

Laying out a Better Future

Ryan Curd, of Dunedin, was unsure about the career path he wanted to take so was glad to get advice through *Work'n it Out*. Ryan aspired to one day become a journalist. However he also had a keen interest in trades, especially the carpet laying industry.

Ryan and his Youth Co-ordinator, Penny, decided together that the best plan was to start in the carpet laying industry and gain some life and work experience before tackling journalism.

Ryan attended a 4Trades Apprenticeships information seminar to gain more insight into the world of apprenticeships. After a few weeks he was offered a place on 4Trades' Cadetship programme.

Ryan went on to successfully complete a four-week Polytech course which he says, "gave me a good insight into different kinds of people and how to work with them".

Ryan eventually gained a full-time job with Carpet Court which has since led to an apprenticeship.

The realities of full-time work can sometimes take a lot of adjustment as Ryan discovered. "It took a while to get used to working and the new routine." Now into the swing of the working world Ryan fits well into the team and is enjoying the challenge that working full-time brings. He still dreams of one day becoming a journalist but in the meantime he is very happy as an apprentice carpet layer.



Ryan Curd

welcome



More and more young people are utilising *Work'n it Out* to help them take their next step in life after school – and the youth co-ordinators and contact centre staff who interact with them share in the successes they achieve.

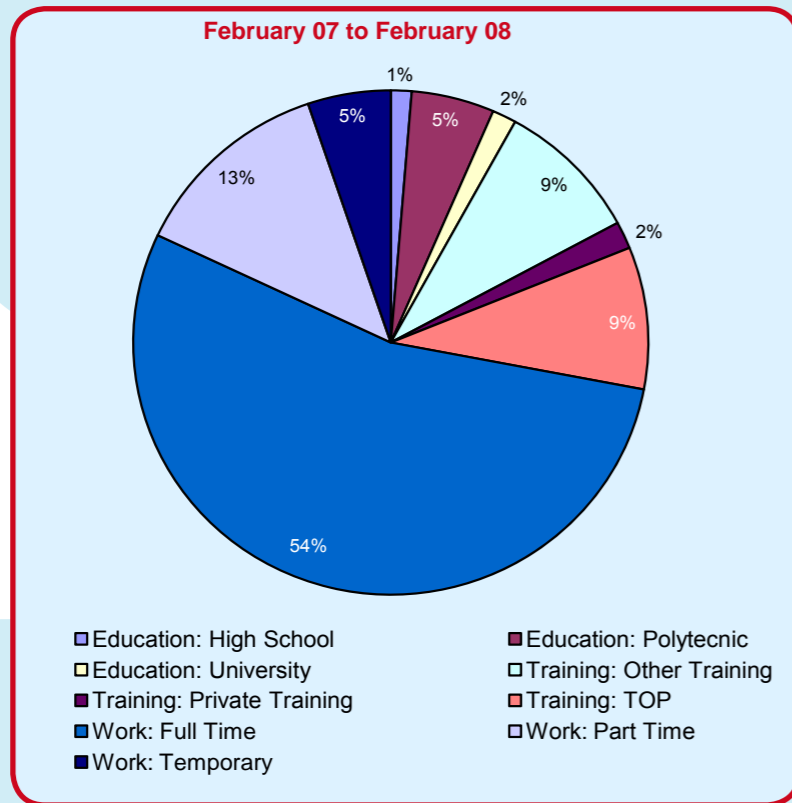
These successes are often hard won by these young people, who have often struggled with schooling, confidence, health or family issues. And, these successes are important because they are about us supporting the lives of our next generation of parents, business people and community members.

As Regional Commissioner for Social Development, I'm proud of the help we're able to offer the young people in our region through *Work'n it Out*, and very proud of the successful young people you will read about in this newsletter.

John Allen
 Regional Commissioner, Southern
 Ministry of Social Development

NEET - Not in Education, Employment or Training

Within the Southern Region, 461 young people have been assisted by *Work'n it Out* into the following destinations:



For more information *Work'n it Out* phone 0800 500 029, txt 0294 500 029, or email: contact@wio.co.nz
 To advise us of a change of address please contact the Social Development Manager,
 Work and Income Southern Region, PO Box 297, Dunedin, email: joy.gunn013@msd.govt.nz

ACHIEVING success from Work'n it Out

A Job in High Places

With a few NCEA credits under his belt Shayne Warburton was keen to get a trade and become a builder when he was referred to *Work'n it Out* in Invercargill in March 2007. *Work'n it Out* assisted Shayne to discover new heights by helping him into a Roofing apprenticeship.

Initially Shayne was open to any suggestions that would help him to find work. Together with Tony, his *Work'n it Out* Youth Co-ordinator, they talked through

the employment options in different sectors available to him, as well as putting together a CV.

Luck was definitely on Shayne's side as Tony had heard that a local roofing company, C J Turner Roofing, was looking for an apprentice. It was the perfect opportunity for Shayne. Tony put together a *Work'n it Out* information package and made contact with the employer. Shayne started a trial period with the company a couple of weeks later, and within a month he was offered an apprenticeship.

punctual which is refreshing for a young fellow." C J Turner Roofing employs three staff including Shayne. Chris Turner says he would consider looking for more staff through in the future.

Shayne has big plans for the future which he said may well involve starting his own roofing company.

Letter from Shane's Parents:

30 July 07

Dear Tony

Just a note to thank you very much with your help in finding Shayne a job. We first heard of *Work'n it Out* when a friend mentioned you were helping her son (who now has a job). I told Shayne then that if any-one phoned offering help to find a job, to definitely say "yes".

Shortly after Shayne got your phone call, he met with you a few times and we were very surprised when not too long after you had arranged an apprenticeship as a Roofer for Shayne. We are really appreciative for all your help you have given Shayne and never imagined Shayne would gain an apprenticeship. He would never have done it alone. He had put his name down at a number of places for a job, and even now months later he hasn't heard from any of them. I would imagine without your help he might still be looking for a job. Once again Tony, Thank You.

Sincerely
 Murray & Averil Warburton.

"They give you choices..."

That was just over a year ago and Shayne is now halfway through a roofing apprenticeship and is loving the challenge. Although he says he is still getting used to being up on the roof. "The fear of slipping is constant," he said. "You need to have your wits about you."

Shayne gives a lot of credit to *Work'n it Out* for helping to find him a job and supporting him along the way. "*Work'n it Out* really helps," said Shayne. "They give you choices, ask you what you would like to do, they listen and find the right thing for you." Shayne's employer Chris Turner says that Shayne has had some "ups and downs" during his employment, but that together they have worked through them. "He's willing to try anything and is extremely



Shayne Warburton

“This is such a rewarding job,” says Contact Centre staff member Donna Hooson. “Everyday I get to encourage young people who are not working or in training to become part of the *Work’n it Out* programme.”

The Contact Centre is the hub of *Work’n it Out* and is the first point of call connecting young people to the services offered by the programme.

“I think there is greater peer pressure on teenagers today to not work and to hang out with their mates instead.” It is these sorts of beliefs that provide a lot of challenge working in the call centre. Donna says, “It’s really good to be able to help change that mindset.

“Some young people do take a little convincing, but we become their friend, and give them a little nudge in the right direction.”

Once a young person agrees to be included with *Work’n it Out* they are then referred to a Youth Co-ordinator. The Youth Co-ordinator provides advice and support to assist the young person into work, further training or returning to school.

Contact centre staff work in day and night shifts so they can make initial contact with the region’s teenagers. They also make follow up calls or “call backs” to *Work’n it Out* participants. Contact Centre Staff adopt “all sorts of methods” to reach some young people. “One of our staff members works almost full-time tracking down those who are challenging to contact.”



“Everyday I get to encourage young people...” Donna Hooson

Donna says one of the highlights of her job is when a young person agrees to seek assistance through *Work’n it Out* especially young people who say yes they need help when you know they found it difficult to do so.

The opportunity to have contact with parents is another positive aspect of the job. “Generally parents are really happy to provide us with information that will help their child and we’ve had lots of positive comments about the programme from them.”

Once a young person is working with *Work’n it Out*, they are contacted on a six-monthly basis by the Contact Centre team until they turn 20 years of age. “Through these calls we find out whether the young person is still

in employment or training or whether they need awesome further help from us,” Donna said. “Often Contact Centre staff use their intuition and judgment to schedule earlier calls if they think they are needed.”

The follow up calls ensure that the young people can feel confident they can access any support they may need through *Work’n it Out* – including some simple words of encouragement from Contact Centre staff.

Donna says there is great camaraderie and teamwork between the Contact Centre staff and they are looking forward to the arrival of two new staff at the end of August. “It’s great to work in an environment that provides positive opportunities for young people,” she said.

A Star in the Making

“A change of life” was what Wesley Moka was searching for when he moved to Dunedin recently. Originally from the North Island, Wesley knew he had to get out and escape the pressure he was under to join a gang. “Life would be very different for me if I had stayed where I was,” he said.

Being self-motivated, Wesley made contact with *Work’n it Out* shortly after he arrived in Dunedin. Wesley is a talented dancer and self-taught musician so it was only natural that his long term goal is to pursue a career in the performing arts and open his own dance studio. In the meantime he needed to find something to help move him closer to achieving his dreams.

Working closely with Al, his *Work’n it Out* Youth Co-ordinator, Wesley looked at Customer Services courses to gain skills to help him get a job in the short term. Together they worked hard to find the course that was right for him. Since starting an Employment Plus programme in February, Wesley has almost completed his NCEA Level 1 and eventually hopes to complete Level 2, as well as a National Certificate in Retail Level 2.

With his qualifications Wesley plans to get a job in customer services to finance further tertiary education. Wesley’s *Work’n it Out* Youth Co-ordinator knows that he will “go places”. He is already well on the way by auditioning and getting a part in the Dunedin Operatic Society’s production of *Cats*. “Wesley is open to any suggestions that may help him reach his goals. He is a very mature 17 year old who has the potential to be a peer role model and mentor for other young people,” Al said.

“*Work’n it Out* has helped me find the right place to get more skills and set goals for myself,” Wesley said. He admits that if he wasn’t on the course he could well be sitting at home doing nothing.



Wesley Moka

“Life would be very different for me if I had stayed where I was...”

Training Towards her Goal

Often the hunt to find the perfect job can be a tough one as 16-year-old Georgia Wilson discovered recently. After submitting a number of applications with little success, Georgia needed some help to secure one of her dream jobs in the farming or hospitality industries.

By teaming up with her Youth Co-ordinator Chris, Georgia started to think creatively about her job search. Chris suggested that Georgia might find it helpful to get some qualifications before applying for more work. Together they explored the training options on offer in Timaru. With Chris’s support Georgia enrolled in a hospitality course to learn skills to help her find work in the industry. She is now studying her way to a bright future in the hospitality industry by completing NCEA Level 1.

“I really love the course and being at the (South Canterbury) Community College,” says Georgia. Chris says she has seen quite a change in Georgia since she started the course. “Georgia is really enjoying the course and has developed a lot more confidence in herself.”

Georgia has been really impressed with the help and support she has received from *Work’n it Out*. “Chris has taken on board what I want to do and has helped me work things through so I can achieve my goals,” she said. “*Work’n it Out* helps you out in a relaxed way and they support any way you want to go,” she said.



Georgia Wilson

“Work’n it Out helps you out in a relaxed way and they support any way you want to go...”

Some Contact Centre Facts:

- **From January to December 2007 the *Work’n it Out* Contact Centre made 33,654 outbound calls.**
- **The *Work’n it Out* Contact Centre received 3,959 inbound calls from January to December 2007.**
- **Approximately 900 young people identified as not in employment, education or training (NEET) have been supported through the *Work’n it Out* Contact Centre since February 2007 and June 2008.**