas

These tests can't:

- tell your child what career to choose
- predict whether s/he will succeed or fail
- measure intelligence or ability

Have a look at the **Useful Websites** pages at the back of this workbook for a list of sites that you and your young person can visit.

Careers sites

1. **Your Career:** yourcareer.gov.au
2. **The Job Search website:** www.joboutlook.gov.au then click on the Career Quiz. (Free)



3. **My Future:** www.myfuture.edu.au/ Australia's Career Information and Exploration site now requires you to create a login. The site offers a range of information, including a free career assessment.
4. **Alife:** www.alife.net.au Click on 'Need Direction?' for a quick, free quiz that leads to career videos.
5. **Skills Road:** www.skillsroad.com.au a good site for exploring careers ideas
6. **My Big Tomorrow:** www.mybigtomorrow.com.au contains a quick quiz as well as careers information.
7. **Good Careers Guide:** www.goodcareersguide.com.au/aptitude-test/

The Good Careers Guide

If you have access to this book it provides an in-depth look at around 400 occupations and their education and training pathways. It also has a career quiz

It is available as a hard copy and online. www.goodcareersguide.com.au



Bullseye Posters

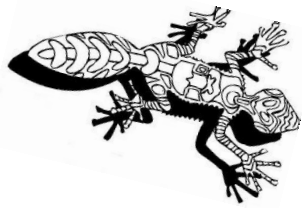


These posters link occupations and training requirements to subjects studied at school. This is a great way of linking favourite subjects to career ideas. They are also available for download at: www.dese.gov.au/school-work-transitions/career-education-resources

The occupations on these posters can then be researched in The Good Careers Guide.



This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Workshop Two – Career pathways and transition services

What do I want to do when I leave school?

Pathways Plans are a way to help young people to think about their future and to plan for learning.

Pathways Plans are known by many names: Learning Plan, MIPs (Managed Individual Pathways), Transition Plan Transition, Educational Adjustment Plans and Individual Education Plans to name a few.



Image by: Rusty Stewart

A Pathways Plan helps young people set goals and find activities for achieving them. Parents can help and support their young person by talking about their plans with them.

Where can I find information?

Most schools have a staff member to help young people think about their interests and find out about different courses and employment options. These staff can be called Careers Advisers, Guidance officers, Transition Advisers or Careers/Transitions team.

The class teacher may also support the young person in their career planning, they can help young people:

- think about their interests, things that are important to them, things they do well
- think about their goals for the future
- find out about careers
- find work experience
- develop a plan about what they want to do when they leave school
- find information, organisations and people outside of the school that can help
- learn skills needed for further education, training or employment

Education and training options

In Australia there are many education and training choices that can help young people get the job or career they would like. These include:

- Staying at school until Year 12 and going on to full time study.
- Completing secondary school at TAFE or in a community setting.
- Studying courses at TAFE and then going to University.
- Completing an apprenticeship or traineeship at TAFE.
- Getting a job and studying later.
- Finding a job and studying at the same time.
- Applying to study as a mature age student (over 21 years of age).

Refer to your state or territory handout for further information on the options available to your young person.

Australian Curriculum

The Australian Curriculum includes seven general abilities which all young people need in order to live and work successfully. Young people learn these from their parents, family and carers at home and at school:

1. Reading and writing
2. Math and figures
3. Working with computers
4. Critical and creative thinking
5. Personal and social skills
6. Right from wrong
7. Understanding people's culture



Vocational Education & Training in Schools (VETiS)

VETiS helps young people learn work skills while they are at school:

- Students can study for a nationally recognised work related certificate e.g. childcare
- VET studies can lead to further study or employment.
- Young people can make a choice in year 10 about what VET subjects they would like to study in Years 11 & 12.
- VET courses give young people practical learning in school and in a workplace.

VET in Schools - Success Story

Tom was always interested in how things worked. 'I used to pull things apart and put them back together to see if they'd still work. That interest moved to electrical appliances and just grew from there.' In 2017 Tom commenced Certificate II in Electro technology through the VET in School program at his local TAFE. During this time he did a work placement with an employer. 'I got offered an apprenticeship and wanted to start straight away, but everyone wanted me to finish Year 12, so the VET system was great because I could get started while I was still at school and this lead to an apprenticeship' Tom says.

School Based Apprenticeships and Traineeships (SBAT)

Completing a school based apprenticeship or traineeship is another way that a young person can get a recognised work related certificate.

Young people completing a school based apprenticeship or traineeship will:

- Attend school and work (e.g. at school on Monday, Tuesday and Friday, and at work on Wednesday and Thursday).
- Study for a senior secondary certificate and a vocational education and training (VET) qualification e.g. hairdressing
- Earn a wage for the time spent working in a related job.

School Based Apprenticeships and Traineeships (SBAT) - Success story

Hairdressing Salon owner Alyssah, who had previously hosted students for work experience, was looking for young people to join her workplace. Nerida, a local student, who was passionate about working in the industry and had been contemplating leaving her studies, was offered the SBAT. Nerida proved to be an excellent fit at the salon as, apart from her interest in hairdressing, she knew the local community well. After one year she has successfully completed both her SBAT and her studies at school, was recognised for her studies and Alyssah has taken her on as a full time apprentice.

International Baccalaureate Diploma (IB)

The International Baccalaureate Diploma is offered in some schools. It leads to a qualification that is widely recognized by universities in Australia and overseas.

Additional programs for Aboriginal young people

There are a number of national programs supporting aboriginal young people that work by drawing on the student's interests such as sport and music to engage them in learning. States and territories also have a range of programs to support students, refer to your state or territory handout for further information.

Clontarf Academy

The Clontarf Foundation is a not-for-profit organisation that aims to improve the health, employment, and education and life skills of Aboriginal teenage males.

The Clontarf Academy activities are planned within the focus areas of education, leadership, employment, healthy lifestyles and life skills.

Drawing on young people's interest in sport; football for boys and netball or basketball for young girls.

Clontarf staff mentor and counsel students on behavioural and lifestyle issues, including work readiness with a focus on retaining the student in school and supporting positive post school pathways.

Clontarf staff work closely with schools to develop local solutions to their students based on the Clontarf Academy program.

For further information:

Go to: www.clontarf.org.au

Email: contact@clontarffoundation.com.au

Phone: (08) 9356 2500

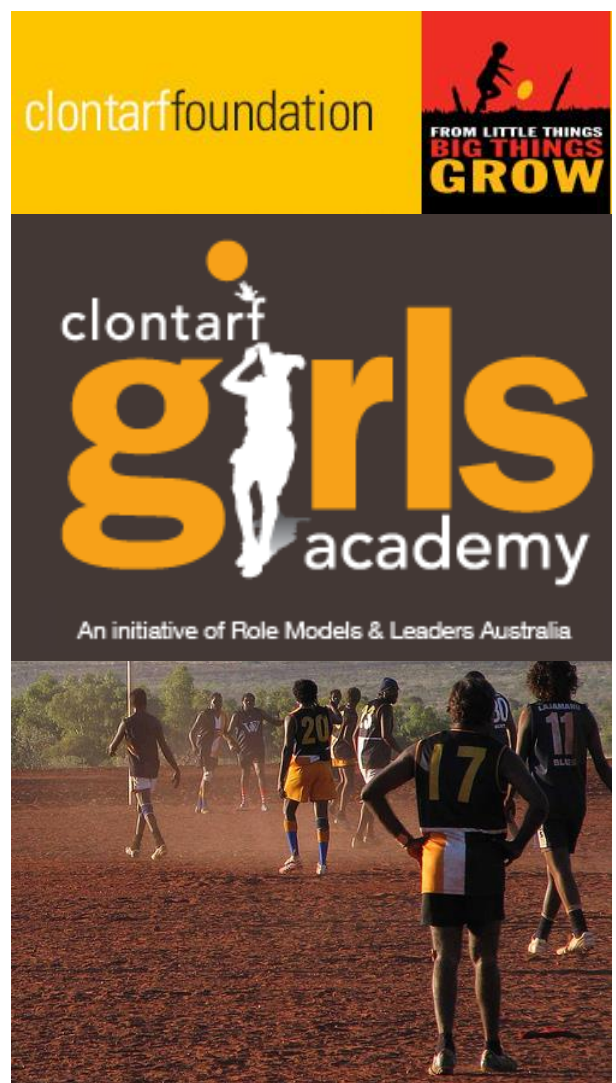


Image by: Rusty Stewart

The Aurora Foundation

The Aurora Foundation is a national not for profit organisation that focuses on supporting Indigenous education. These programs provide Aboriginal and Torres Strait Islander students with opportunities and support to realise their potential and succeed at high school, university and beyond. Visit <https://aurorafoundation.com.au/>



Image by: k-girl

Australian Indigenous Mentoring Experience (AIME)

AIME delivers a range of different programs across the country. The Core Program targets local Indigenous high school students who attend schools that are able to visit an AIME partner university campus on a weekly basis.

The program is available from Years 9 - through to further education and employment and includes:

Visit www.aimementoring.com

Post school

Australian Apprenticeships

Australian Apprenticeships are a great way to get a good job and get the training needed to build a career, in almost any industry. The minimum age for someone to start an apprenticeship is 15 years of age. There is no maximum age limit.

Australian Apprenticeships:

- offer practical work and training in many different work areas eg: building, cooking, gardening and hair dressing.
- can be both apprenticeships and traineeships.
- combine practical work with structured training.
- provide a nationally recognised qualification
- help your young person gain valuable industry experience.
- can be a pathway to further education and training opportunities.

How does it work?

- The employer and the apprentice or trainee signs a Training Agreement.
- Paid work is carried out.
- The apprentice or trainee receives training from a registered training provider.

Australian Apprenticeships are advertised on many recruitment websites including Australian Job Search www.jobsearch.gov.au/ or through your local Group Training Organisation.

Group Training Organisations (GTO) employ apprentices and trainees and then find employers to place them with while they finish their training. GTOs help the employees and employers during the young person's training. Group Training Australia is the national body responsible for all GTO's in Australia. Finding a placement is as easy as making a phone call. For more information go to www.grouptraining.com.au/

Public providers: TAFES

TAFEs, also known as state or public training providers, offer VET training programs, including training for apprenticeships and traineeships in all states and the ACT. In the Northern Territory, Charles Darwin University (CDU) and the Batchelor Institute of Indigenous Education (BIITE) deliver VET programs, along with some senior high school programs.



Image by: Rusty Stewart



Young people may be able to enter further education programs:

- After year 12
- After year 10 or 11 (for some courses)
- As a young adult without completing year 12 (aged 18-21 years)

Further education courses can be a good choice for young people who want:

- a learning environment where they are treated like adults
- courses to help with their English, literacy and numeracy skills
- employment/work focussed training
- a pathway to university

Many states and territories offer funded training for young people. If your young person has a Health Care card the cost of courses may also be less than for other students.

Visit your state or territory public provider for further information.



University

Universities offer qualifications such as; Diploma, Advanced Diploma and Bachelor Degrees. Many professions such as teachers, doctors, engineers, lawyers and nurses need university qualifications.

University students must have high levels of English, reading, writing listening and speaking. Students also need problem solving and independent learning and research skills.

Some universities offer Indigenous Scholarship Programs and free online study programs. They also offer preparatory or alternative entry programs so inquire at your local university.

Private providers

Registered private training providers such as Registered Training Organisations (RTOs), commercial colleges and industry training centres teach nationally recognised VET courses usually up to an Advanced Diploma level or higher.

Private providers also provide vocational short courses that allow you to enter specific trades, such as Forklift License, White (Construction) Card or First Aid Certificate. Many of these short courses must meet state and territory specific regulations, it is important that you check with the provider that they are approved to deliver this training prior to enrolling in any course.

Before enrolling in a nationally recognised course at a private institution, you should make sure that the courses are recognised by the Government. You can do this by checking that the organisation is registered on this website: www.training.gov.au

Differences between University and Public/Private providers:

	University	Public/Private providers
Type of course	Theory driven/research	Hands on/job related
Style of teaching	Lectures and tutorials	Classroom based
Contact hours	From 12 – 25 hours	4 days a week, 9am – 5pm
Length of course	Minimum 3 years	From 6 months to 2 years

All public providers and universities have Aboriginal support officers whose role is to provide a first point of contact and support person for the aboriginal youth during their time studying. Refer state and territory handout for further information.

Community Education

Community Education is learning in community settings like neighbourhood houses, libraries, community and learning centres and is found in all states and the ACT.

Community courses are varied and can include vocational courses such as childcare, and business studies.

Other courses can help with computer skills, English language, literacy and numeracy and skills for finding a job.

Refer to your state and territory handout for community education opportunities in your state or territory.



Image by: Rusty Stewart

The GAP year

Many young people are not sure what they want to do when they finish school and they need time to think about it. Some young people take a 'gap year'. This is a year between school and further study or training.

Activities some young people participate in to help them think about what they want to in the future are:

- Voluntary work: both local and overseas.
- Travel.
- Short courses.
- A variety of jobs e.g. family businesses, fruit picking, kitchen hand, waitress.

Support for students with a disability

Students with a disability requiring support with the transition from school to further education or training can contact their local NDCO: National Disability Coordination Officer. Visit: www.dese.gov.au/access-and-participation/ndco

Students with a Disability can also contact the Disability Liaison Officer (DLO) employed at each TAFE or state public provider to identify the supports available to them. Contact your public provider or university for further information.

Give Them Five

The 'High Five' messages below are important messages you can share with your young person as they plan for their future:

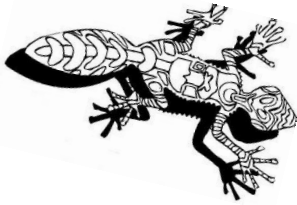
- 1: Change is constant:** Be prepared to change your plans as new opportunities develop.
- 2: Follow your heart:** Dream of a future full of different types of career choices.
- 3: Focus on the journey:** Try out different paths and have fun.
- 4: Keep learning:** Learning comes from many experiences; not only working and training but also from being in a family, playing sport and participating in community.
- 5: Be an Ally:** An ally is someone who cares. Your allies are your parents, family, friends youth workers, neighbours, employers and of course the elders in your community.

Acknowledgement: The High Five of Career Development were developed by Dave Redekopp and others



Notes

Question: "Where do we go from here?" "Where now?"



Workshop Three – Jobs

Job hunting - how to do it

Looking for work can be hard work and can take time.
There may be many 'Nos' before there is a 'Yes'.
Help your young person to stay positive and to keep trying.



Image by: Rusty Stewart

When looking for a job you usually need to:

- Find job vacancies
- Find out as much as you can about the job
- Apply for the job
- Attend an interview

It is important to support your young person during this journey.

Finding Job Vacancies

There are many places young people can look for job vacancies:

- **Friends and relatives:** Ask friends and relatives if they know of any jobs, 8 out of 10 jobs are not advertised and most of those jobs are found through yarning.
- **Employers:** Telephone, email or visit organisations they would like to work for and ask if there are any vacancies.
- **Newspapers:** Local newspapers are a good source of local jobs.
- **Centrelink:** Go to the local Centrelink office or Jobactive provider and use the touch screens to view jobs on the Australian Jobsearch database.
- **Career advice services:** Local employers often tell schools of job opportunities. Check with the careers teacher.
- **Employment agencies:** There are agencies who will help people find a job if you pay them some money.
- **Notices:** Check notices in shop windows, on community notice boards, on signs at the front entrance to a business and outside factory gates.

- **Internet:** There are many websites that list job vacancies. Go to **Useful Websites** page at the back of this workbook for a list.
- **Company websites:** Many companies and organisations have job vacancies on their websites. Look at the home pages for a link to '**recruitment**', '**careers**' or '**human resources**'.
- **Social media:** Social media is another place to search for jobs. Young people can promote themselves on their own pages and also monitor the social media accounts of organisations they're interested in working for. Often job vacancies are posted in an organisation's social media accounts (twitter, LinkedIn etc).
- **Government jobs:** Vacancies in federal government departments are advertised in the Australian Public Service Gazette and are also listed online. Go to **Useful Websites** page at the back of this workbook for a list of state and federal government sites.

Finding out about the job

It is important for your young person to find out as much as they can about the job they are applying for. It can also help them work out if this is the job they want.

They can do this by:

- going to the organisation's website
- phoning to talk to the contact person in person
- visiting the workplace and looking around if it is a shop or other public business

By making contact your young person will demonstrate that they are keen to do the job and can confidently ask questions.

Help your young person to plan what questions they want to ask before they call. **Always** read the position description if there is one. Position descriptions give lots of information about the job and the skills you need to be able to do the job.



Applying for the job

When you apply for most positions, you will need to write a **cover letter**. This is a formal letter explaining your interest in the role and briefly outlining your qualifications.

How to write a Cover Letter

You or another family member/friend, neighbour or Elder can help your young person with their job application. Here are some tips.

1. Before writing the letter:

- Find out if there is a position description, and go through the 'key selection criteria' point by point. They are the necessary qualifications and skills that someone will need before they can do the job.
- You or someone else can help your young person by reading through the key selection criteria with them. Get them to write down how they meet each requirement. This will also help prepare for the job interview
- It is important for your young person to talk through with someone, yourself or a trusted mentor, the job requirements and why they want it. When they do this they start thinking about how they will respond to the advertised position. Building your young person's confidence in their ability to 'get the job' is important at this stage.

2. Write the letter (use a computer or typewriter wherever possible)



- **Opening paragraph:** explain why you are writing and give the reader a reason to keep reading. State which position you are applying for and give the reference number if there is one. Mention how you found out about the vacancy and briefly explain why you are interested in the position.

- **Second paragraph:** prove that you can do the job. Match your experience, skills and qualifications with what the employer has asked for. Use two or three selling points and focus on what you have to offer.
 - **Third paragraph:** show that you are willing to do the job and can fit into the organisation. Address any remaining details from the advertisement, such as availability, transport requirements or start date. You may need to address specific Selection Criteria; you can either do this here or attach a separate page that responds to the specific criteria for the job.
 - **Fourth paragraph:** thank the reader for considering the application and refer to your enclosed resume/CV and other attachments. Indicate that you would appreciate an interview to discuss your application.
 - **Closing:** if your salutation was *Dear Sir/Madam*, end with *Yours faithfully*. If it was *Dear Mr/Ms/Dr Smith*, end with *Yours sincerely*. Leave a couple of lines for your signature, and below that, type your full name.
3. **Check the letter:** Read the letter, have someone check it. Be 100 % sure that there are no spelling or grammar mistakes. Always keep an electronic copy of cover letters. This will help you prepare for the interview. It also means a head start for future letters!
 4. **Post letter:** Check for the 'closing date' — this is the date the employer must receive your application.

How to write a Resume or Curriculum Vitae

In most cases your young person will need a Resume, rather than Curriculum Vitae. But you can also do a combination of the two, usually by including hobbies and interests outside work and school at the beginning or end of the work resume.

Resume	Curriculum Vitae
<ul style="list-style-type: none"> • A summary of your career over the last 10 – 15 years used as a marketing tool • Written in first person without use of 'I' (except in Career Objective section) • Written in direct statements formatted with bullet points • Reverse chronological order (going backwards from the present time) • Can be 1, 2 or up to 4 pages if up to 15 years experience 	<ul style="list-style-type: none"> • Written in 1st person (use 'I' throughout) and in essay form • Summary of individuals entire life, both professional and personal • May be written in chronological or reversed order • Suited to research, academic, scientific, medical or CEO positions • Several pages long

Adapted from How to Write a Winning Resume by R. Fraser

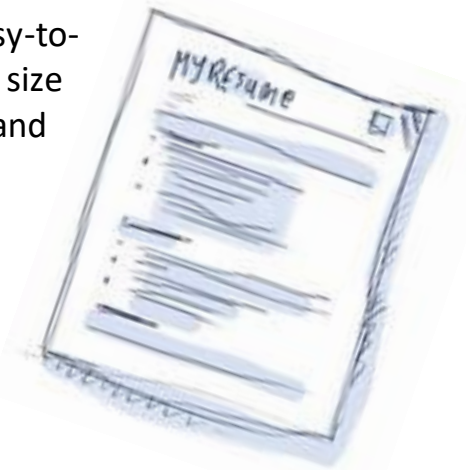
A resume is a great starting point for young people, who have limited work histories. Make sure you change your resume slightly to match different requirements for different jobs. Employment agencies and youth services can help young people write resumes free of charge. You can access FREE resume templates at these websites:

<https://myfuture.edu.au/career-articles>

www.seek.com.au

Use a simple, consistent format and style of writing. Use easy-to-read fonts such as Arial or Times, and have the font size between 10 and 14. Here are some suggested headings and the kind of information that should go under them.

- Contact details
- Education and training history
- Other skills
- Work history
- Activities and interests
- Referees



Calling prospective employers

Learning to speak well on telephones is an important job skill. Always get your young person to make any telephone calls about employment or training themselves.

1. Help them develop a list of questions they could ask.
2. Practicing a 'phone script' together, talk with your young person about what to say and how to respond.

How to prepare for the interview

- *Research* the company, job and type of business or service.
- *Practise* answering interview questions. Your young person must be able to talk about their skills and what they have to offer. 'Why do you want to do this job?' and 'What skills do you have?' are common questions to include.
- *Prepare* questions to ask the interviewer. At the end of the interview your young person will be asked 'do you have any questions you'd like to ask us?' Questions could include - when they are likely to make a decision.



- Your young person must dress well for the interview:

- Wear clean, ironed, simple clothes like dark colour trousers or skirt, a shirt or top and dependent on the type of job, a jacket.
- Make sure clothes are modest (e.g. no singlets) and shoes are clean or polished. Check that nails are clean, hair is tidy or styled and make-up is subtle.



- Plan the journey, make sure your young person allows at least 15 minutes gap. Look up public transport routes and timetables so that you arrive on time.

What to do after the interview

Take some time to talk about the interview with your young person, find out whether they could answer any questions asked, how they thought they went.

If your young person hasn't heard back within the agreed time frame, get them to call the employer and ask how the selection process is going. Calling too often may irritate an employer, but calling back after an interview lets an employer know they want the job.

Agencies and services that assist with job searching

Centrelink

Centrelink is an Australian government agency. It offers a range of services including:

- Unemployment and student benefit payments
- Forms for claiming Youth Allowance and other government benefits
- Information and referral to education, training and employment programs and services
- Health Care Cards
- Information about, and registration for Job Services Australia
- A Social Worker is available if you are claiming the 'unable to live at home' criteria of Youth Allowance (formerly known as Homeless Allowance)

NOTE: Even if young people are not eligible for Youth Allowance, they should register at Centrelink, as they may still be eligible for other services such as the Jobactive.



More information about Centrelink is on their website:

www.servicesaustralia.gov.au/individuals/centrelink and
www.servicesaustralia.gov.au/individuals/subjects/payments-and-support-for-indigenous-australians

Jobactive



Jobactive is the service for help finding employment. Centrelink is the gateway to this service so you have to be registered with Centrelink to get help from Jobactive.

Phone: 13 62 68 or visit www.jobsearch.gov.au

Other help for young people

Payments for Students

There is a range of payments for young people studying, training or doing an Australian Apprenticeship. For information about financial help for eligible students, trainees and apprentices contact Centrelink or go to:

www.servicesaustralia.gov.au/individuals/subjects/payments-students-and-trainees



centrelink

Transition to Independent Living Allowance

This is a one off payment. It is only for young people who have been in out of home care (away from their families). This payment helps with costs of moving house, enrolling in study or transport. Visit: www.dss.gov.au/tila

ABSTUDY

If your child is an Aboriginal secondary school student, ABSTUDY may help them to be able to stay at school or go on to further studies. It includes a fortnightly living allowance and extra components to help with the costs associated with going to school. Contact Centrelink for further information or visit

www.servicesaustralia.gov.au/individuals/services/centrelink/abstudy

Private Careers Practitioners



The Career Development Association of Australia (CDAA) is the organisation of career development professional and advisors. They have a website which lists careers counsellors. CDAA members are qualified to help with career planning and decision making and resume preparation. You will have to pay these people a fee for their service. www.cdaa.org.au

Careers and transition programs

The New Enterprise Incentive Scheme (NEIS)

The New Enterprise Incentive Scheme is run by the Australian government to train eligible unemployed people to start and run their own new small business. NEIS trains and supports participants and then provides business advice and support. Phone: 13 62 68 or visit:

www.dese.gov.au/new-business-assistance-neis

Skills for Education and Employment (SEE)

The Skills for education and employment program assists job seekers when basic English, reading, writing or mathematics skills are making it difficult for them to get a job.

For more information call: 13 28 50 or ask at your local Centrelink.

www.dese.gov.au/skills-education-and-employment

Transition to Work (TTW)

This is a Federal Government funded program for young people age 15-21 targeting in particular early school leavers or those experiencing difficulty transitioning from education to employment. Participants can receive intensive pre-employment support to help them achieve their goals. Referrals can come from Centrelink, Jobactive providers or can be self-referred.

For more information about eligibility and to find a local TTW provider go to:

www.dese.gov.au/transition-work

VTEC: Vocational Training and Employment Centres

VTECs connect school leavers and highly disadvantaged Indigenous jobseekers with a guaranteed job for 26 weeks. It is an Australian Government program that provides job specific training and pre-employment support such as:

- obtaining a driver's licence.
- literacy and numeracy training.
- work experience.
- pre-employment and job training.

For more information go to:

www.niaa.gov.au/indigenous-affairs/employment/vocational-training-and-employment-centres-vtecs

Email: vtec@niaa.gov.au.





Community Development Programme CDP

The CDP is an Australian Government programme that supports jobseekers in remote areas to build skills, address barriers and be involved in community activities.

For more information visit: www.niaa.gov.au/indigenous-affairs/employment/cdp

Phone the Employment Services Information Line: 13 62 68

Australia's top growing industries

Due to the interruption of COVID 19, previous projections of jobs of the future might be out of date.

For information about the labour market go to: www.dese.gov.au/nsc/australian-jobs-report



Staying on track

There are many supports and assistance available for your young person as they transition from school to further study or employment. Mentoring programs provide valuable support for your young person as they make important life decisions. It is important that your young person stays focused on their goals in order to get to where they want to go.

The health and wellbeing of your young person is central to them achieving their goals. Support from your Aboriginal Community Controlled Health Organisation (ACCHO) or health professional should be sought if you have concerns for your young person in relation to:

- Alcohol abuse
- Drug abuse
- Eating disorders
- Physical abuse
- Mental health

Staying on track means supporting your young person to develop healthy and positive relationships with friends and family, helping them stay focused on what they want and where they are going.

A healthy and positive relationship is one where everyone can talk openly about any concern, and where the health of the young person is central to all decisions. You can do this by putting yourself in your young person's shoes, understanding the walk they are taking and where they are in their life. Understanding that there are lots of uncertainties that they are facing and that they need your support to help them make wise decisions.

National contacts for Aboriginal Community Controlled Health Organisations:

New South Wales	Phone: (02) 9212 4777	www.ahmrc.org.au
Victoria	Phone: (03) 9411 9411	www.vaccho.org.au
Queensland	Phone: (07) 3328 8500	www.qaihc.com.au
Western Australia	Phone: (08) 9227 1631	www.ahcwa.org.au
South Australia	Phone: (08) 8273 7200	www.ahcsa.org.au
Northern Territory	Phone: (08) 8944 6666	www.amsant.org.au
Tasmania	Free Call 1800 132 260	https://tacinc.com.au/
Australian Capital Territory	Phone: (02) 6284 6222	www.winnunga.org.au

The first job - what every young worker should know

Young people need support and care when starting off in their first job. They also need to have a tax file number, a bank account and a superannuation account.

Understanding work awards & conditions

It is important that your young person understands their rights and responsibilities when they start work, it is also important that they know where to go for help if there are problems at work.

Encourage your young person to check their employment agreement before they sign it. Remember that a first job could be:

- As a volunteer
- Part-time
- Full-time
- Work experience
- Casual
- Work placement

The Fair Work system is Australia's national workplace system. For information about young people's employment rights visit: www.fairwork.gov.au



Superannuation

All employers must pay a minimum of 9.5% of your earnings of ordinary hours of work into the super account of your choice if you are:

- At least 18 years of age and under 70
- Paid at least \$450 (before tax) in a calendar month, and
- Working full time, part time, or on a casual basis

If your young person is under 18, then the employer must pay superannuation payments only if they work over 30 hours a week. Phone: Superannuation Infoline 13 10 20

Tax and tax file numbers

Your young person will need a tax file number before they can start work. The school can often help them get a Tax File Number. Ask the Careers Advisor or Contact the Australian Tax Office on 13 28 61 or visit www.ato.gov.au

Protection and support in case things go wrong:



The Fair Work Ombudsman

The Fair Work Ombudsman can assist people with problems or questions relating to workplaces. They can investigate workplace complaints and help resolve problems in workplaces. They can also make sure that employers obey Australia's workplace laws.

Fair Work Info Line: 13 13 94 Mon-Fri 8am -5.30pm

Web: www.fairwork.gov.au or visit

Job Watch www.jobwatch.org.au

Visit the Fair Work Ombudsman YouTube site for videos that will help your young person understand their rights.

www.youtube.com/user/FairWorkGovAu



Image by: Rusty Stewart

Unions

Unions can give employees a voice within their workplaces. They do this by assisting them to gain better pay, improved working standards, safe working environments and employment security, through collective bargaining and strength in the workplace. It is the right of every Australian worker to join a union. Contact: Australian Council of Trade Unions, Phone: 1300 362 223 or visit www.actu.org.au

Bullying, violence & discrimination in the workplace

What is workplace bullying?

Workplace bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety and can come from another employee, manager or supervisor. Examples of bullying behaviour include:

- Verbal abuse
- Excluding or isolating employees
- Psychological harassment
- Giving workers meaningless tasks unrelated to their jobs
- Giving workers impossible assignments
- Deliberately changing work rosters to inconvenience particular employees
- Deliberately withholding information that is vital for effective work performance



It is important that if your young person feels that they are being bullied, by anyone, whether another employee, a supervisor or employer that they talk about the problem with a trusted adult, not keep it to themselves. If you think that your young person is being bullied in the workplace, you or your young person can also contact the Fair Work Ombudsman, visit www.fairwork.gov.au



Image by: Rusty Stewart

What is workplace violence?

Workplace violence is totally unacceptable. No job is worth tolerating violence. Physical and emotional health is far more important than the job.



What Can You Do?

- **Tell people about it** - colleagues, friends, family.
- **Tell the employer** (or manager or supervisor or human resources department). Ask them to do something to stop it and for the incidents to be recorded. (Get a copy)
- **Record** the dates and times of violent incidents. Write down what happened and who did it. If possible record the telephone numbers and addresses of witnesses.
- **Contact your doctor.** Ask the doctor for a Work Cover medical certificate.
- **Complete a Work Cover claim form** (if necessary).
- **Contact the police** as soon as possible after violence at work so they can record evidence.

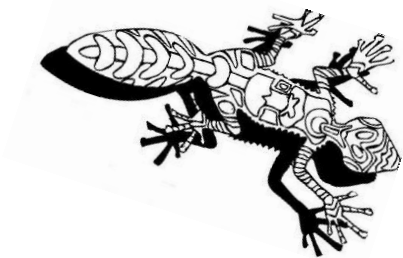
If you think that your young person is the subject of violence in the workplace, you or your young person can contact the Fair Work Ombudsman, visit www.fairwork.gov.au or your state's Work Cover authority: Worksafe www.safeworkaustralia.gov.au

What is workplace discrimination?

Workplace discrimination is unfair treatment based on someone's personal characteristics. It can be direct or indirect. It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) you because of the following:

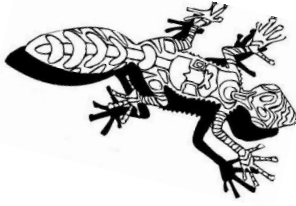
gender identity	carer status	industrial activity	sexual orientation	sex	political activity
physical features	disability/im pairment	race	age	political belief	religious activity
parental status	pregnancy	marital status	breast-feeding	religious belief	lawful sexual activity

If you think that your young person is being discriminated against in the workplace, you or your young person can contact the Fair Work Ombudsman, visit www.fairwork.gov.au. or the Australian Human Rights Commission, Phone: 1300 656 419 or visit www.humanrights.gov.au/



Notes

Question: "Who can help our children find a job?"



Talking the language

ATAR: Australian Tertiary Admissions Rank

DESE: Department of Education Skills and Employment

DLO: Disability Liaison Officer

GTO: Group Training Organisation

NIAA: National Indigenous Australians Agency

NDCO: National Disability Coordination Officer

RTO: Registered Training Organisation

SBAT: School Based Apprenticeships & Traineeships

TAFE: Technical and Further Education

VET: Vocational Education and Training

Career: all of the paid and unpaid work, learning and life roles we do throughout our life.

Occupation: a group of similar jobs in different industries or organisations (e.g. a nurse could work in aged care or a hospital).

Job: a position in which we do tasks for payment.

Career field: a group of occupations and industries (e.g. mining or retail).

Career Planning: Career planning consists of activities and actions that you take to achieve your individual career goals.

Youth Transitions: participation in education which leads to further training or engagement in employment

Pathways: Where someone navigates their learning, skill development and life expertise through education, training, the community and personal life which leads to an employment destination.



Useful Websites

Some websites for you and your young person to visit

Career sites

www.yourcareer.gov.au

www.cdac.org.au

Careers Information

www.myfuture.edu.au

www.alife.net.au

www.youthcentral.vic.gov.au

www.skillsroad.com.au

www.mybigtomorrow.com.au

www.skillsone.com.au

www.joboutlook.gov.au

www.gooduniversitiesguide.com.au

www.plumbingcareer.com.au

www.thejobilove.com.au

www.defencejobs.gov.au

www.healthheroes.health.gov.au/

www.careerswithstem.com.au

A one stop shop for all topics

Search for a career advisor

Good for all careers related research

Video based careers information & a quiz

Includes career profiles & lots more

Good general careers site

Career site suitable for school students

100s of videos about getting a trade or skill

Labour market information

Research careers & tertiary courses

Plumbing careers

Information about jobs in the service industries

Careers in the Defence forces

Indigenous careers in Health & Community Services

Careers in science, technology, engineering & maths

Australian Apprenticeship

www.australianapprenticeships.gov.au Information about apprenticeships

www.aapathways.com.au

Details about apprenticeships

www.grouptraining.com.au

Find a relevant group training company

www.mygain.com.au

Videos of apprenticeships

Government Websites:

<https://www.niaa.gov.au/> For the full range of programs/initiatives

www.youtube.com/user/IndigenousGovAu

www.dese.gov.au



Education & Training

www.acara.edu.au
www.open.edu.au
www.mooc-list.com
www.coursera.org
www.open.edu.au/study-online
www.studyassist.gov.au
www.year13.com.au
www.training.gov.au
www.niaa.gov.au
www.yalari.org

Employment

www.jobsearch.gov.au
www.adzuna.com.au
www.careerone.com.au
www.applydirect.com.au
www.spotjobs.com
www.seek.com.au
www.careersonline.com.au
<https://au.indeed.com/>
www.positionsvacant.com.au
www.jobaccess.gov.au
www.jobjumpstart.gov.au

Government jobs

www.apsjobs.gov.au
www.publicservicejobs.com.au
www.iworkfor.nsw.gov.au
<https://jobs.nt.gov.au/>
www.smartjobs.qld.gov.au
www.iworkfor.sa.gov.au/
www.jobs.tas.gov.au
www.careers.vic.gov.au
www.jobs.wa.gov.au

Volunteer

www.govolunteer.com.au
www.volunteer.com.au
www.projects-abroad.com.au

Australian Curriculum
Open Universities Australia
Free University online courses
Free University online courses
Free University online courses
Assistance for financing tertiary study
Young people making the transition from yr 12
For information on training providers
Info about pre-employment training
Info about scholarships for Indigenous children

Useful for researching jobs & the labour market
Vacancies in Australia & overseas
Local paper vacancies and job tips
Apply for jobs directly with an employer
Casual, part time and entry level jobs
SEEK Employment
Careers Online
Job seeking website
Positions Vacant
Disability Employment Services
Good for job readiness activities

Australian Public Service jobs
Vacancies in all states
NSW
NT
QLD
SA
TAS
VIC
WA

Volunteer hints and jobs
Volunteer stories, hints and jobs
International volunteering



Questions: "Is there anything else I need to know?" "Where can I go for more help?"

