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Case Study - Samuel

**South Metropolitan TAFE – Thornlie Campus (WA)**

**Specialist Employment Service Provider: Bizlink**

# **Introduction/Background of Student**

I first met with Samuel on the 08/03/2021 at Thornlie TAFE. Samuel was undertaking a Certificate III in Community Services. Samuel had been working with a Job Provider for approximately 18 months and had undertaken voluntary work placements at the Salvation Army and Red Cross. Samuel was unhappy with his provider as he had multiple meetings with them, but no relevant job prospects.

Samuel explained to the TSEP Consultant that he wanted to find employment asap. The TSEP Consultant explained to Samuel his options in relation to providers as well as possible NDIS applications. Samuel explained his current symptoms he was working through as part of his diagnosis. The TSEP Consultant explained to Samuel that he had the right to freedom of choice and that if he was unhappy with his current provider, he had the choice to change. The transfer number was given to Samuel and his options explained to him. Samuel returned to the TSEP Consultant and requested a transfer; Samuel was referred to the BIZLINK Cockburn office.

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

Samuel had the goal of wanting to engage with a provider that worked with him. Samuel was unhappy with providers making promises they wouldn’t keep. TSEP staff had a conversation with Samuel about his rights as a consumer and how he had freedom of choice. Samuel called the National customer service hotline and requested a transfer to BIZLINK Cockburn. Samuel had the goal to seek Meaning employment within the community services sector in a customer services-based role. Samuel transferred to BIZLINK Cockburn and was assigned to a Job Service Consultant. After working with the consultant Samuel was provided with interview opportunities as well as volunteer placements within the community services sector.

Samuel undertook a volunteering placement with AYLA to build his working capacity around his medical conditions in which he was presented several opportunities to gain experience new skills in the community services sector. Whilst volunteering at AYLA BIZLINK assisted Samuel with applications for suitable job opportunities, one being successful for a call centre role working for the department.

# **Outcome/Final Summary**

Samuel has been in the role of Customer Solutions Specialist for approximately twelve months. Feedback from Samuel’s employers has been fantastic. Samuel feels fulfilled in the role and is happy he is able to assist people to change their lives every day.

***\*Please note student name has been de-identified with an alias to protect privacy.***