



Frequently asked questions

What is Career Advice for Parents?

Career Advice for Parents is a free telephone service which provides professional, informed career advice by qualified Career Advisers to assist parents in identifying transferrable skills, explore career options and develop a plan of action to help them achieve their employment goals.

Career Advisers offer two distinct but related streams of service, Career Planning and Résumé Appraisal.

What can I expect from a Career Planning session?

Your Career Adviser can help you with a range of activities such as:

- Identifying your transferable skills
- Researching industries and occupations
- Improving your understanding of job search strategies in today's labour market
- Identifying education and training options
- Developing a plan to achieve your goals.

At the end of a Career Planning session you will be presented with an action plan. This will include a list of goals to be achieved, suggested time frames and relevant website addresses or contact points as required.

What can I expect from a Résumé Appraisal session?

During a Résumé Appraisal session, your Career Adviser will review your résumé and provide detailed feedback and suggestions for improvement, including:

- Advice on preparation and presentation
- Matching your skills, experience and qualifications to your employment goals
- Managing career gaps
- Relating your skills, experience and achievements to the needs of the employer and the requirements of the job.

You must have a résumé before you can have a Résumé Appraisal session.

To ensure the Career Adviser is able to review your résumé, email a copy to CareerAdvice@deewr.gov.au prior to the Résumé Appraisal session.

What if I don't have a résumé?

If you don't have a résumé, you can approach your employment service provider for help to develop one. Alternatively, you can develop your own résumé using the tools and resources available on the myfuture website at www.myfuture.edu.au

Can I have a face to face career advice session?

No. The career advice service is only available via telephone.

Who can access Career Advice for Parents?

Contact your employment service provider to determine your eligibility.

Do I need to be registered with an employment service provider?

Yes. Only an employment service provider can refer an eligible parent to the career advice telephone service.

To locate an employment service provider in your area refer to the Government's Job Search site at www.jobsearch.gov.au or contact Centrelink on **13 28 50** or visit www.centrelink.gov.au.

If I am not eligible, can I access other career advice services?

Yes. The myfuture website at www.myfuture.edu.au has current career information, career planning tools and resources for developing a résumé. You can also visit a Centrelink Career Information Centre, phone **13 17 64** for locations or visit www.centrelink.gov.au.

Is it compulsory for me to participate?

No. The career advice service is voluntary.

Can I make a Career Advice for Parents appointment myself?

No. Only an employment service provider can book an eligible parent into the career advice telephone service.

However, if you are 45 years of age or older you are also eligible for the Experience+ Career Advice service. You can book an appointment directly by calling **13 17 64** (8am to 6pm, Monday to Friday).

Can a follow up appointment be made?

Yes. To make a follow up appointment you will need to contact your employment service provider.

How long will a career advice session be?

Once an appointment has been made, a Career Adviser will call at the designated time to conduct the career advice session. The session will be approximately 45 minutes in duration.

Can I have more than one session?

Eligible parents may be referred to the career advice service more than once if their employment service provider believes that they will benefit further from the service.

When are career advice sessions available?

Career advice sessions are available Monday to Friday 8am – 6pm AEST.

What if I need to reschedule an appointment?

If you are unavailable at the designated time of your career advice session, you can reschedule by calling **13 17 64** to arrange an alternate appointment.

Who will be providing the career advice?

Qualified Career Advisers have been engaged to deliver career advice sessions.

What if I don't have access to a telephone or email?

If you don't have access to a telephone or email, discuss with your employment service provider about alternative options available.

When does Career Advice for Parents end?

Career Advice for Parents ends 31 December 2015.

Where can enquiries about Career Advice for Parents be sent?

A dedicated mailbox has been established to respond to Career Advice for Parents enquiries. The email address is: CareerAdviceForParents@deewr.gov.au

Where can I find additional information?

Further information on Career Advice for Parents is available on the Department of Education, Employment and Workplace Relations website at: www.deewr.gov.au/careeradviceforparents