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TSEP Case Study - Rochelle

**TAFE Queensland - Springfield Campus**

**Specialist Employment Service Provider: Mylestones Employment Service**

# **Introduction/Background of Student**

The student, Rochelle self-referred to the TSEP program after the TSEP Consultant from Mylestones conducted a presentation about the TSEP program to her classroom at TAFE QLD – Springfield Campus in 2021 during the Covid Pandemic period. The student was aware of a DES as she had been registered with a DES service provider several years previously. The student advised that she had been unemployed for 4 years and was very close to completing a Cert III in Aged Care. She was super keen to gain employment as a Personal Carer in an Age Care residential facility.

The TSEP Consultant explained the TSEP program, eligibility and her working hours which was on campus, once a week for the entire day. After the discussion, it was identified that the student was eligible for the program as she was currently on a Disability Support Payment and had a disability being ADHD and learning difficulties. The TSEP Consultant provided the student with the appropriate documentation to verify her disability and assisted her with direct registration to the Program. Although the student was nearly finished her course, she had not been able to obtain a work Placement for her course, so the TSEP Consultant offered to assist her with that.

The student displayed a great passion for caring for the elderly as she had provided at home care to her father prior to him passing away. Rochelle explained that whist the situation was emotional because it was a family member that she was caring for, it was then that she realised her passion to contribute to the elderly members of our society.

# **Goals and/or objectives that were set out to be achieved**

Once the student was registered for TESP, the TSEP Consultant met with the student, face to face and developed a Job Plan with her. This Job Plan outlined the student’s goals and objectives, which were to create an up-to-date Resume, assist her with gaining an employment Placement so that she was able to graduate from her course. We also conducted direct marketing to employers to achieve this and to assist her with interview skills and etiquette, following on from this the TSEP Consultant conducted individual marketing for possible vacancies after her employment Placement and assisted her with on-the-job support once paid work was found. The TSEP Consultant got straight onto directly canvassing employers for a work Placement for the student and within a week Rochelle had a work placement to commence. The TSEP Consultant worked on interview techniques and etiquette with the student as it had been a while since she attended a job interview.

The TSEP Consultant drove the student to the interview and debriefed her on the drive back to the office. The student then received a phone call that afternoon offering her a work placement at the Residential Care Facility where she was interviewed. Rochelle was excited and nervous but mostly relieved that she had been given an opportunity and would now be able to graduate from her TAFE course. Rochelle completed her work placement and thoroughly enjoyed the experience. She went on to graduate and obtain her certificate from TAFE.

# **Outcome/Final Summary**

Once the student had graduated, she advised the TSEP Consultant that she would really enjoy working at the same residential care facility and asked the TSEP Consultant to enquire about possible vacancies. The TSEP Consultant also asked the student to provide her with a list of organisations where she would like to gain employment and the TSEP Consultant would directly canvas those organisations for her.

The TSEP Consultant made contact with the organisation where the student had completed her work placement and enquired about possible paid employment. The manager provided the TSEP Consultant with extremely positive feedback about the student’s placement and advised that they would be looking for casual staff in the near future. The TSEP Consultant forwarded the student’s Resume to the Manager and about a week later the student was interviewed and was offered a permanent part-time position.

Today Rochelle is employed in a job that she thoroughly enjoys, she works 3 – 4 days a week, earns a terrific income and has a great work life balance. Mylestones continues to support Rochelle in her Personal Carer role within an Age Care Facility by way of phone calls on a fortnightly basis either on her day off or after work.

Rochelle has since been provided with the opportunity to work in various wings of the premises and also in the kitchen – the organisation is exposing her and providing her with training and experience in all the facilities within the Residential Facility so that she is able to be called upon to work in the various departments. Rochelle could not be happier with her outcome.

***\*Please note name of student has been de-identified and alias has been used.***