



An Australian Government Initiative

How to GET YOURSELF a JOB

handy hints



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A joint publication from the Department of Employment and Workplace Relations and the Department of Education, Science and Training.

Additional Copies

Department of Education, Science and Training clients can obtain additional copies using the order form from: www.dest.gov.au/schools/careers/ciproducts.htm

Department of Employment and Workplace Relations clients can obtain additional copies by emailing: wamarketing@dewr.gov.au

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Introduction

This book looks at different ways that you can find a job for yourself.

It gives you hints on how to find jobs to apply for and how to do well at job interviews. It also gives you ideas on planning your future career.

Finding a job can take lots of effort, but the benefits of having a job — for you, your family and your community — are really great.

Good luck in your job search!



1. Jobs

If you are looking for a job, there are lots of places to look and people to help you. Think about jobs in any area. Don't assume that some occupations are only for men, or women, or that because you're Indigenous you can't do some jobs.

Here is one way of looking at different sorts of jobs:

Regular jobs

These are what most people have or hope to get. They pay enough money to support you and your family.

Some of them lead to better jobs, especially if you've been there for a while. You will be seen as a reliable worker if you keep a regular job for a long time.

Entry-level jobs

If there is a particular occupation or industry that you really want to work in you may start with an entry-level job.

These jobs let you begin a career in an area that really interests you. The level at which you enter a job depends on your work experience, your education, what's available in the industry, and the local job market. Many people move to another town or city to get the job they really want.

Pathway jobs

These are jobs that may move you from an entry-level job to a better job. You may get experience or training that will help you to progress towards your goal.

2. Job skills

Employers look for skills in their workers. Skills that you use every day like cleaning, shopping, cooking, arranging community projects, coaching sports, fixing the car, taking care of your money and lots of other skills can all be used in the workplace. If you can do it in your personal life, you can do it at work.

The skills employers are looking for include:

Problem solving skills

When something is broken does everyone call you? Are you the handy one who fixes things, like video recorders, televisions and cars? Maybe you help people work out their personal problems - you have problem-solving skills.

Communication skills

Ever helped coach a sporting team, helped at the local school, organised a community meeting, got people together for a community event, sold crafts or helped raise money for a community project? - you have communication skills.

Organisation skills

Ever organised friends to bring a plate of food when getting together, or organised a BBQ? Do you organise family functions such as reunions, parties, weddings? - you have organisation skills.

Writing skills

Do people ask you to help them fill in forms? Do friends or family ask you to write letters for them? Do you help them put together assignments or applications? - you have writing skills.

These are some things you can talk to an employer about.

Other Skills

There are many other everyday skills and abilities that can be used in the workplace, for example:

- (· willingness to work
- (· leadership
- (· team-work
- (· sales ability
- (· responsibility
- (· liaison skills
- (· trustworthy
- (· negotiation skills
- (· artistic and design flair
- (· community spirit
- (· money handling skills
- (· reliability.

Identify your skills:

Before you prepare a job application, or go for an interview, think about the sort of skills you already have and how they could relate to the job you're going for.

Make sure you mention them in your application and when you're being interviewed.

To get you started have a look at some of the skills already mentioned, then list:

- (· some of the things that you do every day
- (· the skills you use when you do them
- (· the kinds of paid work that rely on these skills.

You can download a book called "I Can Do That Too" to help you identify a lot more work skills from www.dest.gov.au/schools/careers/ciproducts.htm

3. Looking for work

Let's look at some different ways of finding out where there are jobs to apply for:

Keep a diary

Before you start to search for work, get yourself a note book or a diary so you can keep track of:

- the jobs that you've applied for
- important phone numbers such as potential employers
- where you leave copies of your resumé
- appointment times
- any other important matters.

It would also be a good idea to write down your ideas and thoughts on how you are progressing in your search for work.

The Internet

These days the Internet [sometimes called the 'Net' or 'Web'] is used by many organisations to advertise jobs and lots of people use it to look for work. There are many websites with job vacancies, training opportunities and career information.

If you don't have Internet access you could use a computer at some libraries. And if you haven't used the Internet before, don't worry - staff at the library can help you.

There are hundreds of websites on the Internet where jobs are advertised. With a little planning you'll be able to access many employment sites in your search for work. You'll be able to apply online for vacancies, write your resumé and even submit your resumé online.

Once you find a site that has the types of jobs you are interested in, try to visit it often as the jobs it has can change quite quickly.

One of the most helpful sites is www.jobsearch.gov.au (JobSearch) which lists lots of jobs, including quite a few jobs specifically for Indigenous people.

For information about how to use the Internet go to www.dest.gov.au/schools/careers/InternetTechniques.PDF

You can find a list of useful Internet sites in Section 12.



Centrelink

Centrelink will register you as looking for work and other services, but does not help you to find a job. Centrelink will refer you to a Job Network member in your area to help you find a job. Most Centrelink offices have touch screens with lots of job information that is updated as vacancies become available, which you can use at any time.

Centrelink has a list of links with information just for Indigenous people at www.centrelink.gov.au/internet/internet.nsf/indigenous

Job Network

Job Network is a national network of private, government and community organisations which help unemployed Australians to find jobs. They will help you get the skills you need to find and keep a job. You can use Job Network services while you are in a Community Development Employment Project (CDEP) to give you extra help.

For more information about Job Network go to Section 4

Family and friends

Let them know that you are looking for work. They may be able to help you get a job through the people they know. If you're willing to move away to get a job, let them know that too.

Indigenous organisations

Many agencies send job vacancies to community organisations for distribution among the Indigenous community. Check out the noticeboards and newsletters at the local community council, health service, land council, community cooperative, housing association, etc.

There could be a job vacancy in the organisation itself. Let them know you are looking for work while you are there and leave your contact details and resumé.

Indigenous Employment Centres (IECs)

IECs are only located in CDEP organisations that are in areas where there's a reasonable chance of finding a job.

If you're a participant at one of these CDEPs, then the IEC may be able to help you to get a job outside of the CDEP.

Find where IECs are located at www.workplace.gov.au/indigenous/iec

Indigenous Employment Programme (IEP)

The IEP provides support for employers and Indigenous people looking for work. Help can include access to training, study or help for an employer to take you on.

You can find more information about the IEP at www.workplace.gov.au/indigenous

Newspapers

Have a look through the employment sections of local and national newspapers, including Indigenous newspapers and magazines. You can read most non-Indigenous newspapers at public libraries, on the Internet, and at your local Job Network office. Ask at your local newsagent and library about these Indigenous newspapers:

- (· Koori Mail
- (· National Indigenous Times
- (· Deadly Vibe.

Direct approach

If you know an employer or there's a business where you would like to work, pop in, write to them or phone them. When you talk to an employer, try to leave a good impression — sell yourself and be positive. Make sure you leave your details and a resumé, so that if a vacancy comes up they will be able to get in touch with you.

Noticeboards

There are lots of noticeboards around with job ads on them. You'll find them in places such as shopping centres, outside factories, in shop windows, in various businesses such as supermarkets, hardware chain stores and fast food outlets, at schools and TAFE colleges, and at community organisations.

There is an information sheet about how to develop a network to help you find a job at www.dest.gov.au/schools/careers/FindJob.PDF

Misleading Job Advertisements

Some job advertisements are misleading. Take special care with advertisements headed 'Self-employment', 'Marketing', 'Sales', or 'Commission'.

Misleading advertisements can usually be identified by things like:

- (· no company name is given
- (· no address is given—just a post office box number
- (· you are asked to send money
- (· there is only a very vague description of exactly what the job involves
- (· there is no clear statement of employment conditions, stating whether you will be an employee or an independent sub-contractor
- (· there may be enticing statements about high commission earnings but no facts
- (· the same job is advertised repeatedly in newspapers.

4. Job Network

Job Network members (JNMs) are private, government and community organisations contracted by the Department of Employment and Workplace Relations to provide services to eligible unemployed people.

What do you need to do first?

You need to go to Centrelink and register as looking for work. They will ask you some questions about yourself to work out how much help you need to look for a job. They will tell you about Job Network services and help you to choose a JNM in your area.

Your JNM will work with you until you get a job, so choose your JNM carefully. A good idea is to check with family and friends or other people in your community. They might already be with a JNM and can tell you about the one they are with.

How can Job Network help you?

When you talk to your JNM for the first time, they will find out about:

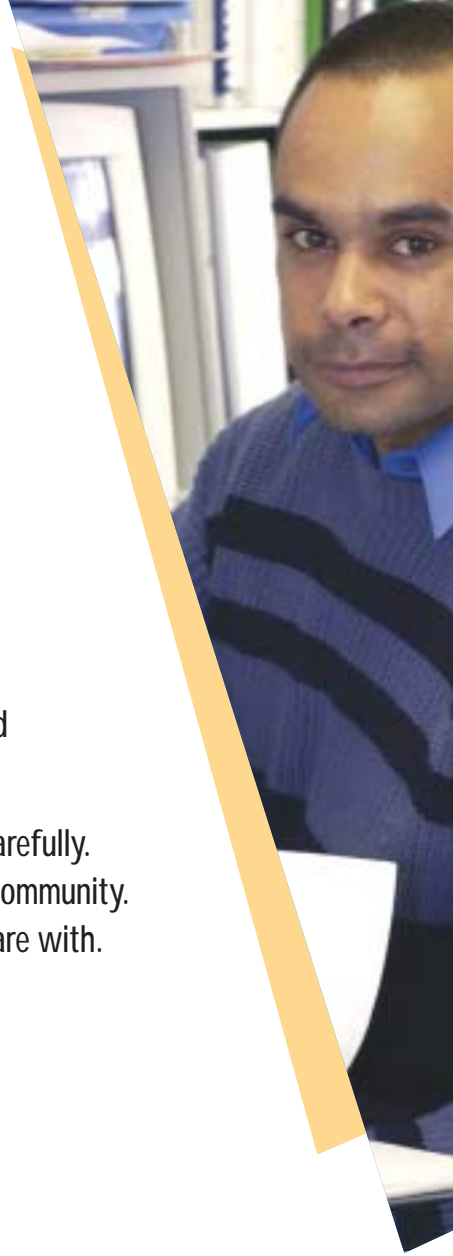
- your work experience
- your education and any training you may have done
- the kinds of jobs you would like to have
- whether you need other training or work experience to make it easier for you to get a job.

They will then:

- help you to find job vacancies
- give you advice on how to find a job and career options, training and programmes that can help you
- give you feedback on job interviews that they arrange for you
- help you to meet the job search responsibilities you have while you are looking for work.

Your JNM will help you to use the equipment that they have in their offices to:

- find a job you are interested in
- check if you have been matched to any available jobs
- apply for jobs.



Your JNM will also:

- help you with your resumé and put it into JobSearch, so that it can be matched against job vacancies
- work out with you the best way to let you know about new vacancies.

There is also a free telephone in Job Network offices for you to use to contact employers.

Extra help

If you're having big problems finding work, your JNM can give you more help, such as:

- more intensive job search activities
- extra help, such as helping with fares to get to a job interview
- work experience, counselling or training
- support when you do start a new job.

For more information about Job Network and the services they provide go to www.jobnetwork.gov.au

DO YOU HAVE A WAGE ASSISTANCE CARD?

Indigenous people who are unemployed and looking for work may be eligible for Wage Assistance, a subsidy paid to employers who give an ongoing job to an eligible job seeker:

- \$4 400 over 6 months full-time; or
- \$2 200 over 6 months part-time (minimum 15 hours pw)

If you have a card, let employers know during job interviews. Tell them to call the number on the back of the card for details and an application form. Also mention it in your resumé and include a photocopy of it.

If you don't have a Wage Assistance card all you need to do is register with Centrelink as looking for work, and let them know you're Indigenous. If you are already registered, then get your Centrelink registration updated.

For more information about Wage Assistance call the Indigenous Employment Line on 1802 102 or visit www.wageassistance.gov.au

5. *Contacting employers*

When you find a job you're interested in, you need to get as many details about it as you can. It is also important to make a good impression when you contact an employer, so be prepared before you call.

Before you call

Before you call the employer, have another look at the job ad and think about what sort of questions you want to ask — write them down in your notebook.

The following will get you started:

- what kind of things will you be doing in the job
- what sort of experience is the employer looking for
- what sort of qualifications do you need to have
- where will the job be located
- how soon does the employer want someone to start.

Phoning the employer

When you talk to the employer, make sure you speak clearly and keep the conversation to the point. Write down the details about the job and if you are still interested, ask them to send you an application form or selection criteria.

You should also ask the employer if they have a website or information — this way you'll be able to get some good background information before you do your job application or go for an interview.

If you are asked to go in for an interview, write down the time and get directions about how to get there. Keep a record of who you spoke to and thank them for their time.

After you talk to the employer

When you get the information about the job, make sure you read it all. If you have any more questions or don't understand any part of it, make sure you ring the employer back and get someone to explain it to you.

Check when the closing date is and give yourself plenty of time to get your application ready. See if you can get someone to help you with it, like your JNM.

You can get more information about contacting an employer at www.dest.gov.au/schools/careers/ContactEmployers.PDF



6. Application letters and resumés

The employer will use your job application to decide if you should get an interview. Have another look at the information you were sent and read it carefully before you start writing your job application.

You may need to write a letter, address selection criteria or complete an application form. Whichever ones you need to do, take time and care with your job application — it's really important.

Make sure that it:

- looks neat — this shows you are careful
- has everything in it that the employer has asked for in the ad
- all the information is clear and easy to read.

Covering letter

A good job application needs a covering letter that is set out in the following way:

- write your name, address, phone number and email address (if you have one) at the top right-hand side of the letter
- write the employer name and address just below on the left-hand side of the letter
- address it to the contact person if you know their name and finish the letter with Yours sincerely
- if you do not know their name, write Dear Sir/Madam and finish with Yours faithfully
- refer to the job and where you saw it advertised
- put in information about work you have done before, especially if you worked in a similar job
- print your name at the bottom of the letter and sign it.

Get more information at

www.dest.gov.au/schools/careers/WriteCoverLetter.PDF

Example covering letter

John Baker
1 Looking Street
KARRATHA WA 6714
Phone: (08) 8123 4567
Mobile: 0405 111 111
E-mail: jbarker@somewhere.com.au

Your contact details.

8 August 2003

The Principal
Karratha State School
Main Street
KARRATHA WA 6714

Name and address:

- Person's full name, if known
- Position title
- Company name
- Street address or PO Box
- Town or suburb, state, postcode.

Dear Sir/Madam

Ref: Teacher's Aide

I wish to apply for the position of Teacher's Aide advertised in the Karratha Chronicle on 15 March 2003.

The first paragraph says which job you're applying for and where it was advertised.

I completed Year 11 at Port Hedland State High School in 2000. I obtained good results in English, mathematics, industrial design, biology and geography.

The second paragraph outlines how your skills meet the job's needs.

Since leaving school I have been employed part-time as a checkout operator. However, I am particularly keen to obtain a position as a Teacher's Aide as I am interested in helping with children's education. I have held several voluntary and paid positions as a baby sitter and I coach a junior football team. I relate well to children and can sing and play the guitar.

The third paragraph shows you are willing to do the job, motivated and enthusiastic and can fit into the organisation (eg communicate well with co-workers and clients).

I have enclosed my resumé with further details. I also have a folio of my art and design work.

The fourth and final paragraphs:

- Refer to your enclosed resume, application form or other attachments.
- Thank the reader for considering your application.
- Say you would welcome an interview to discuss your suitability (include your phone number again).

Thank you for considering my application. I look forward to meeting you and providing further information in an interview. I can be contacted at anytime on my mobile phone number which is 0405 111 111.

Yours faithfully



John Baker

Your signature above your name typed in full.

Resumé

You will also need to do a resumé in your application. A resumé is a separate document that shows the following details about you:

- (: your name, address, phone number
- (: your education
- (: your employment
- (: your skills, particularly those relevant to the job you are applying for
- (: any training courses you have undertaken.

A resumé is sometimes called a CV (Curriculum Vitae) - have a look at the examples, on pages 18 and 19.

Remember: Keep your resumé up to date!

If you change your address or phone number, undertake more training, study or work experience, or any casual work, make sure you change your resumé.

For more information about writing a resumé go to:
www.dest.gov.au/schools/careers/WriteResume.PDF

References

Many employers ask for references or referee reports. These are statements from someone who knows about your character, your skills and experience. Respected members of the community, your former employers, supervisors or teachers are the best sorts of people to ask to provide them. You don't usually ask a relative or friend to be a referee for you unless they also happen to have experience of you as a worker or a student.

Most employers these days like to get references in writing, but some will ask you for the name and phone number of someone that they can contact to give a verbal reference.

If you want someone to be your referee, make sure you ask them so they are ready to be contacted by the employer. If an employer wants a written reference, you can talk with your referee about the issues they should cover in their reference.

You usually give an employer copies of your references, not the original document which you should keep in a safe place.

Keep in mind too, that when you leave a job, it is OK to ask the boss for a general reference that can briefly state what your duties were and what kind of worker you were.

Remember

- Before writing a job application, find out as much as you can about the job.
- Plan what you want to put in your application.
- Write it as many times as you want until you get it just right.
- Watch out for spelling mistakes. Get someone to check it for you.
- Make sure you use clean white paper.
- Write neatly — get it typed if you can.
- Always keep copies of everything you send in.
- Tell your referees when you get an interview.
- Make a few copies of your resumé and send one off each time you apply for a job.
- Keep your resumé up-to-date.

Example resumé – school leaver

RESUMÉ

Robyn Smith

CONTACT DETAILS: 2 Pott Street
FERNWAY SA 5212
(08) 7777 9999
robyn.smith@email.com

EDUCATION: Fernway High School
Level Achieved Year 10 (2001)
Achievements
English HA
Maths HA
Science HA
Economics VHA

If you have done any part-time courses list them all.

TRAINING: Newmarket TAFE
Business Studies (March-May 2002—10 Weeks)

WORK HISTORY:
Employer Aboriginal Legal Service
Position Receptionist, typing, mail delivery
Duration June—Sept 2002

Put in any part-time work or any work experience you have done.

HOBBIES: Reading, Swimming, Cooking, Football

Include your hobbies, skills and interests if they can help you in any way with the job you are applying for.

REFEREE: Ms K Jackson
Former Teacher
6 Elm Street
Fernway SA 5212
(08) 1111 2222

Put your referee's contact details on the last page and explain who they are.

RESUMÉ

Brendan Michael Churchill

CONTACT DETAILS: 52 Macleay Street
CALOUNDRA QLD 4551
07 4444 5555
bmc@email.com

EDUCATION

Secondary Caloundra High School
1989–1994 Year 12 completed

Technical Sunshine Coast College of TAFE, Nambour
1995 1 Year Pre-vocational course

1996 - 2000 Eagle Farm College of TAFE, Brisbane
Electrical fitter/mechanic apprenticeship block release training

WORK HISTORY

Nov 2000 – Jan 2003 Whithall Electrical Contractors
Electrician

Mar 2000 – Oct 2000 BHP Long Products Division, Whyalla SA
Electrical fitter/mechanic

Mar 1996 – Jan 2000 Apprentice electrical fitter/mechanic
Bill Hardy Pty Ltd, Brisbane Qld
Electrical Fitter/mechanic

COMPETENCIES

Design and programming in PLC systems

Preventative maintenance of electrical equipment in domestic and industrial settings

Installation of complex electrical systems

Repair of industrial equipment such as cranes and hoists

← Competencies - these are skills or abilities that you can bring to a job.

REFEREES

Bill Whithall
Whithall Electrical Contractors
Ph 07 2222 9999

Jim Nimmo
Managing Director
Bill Hardy Pty Ltd
Ph 07 2222 9999

7. Selection Criteria

Selection Criteria

Selection criteria set out what knowledge, skills, abilities and qualifications a person must have to do the job.

Employers use selection criteria to compare applications, especially if they get lots of applications, and only interview the better ones.

Your application may not get looked at if you don't write something about each selection criterion. You need to provide enough relevant information against each criterion to show that you should get an interview. It is not up to the employer to work out whether you meet the criteria simply by looking at your resumé or covering letter.

The way each selection criterion is addressed is very important. Look for 'key words' and think about what they mean.

Public sector (Government) jobs

Advertisements for public sector jobs usually include a contact officer and a phone number. There is usually an information package that can be sent to you that includes selection criteria, a job description and a duty statement.

Take your time to read everything. If you are not clear about any of it, make a note and call the contact officer. Make sure you understand what the contact officer says and write it all down.

Here is an example of selection criteria that you may receive.

Read each criterion carefully and make sure you understand each one — get someone to help you if you don't.

The following is important for this position:

1. **Demonstrated good communication skills**, oral and written, including client liaison skills.
2. **Ability to organise work and to plan work ahead so that deadlines are met**, including for short notice tasks.
3. **Proven ability to work effectively both independently and as a member of a team**. Able to relate well to other staff in a busy office.
4. **Ability to use computer software packages such as Word and Excel**.

The key words here are in bold:

“Demonstrated or proven ability” – this means that you need to give examples to show that you have the knowledge and ability to successfully do that task. You need to show that you’ve got actual experience – not just that you think you could do it.

“An ability” – this means that you should already have the skills, knowledge and abilities to perform the duty. You need to show that you could learn these skills by comparing them to relevant tasks or responsibilities you have previously undertaken.

“Communication skills” – you need to show that you have the right communication skills to do the job. You should talk about how you deal with people, including how you solved any problems in a difficult situation. You also need to give examples of things you have written.

How to address the selection criteria

- ⦿ Address each selection criterion by writing how your qualifications, experience, skills and abilities meet the requirements of the position.
- ⦿ Keep your application clear and concise – don’t ‘waffle on’.
- ⦿ Write out each criterion and put your answer underneath.
- ⦿ Start each page with a new criterion – include the position number at the top of the page.
- ⦿ Two or three paragraphs are usually enough for each criterion.
- ⦿ Your statement should be neat and tidy – check for spelling mistakes and grammar (get someone to check it for you).
- ⦿ Print your application on one side of the page only, leave wide margins and a space between paragraphs.



Private sector jobs

In many private sector job advertisements, the selection criteria may not be clearly stated. If a contact name and number is included, check to find out more about the job. It's best to ring during business hours, unless the ad says otherwise.

Ask for details about the position such as what is the employer looking for, where the job is located and the name of the business.

Here is an example of an advertisement from a major metropolitan newspaper:

Truck Offsider

Permanent position. Delivery and installation of whitegoods to retail & consumers direct from manufacturer. Need current driver's lic. & prepared to upgrade. Must be of neat appearance. White Goods DIRECT, Croyden. Ph Ken 02 4XXX XXXX bh M-F 8.30am-5pm.

If you ring about this job, you need to find out what grade of licence is required.

If you decide to apply for the job, you need to let the employer know what type of licence you have and how long you've had it — if it does not allow you to drive large trucks, you should say that you will upgrade it.

You do not need to comment about your appearance; the employer will make their own decision when they meet you. Clean and tidy is good.

This job advertisement also describes the work involved 'delivery and installation of whitegoods'. If you have any relevant experience of this kind of work, say so in your application.

It is a permanent position so you need to let them know that this is OK with you.

8. Interviews

You've been asked to attend an interview! That's great - you obviously prepared a good job application.

With a little planning you will be fully prepared for the interview.

The following hints will help you.

Getting ready for the interview

- ⦿ Confirm the date, time and address for your interview and write it on your application.
- ⦿ Re-read your application and think about the sort of questions you might be asked. Get your family and friends to do a mock interview by asking you some possible questions. Ask for feedback on how you went. Build on any criticisms you get.
- ⦿ Think about what you are going to wear to the interview. You will need to dress appropriately for the position.
- ⦿ Arrange to get to the interview location at least ten minutes before your interview time.
- ⦿ Get your job application ready and prepare some notes to take with you. This will help when being interviewed.
- ⦿ If you are asked to take along your referees' reports and/or other supporting documentation, make sure you give people enough time to prepare them so that you can provide them at your interview. This will show that you are organised.
- ⦿ Take copies, not originals, of any important documents such as school results.

The interview

Organisations have different ways of interviewing people. It may be the manager, a recruitment officer or a selection panel, consisting of two to three people.

- ⦿ You need to convince them that you are the most suitable person for the job so be positive and try not to be nervous.
- ⦿ Answer questions to the best of your ability and use your notes to assist you.
- ⦿ Try to speak clearly.
- ⦿ If you get stuck on a question, ask if you can come back to it and go onto the next one. If you are unsure ask the panel to explain what they mean.
- ⦿ Sometimes you may be asked to do a short test as part of the interview.

At the end of the interview you may be asked if you have any questions. Here are a few general questions that you could ask:

- ⦿ Can you tell me about the workplace?
- ⦿ Are there opportunities to undertake training courses?
- ⦿ How long will it take to tell me if I get the job?
- ⦿ When would I start?
- ⦿ What award or agreement would I be on?
- ⦿ What would my starting salary be?

After you have finished, thank the panel for their time.

After the interview

- ⦿ Think about how you went. If you think you did well, congratulate yourself.
- ⦿ If some of the questions were hard to answer, take a minute or two to write down what you can remember of them. Before your next interview, you can work out a better answer.
- ⦿ Ask yourself how you felt about the interview, the employer and why — make sure you are clear about your feelings — write it in your diary.
- ⦿ It is OK to phone after a week or so to see if a decision has been made.
- ⦿ If you get offered the job you may need to decide pretty quickly whether to accept it and to work out the best time to start.
- ⦿ Be clear in your own mind if there are any issues you want to discuss with your new employer before you make the final decision.
- ⦿ It is often OK to ask for a week or two before you start as you may have things to do before starting a new job.
- ⦿ Remember that lots of people have many interviews before they finally get a job — they learn from each experience.

Get more information at www.dest.gov.au/schools/careers/Interviews.PDF

9. Starting work

Congratulations — you won the job! You will now need to think about the following things before you start:

- **Starting date** — confirm with your new employer what date and time they want you to start. Also find out who you need to contact on your first day — it may be the Personnel Section or the boss.
- **Documentation** — you may need to take in your Tax File Number, bank account details, birth certificate and other relevant documents. Check to make sure you have them and get them ready. If getting the necessary documents together is a problem, contact the employer to discuss. They may be able to help you to get them.
- **Location** — Find out the exact location to report to. Some large companies and organisations have several offices in different locations.
- **Travel** — how will you get to work each day? Will you be driving or catching public transport? How much it will cost?

Have a look at public transport timetables and work out suitable times to get to work on time each day. Work out a budget and put aside enough money to buy your tickets. It may be better to buy weekly tickets as they are usually cheaper and you don't have to buy one for each trip.

If you are planning to drive, you'll need to find out where you can park each day and if there is a cost involved. Again you will need to work out how much it will cost, including petrol.

- **Dress** — you'll also need to work out what you're going to wear. This will depend on your working environment. There are many different working clothes such as a corporate uniform, overalls, and casual or business clothing. Make sure your shoes are practical and comfortable. Singlets, tee-shirts and thongs may not be suitable in many workplaces.



10. In the job

Settling in

It can be scary and unsettling when you first start a new job, so give yourself time to settle into the new working environment.

Induction

Many organisations have programs to help new staff to get to know other people in the workplace, learn general workplace rules, find out how equipment is to be used, and understand what is expected of them. These may be called Induction or training programs.

If this is not the case when you start work, talk to your supervisor to find out:

- more about the job and what they expect of you
- rules such as using time sheets and meal break times
- who to tell if you're sick or can't come to work
- any other special rules about your workplace, the other staff and how you deal with problems or unusual things.

Make sure you fully understand what you are being told and ask lots of questions as you go along. You need to know all there is about your new work environment because not all workplaces are the same.

If you understand what is expected of you, your job will be a lot easier.

Wages and employment conditions

When you start your new job, you must be clear about what is expected of you and what your rights are.

Your employer must let you know about certain rules in the workplace. Some of these rules are likely to be about health and safety matters, behaviour and working conditions.

It is important that you understand the following to ensure that you are treated fairly:

- which award (if any) and/or agreement you are covered by
- your job classification and rate of pay
- your employment status, for example, casual, permanent, full-time, part-time etc
- your hours of work, including any regular overtime and shift work that is expected
- details of any probationary period you must work through satisfactorily
- what superannuation contributions and benefits are
- if you will get any kind of training and what tasks you'll be expected to be able to do afterwards.

Go to the following Internet site for more information:
www.wagenet.gov.au/WageNet/HomePage/HomePage.asp

or

For the cost of a local call (in your State), contact the Wageline Call Centre in your State or Territory:

South Australia 1300 365 255

Western Australia 1300 655 266

Queensland 1300 369 945

Australian Capital Territory 1300 363 264

Victoria 1300 363 264

Tasmania 1300 363 264

New South Wales 1300 363 264

Northern Territory 1300 363 264

Getting to work on time

One way of showing the boss that you are a reliable worker is to make sure that you get to work on time each day. Getting back from breaks on time is also important.

Let your supervisor know if you're running late or won't be in.

If you're sick, can't get to work, or running late, make sure you ring your supervisor to let them know. If you can't ring, try and get someone else to do it for you.

Ask questions

If you're unsure about your duties, ask your supervisor to explain exactly what you are supposed to do, and write it down. If you don't understand, make sure you ask questions. This shows that you are keen to do well.

Listen to what you are asked to do

Keep your list of your duties in a handy place and look at them each day so you know what you are supposed to do. Tick each one off when done and go onto the next.

Keep yourself busy

If you finish your tasks early, ask other team members if they would like some help, or ask for more work. Employers like keen people.

Find out if there are rules

There may be special rules for the workplace, such as wearing a hard hat, safety boots or special clothing. Find out what they are and talk about them with your supervisor. Rules are in place to help you while you are there, so follow them for your own safety. If you're unsure, ask questions.



Listen to feedback

If someone tells you that something you are doing is wrong, listen to them. It may not be a criticism, they may be just trying to help you. Feedback is important so that you know how to do things better next time. Listen to what is said and talk about it.

Sometimes you'll be given feedback on how well you are going in your job. If so, pat yourself on the back!

Take every opportunity to learn

While you are at work you can develop your skills and abilities. If you finish your duties, ask to learn other duties. If there are any training opportunities — apply for them. Show people that you are keen to become multi-skilled.

You may need to take time off

If you have a problem at home or there's a death in the family, let your supervisor know. If it is serious, discuss having some time off. Everyone has problems so there is no shame. Just explain the situation. Sometimes the boss may not be able to let you take time off, because he or she needs you at work. Explain why you need the time off. See if you can work something out that suits both of you.

Talk to your supervisor if you have a problem

Sometimes you may get into a difficult situation or have a problem that is affecting your work. Don't bottle up any issues you have, take a deep breath and go talk to someone in the workplace that you feel comfortable with. You may want to contact a friend, an elder or even your Job Network consultant. Listen to what they have to say and work through your problems.

Whatever you decide, try not to lose your cool. Handling work pressures is like jumping over another hurdle in your life.

You can do it — all you need to do is believe in yourself.

11. Making Progress

What happens once you are in a job?

It used to be normal for someone to stay with the same employer for most of their working life. Many people now spend shorter times with employers, change their careers or industries, job-share or carry out project-based assignments. This all contributes to their development.

Some of these options might help to further your career and are worth thinking about. Having a flexible and diverse employment history will help you with more career options for the future.

There may come a time when your job security is derailed: downsizing, restructuring, outsourcing, layoffs, mergers, closures, new management, age bias and technological advances — even your desire to move to a different job. So have a good think about your options.

Change does happen in the world of work, but with the right attitude and preparation, you can give yourself the best chance to 'land on your feet'. The keyword these days is 'employability' — that means that people need to be prepared for career transitions and career growth.

Here are four tips to keep you ahead:

1. Keep learning

Step outside your 'comfort zone' and prepare for the future. Look for challenging tasks that give you the opportunity to gain knowledge and develop expertise in new areas. Improve your knowledge and skills with further education or training at TAFE or with in-house courses at your work.

2. Know yourself

Assess your current skills, strengths, interests, values and work style. There are many ways that you can get help in this process. Go to a Centrelink Career Information Centre or professional career counsellor (look up a career counsellor in the Yellow Pages). You can ask about Career Planning at your Centrelink office.

3. Build up computer skills

If you've been avoiding computers now is the time to change your attitude. You can't afford to put it off any longer. Regardless of your position in the workplace — junior or senior management — it is important that you pick up basic computer skills and develop from there. Be eager to learn and sign up for a computer class today.

4. Develop transferable career skills

All employers value competence, flexibility and optimism. In addition, a strong personal work ethic, good communication techniques and creative problem-solving skills will increase your success in any job you take on.



12. Useful Internet Sites

Some useful Internet sites

This is only a selection and there are many others that you can find.

Finding work

www.jobsearch.gov.au — Australian JobSearch (government site) — general jobs and jobs where the employer particularly wants Indigenous staff. When you get to the 'Quick JobSearch' section click on the 'Indigenous jobs only' box. You will also be able to complete a resumé on-line for matching against job vacancies.

www.seek.com.au — search for jobs/career resources.

www.mycareer.com.au — job search, resumé builder, careers resources and employment news.

www.defencejobs.gov.au — about jobs in the Australian Defence Force.

www.careerone.com.au — create and store resúmes, search for jobs.

Job-seeking assistance

www.jobjuice.gov.au — a site especially for school leavers looking for work, it includes tips on resúmes, and links to information on wages, apprenticeships and volunteering.

www.jobnetwork.gov.au — Job Network information.

www.centrelink.gov.au/internet/internet.nsf/indigenous/programs.htm Centrelink — Indigenous Programs.

www.jobwise.gov.au — Mature age job seekers - links to information about jobs for mature aged job seekers. Career and training options are also provided.

Career information

www.myfuture.edu.au — a national online careers information service. Find out what a job does, qualifications needed and where courses are offered. The myguide section lets you plan your own career.

www.jobguide.dest.gov.au — Department of Education, Science and Training — Job Guide 2003 site includes hundreds of occupational profiles

www.workplace.gov.au — Australian Workplace (government site) — find information on employment, workplace relations, government assistance, jobs, careers, training and wages.

www.dest.gov.au/schools/careers/ciproducts.htm – Department of Education, Science and Training career information.

www.centrelink.gov.au/Information/CareerInfoCentres – Career Information Centres help people make informed decisions about education, training and employment options.

www.newapprenticeships.gov.au – New Apprenticeships – provides young people with practical work and training.

<http://jpp.dest.gov.au> – Jobs Pathway Programme that assists young people (14-19) in making the move from school to work.

www.thesource.gov.au – links to careers advice, youth services, lifestyle and learning, money, rights and more.

Indigenous-specific sites

www.vibe.com.au – Deadly Vibe Magazine - click on 'vibe worker' where you'll find a list of jobs.

www.koorimail.com/index.php – Koori Mail - fortnightly national Indigenous newspaper – click on the 'employment' link.

www.itis.edu.au – Australian Indigenous Training Advisory Council (AITAC) – Indigenous training information site - getting skills and a vocational education, locate information about vocational education and training options.

Other helpful websites

www.dest.gov.au/literacynet – Literacynet - links to three main programmes to support adults with the development of language, literacy and numeracy skills for use in work, citizenship and lifelong learning.

<https://lnp.dest.gov.au> – Languages, Literacy and Numeracy programme - provides help to young job seekers with limited reading and writing skills.

www.thegoodguides.com.au – Universities - facts on every university in Australia including courses, locations, requirements.

