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Job Agency Case Studies

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We understand writing your success story may be tricky, especially if you don't know where to start.

**Don't worry** - we've got you covered with some guiding questions. Copy and paste the questions into an email, answer briefly and send back to us at **economic.development@cessnock.nsw.gov.au**

1. **DETAILS OF THE CLIENT YOU WORKED WITH**

Name:

Age:

Family members:

Suburb:

Previous work experience:

Previous training:

1. **WRITE DOWN THEIR PAIN POINTS**

What were their challenges (lack of training, driver’s licence, lack of family support etc.)?

How long unemployed?

What had they already tried to get employment?

1. **WRITE DOWN THE PROCESS YOU GUIDED THEM THROUGH**

Why did they choose your agency?

How did you help the client?

How did you help them overcome difficulties?

What tools and resources did you use?

Why was your agency best suited for the job?

1. **WRITE DOWN THE GAINS THEY GOT BECAUSE OF THE PROCESS**

How is the client going now?

What has been their best day at work?

What are they most proud of?

How has this changed their life (emotionally, physically, etc)?

What advice would they give someone else looking for work/study?

Anything else they would like to share about their journey?

