When I started in the role of Community Hub Leader early this year I asked the School’s Guidance Counsellor which CALD families she recommended I engage with. She recommended a single mother from Africa. Since doing so, I have supported her to gain employment at Access Community Services’ cafe enterprise, Harmony on Carmody.

What was the challenge?

This mother was feeling disengaged and disenchanted with the employment service she was already linked in with. She came to me for support writing her resume. I supported her with this and suggested that if she was not satisfied with her current provider, to go elsewhere. I assisted her in linking in with Access Community Services’ employment service.

**View all case studies at www.communityhubs.org.au/resources**

When speaking with parents who are struggling to find employment, make sure to reassure them that they are not locked into any particular provider. Lari\* felt that as she had already signed up with one provider she was unable to switch to another. Also, I had a good understanding of Access Community Services having previously worked there and I understood what sort of clients they were able to service. I believe that having knowledge of the capacity and usability of different services really helped me support Lari in gaining employment\*.

**“Thank-you so much Jane, I’m so happy I’ve finally found a job”**

**- Lari \***

What worked? What didn’t?

Lari\* was convinced that going to an actual employment service wasn’t going to help her, she said that her previous experiences had included an appointment with her provider, from which nothing came about. I worked with her and assured her that we could find her an employment service that would suit her better. I thought of Access straight away, being a settlement support service and thus more CALD-appropriate.

Your advice?