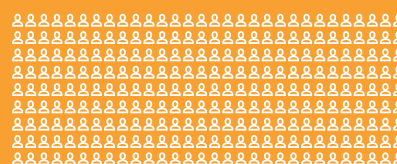




The **Jobs Victoria Mentoring Service (JVMS)** at Whittlesea Community Connections is accessible to people living in Hume LGA and surrounding areas who have been unemployed for more than 12 months or facing significant employment barriers in finding and maintaining employment. Jobs Victoria Mentoring Service provides customized support to jobseekers.

270+ clients secured employment
from October 2023 - December 2024



CLIENT FEEDBACK¹

84%

client
satisfaction
rate



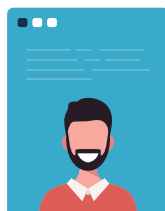
96%

clients felt respected and
listened to when accessing
WCC mentoring services



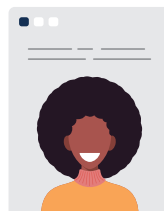
87%

clients feel WCC staff
were able to address their
needs in a timely manner



“

The service provided by my mentor was amazing, she was on top of everything, following up with me all the time, supported me through everything. Very satisfied with her support.”



“

I would like to appreciate WCC staff for my placement. They treated me with respect, and made me feel that I am important and my opinion is valued. I think that support increased my self-confidence, and pushed me to give more. Everything were perfectly fantastic.”

Luma Alhendi's Story of Resilience:

Luma, a young woman in her early 20s, arrived in Australia as a refugee from Iraq in 2019. With a Certificate IV in Community Services, Luma was eager to pursue a career in the sector but needed guidance on the best way forward. When she connected with mentors at Whittlesea Community Connections (WCC), they discussed the value of gaining local experience and knowledge to enhance her employability. Her mentors encouraged her to volunteer at a community service centre to gain valuable insights into the field.

Not long after, a youth-focused job opportunity opened up at WCC—an ideal match for Luma's aspirations. Her mentors helped her strengthen her resume by incorporating her volunteer experience with youth and tailored her responses to address specific selection criteria for the position.

Though Luma was nervous about her first job interview in Australia, she demonstrated remarkable dedication and enthusiasm during preparation sessions. Mentors guided her through the STAR technique, helping her draw on examples from her volunteer work, as she had limited formal employment experience. On the day of the interview, Luma excelled, and within days, she received an offer for the role of Youth Hub Worker.

Now thriving in her new position, Luma expresses happiness, enjoyment, and fulfilment in her work, learning extensively along the way. Her journey from newly-arrived refugee to Youth Hub Worker is a testament to her resilience and to the targeted and effective support provided by WCC.

¹ The data was collected through a client satisfaction survey, which received responses from 81 clients, complemented by in-depth interviews conducted with 10 clients, as well as JVMS mentors and the program lead.