

### **General feedback**

Overall you have a really good response, however there are improvements to be made in regards to language, expansion of evidence, and grammar.

### **Structure**

The structure of this response is excellent. There are no improvements to be made here.

### **Language**

Your use of formal and technical language is really good overall. One improvement to be made is that there are some missing words in sentences, and some incomplete sentences. There are also some sentences that need to be rephrased, as they are a little confusing or do not quite flow properly. Some sentences would also benefit from being split up to help with flow, as they are quite long. Another area to watch out for is repetition – make sure you remove any repetition in your answer. Also avoid abbreviations – always use the full term – ‘does not’ instead of ‘doesn’t’ for example. There are also some instances of informal language that need to be removed. Another wording choice to be aware of is using the right joining word, for example using ‘by’ instead of ‘from’. Finally, I would recommend writing in full sentences and paragraphs at all times, rather than in bullet points.

### **Spelling/grammar**

Your spelling is excellent. Your grammar is good; however make sure you use commas correctly – for a pause in a sentence, between items in a list, and before some speech (X says, “...” for example). Also, make sure you use a colon, not a semi colon, to begin a list. There are some missing full stops. Finally, some areas of the response are written in inconsistent font – it changes throughout the paragraph – make sure everything is formatted correctly and is in your own words.

### **Analysis/use of evidence**

Your analysis is excellent overall, however areas of the response need to be expanded upon. Firstly, you need to define terms before you go on to use them in a scenario. I would also recommend explaining things fully in the sentence, rather than putting them in brackets. Another point to expand on is being more specific, and expanding on your explanation by going deeper into the information you provide and using examples.

1. In your opinion, which sociological perspective can adequately explain the situation in which Deborah found herself? Please explain your choice.

Her situation is connected to her family closely (Microstructures), [explain this rather than putting it in brackets] as she has custody of two younger children, needs to stay in contact with her ex-husband after divorce for her children's sake. Also she was raised in [a] family (Microstructures), who supported the view of gender role as woman should stay at home raising children and supporting the husband and no need to be employed which [rephrase – does not quite flow] indicates that women's social rights were disempowered by a patriarchal structures as well as by expectations as women from the society (Feminist Theory), while the man should be the breadwinner which is a nature of gender inequality (Macrostructure, also Feminist Theory) [long sentence]. Her mother never held formal employment and that affected her greatly as a role model as well (Microstructures). Also [repetition], she grew up in the 1970s in South-East Queensland that indicates the society had preconceived idea of gender role and workforce was primarily male dominated[,] which indicates that patriarchy society [incomplete phrasing] (Macrostructure, also Feminist Theory) and I suppose [be decisive] that system was meant to be inherited to the next generation (Microstructures) back then. Furthermore, she is seeking stable employment and hoping to join the workforce that indicates that she would like to have social status, and possibility to have further education (Macrostructure). Therefore, Microstructures, Macrostructure and Feminist Theory [need to define these terms initially] could explain her situation adequately.

2. What are the structural and/or sociological factors that influenced Deborah's life?

Her age has influenced her life. She is around her 40s which means she has stigma [about what?] attached to her because of her age from society point of view. She is divorced and a single mother with two children under her custody that doesn't [avoid abbreviations] attract employers as she would have lots of restrictions in the workplace, such as [:] she might not be able to work different shifts, leave early to pick up her children or may need to take time off more than others do due to her children's conditions. Therefore, her age makes it difficult for her to find a stable employment.

Also, her cultural identities have influenced her life. She grew up in South-East QLD in the 1970s that indicates patriarchy society, and in a middle-class family who supported the view of gender inequality that influenced her to stop having education and building her career. Now she has a long gap since she worked previously and has lots of competition to younger people to find a position of a receptionist because it's generally seen as an entry level. Therefore her cultural identities have influenced her negatively as well.

3. How did the social institutions influence Deborah's life?

Family institutions influenced Deborah's life. Family plays an important role in personality development of a child and give formal and informal education to a child that impacted Deborah while she was still in her childhood. She as a child learnt that her attitude and actions should be matched to her family view which was to carry out a female role such as staying home and raising children, and it passed on as generational traditions by her parents. Now as a single parent she has the

responsibility to take care of her children and it gives her lots of pressure to manage and maintain family's wellbeing.

Educational institutions also influenced Deborah's life. She attended a secretarial college after leaving secondary state school at sixteen, however didn't further her education. Therefore she still remains under qualified and unskilled, and she hasn't worked for a long time that makes it hard for her to find a new job.

Finally, Economic Institutions also influenced Deborah's life. She has been receiving welfare payments from the Department of Human Services in the form of Newstart Allowance, also child-support payments from her ex-husband. However considering the cost of living, the tax rates being very high and also considering the amount she is receiving (e.g., Newstart Allowance-single, with a dependent child or children \$561.80 fortnightly) (Department of Human Services 2015) total amount of payment she is receiving is not much and she is financially suffering. She has a job provider as she is receiving Newstart Allowance, so perhaps the job agency is not doing a great job.

4. What are the social and cultural factors that contributed to Deborah's situation?

Negative social images and stigma attached to her current situation [\[expand on this sentence – incomplete\]](#). She is [\[a\]](#) middle age (around 40s), divorced single mother with two children under her custody, and her income is relying on welfare payments which are Newstart Allowance from Centrelink and child-support payments from her ex-husband. Living expenses and tax rates are [super high](#)[\[informal language\]](#) which indicate her standard of living is low and she is suffering financially. Also, industries demands has shifted from manual work to Skilled and Service work that make her life difficult to find a job as she has been being unemployed for a very long time that leads her being under skilled and under qualified. Therefore there are many factors that contribute to her situation negatively.

5. What are the impacts of long-term unemployment and age in this case?

She is around 40s that indicates that she already has stigma attached to her age and society sees her negatively. Her family situation doesn't attract employers as mentioned in Question 2, as she is divorced and a single mother with two children under her custody that give employers negative impression as she would have lots of restrictions in the workplace. Also young people tend to be able to adjust their skills and knowledge to modern workplace easily, while people in the middle age tend to struggle to shift the ingrained customs to a new ones. Therefore, her age makes it difficult for her to find a stable employment.

Also she hasn't been working for a long time and doesn't have much experience as she has been stay at home mother, and therefore she remains unskilled in modern workforce right now that her skills such as computer skills (Word, Excel, Outlook, PowerPoint etc) haven't been updated as well as her resume. Also long-term unemployment and financial difficulties affect her mentally and emotionally unstable and lead her with low self-esteem and lack of confidence. Therefore long-term unemployment and age impacts on her life very negatively.

6. What kind of information would you need in order to help Deborah?

I would need to know Deborah's situation and exact needs and as many resources as possible as well to help her. I would meet her in person and talk with her, and obtain information of what her strengths are and what skills she has. Then research relevant resources based on her needs. She hasn't been in the workplace for a quite long time so research information of courses, trainings, programs or institutions where she could learn and gain the skills, such as Administrative courses or Business courses, some organizations where Deborah could get help to prepare job-ready resume and interview skills. Also job agencies that could help Deborah to find a stable employment. I would use community advocacy services for the further information so that Deborah can connect to the community and it would help her to gain her sense of belonging to the community.

7. What course of action would you take to assist Deborah?

I would make plans on how to best assist her towards her goals. I would start **from[by]** identifying and targeting a specific area for improvement. She would like to find a job in a community service sector as a receptionist but I would make sure her goal is clear and assess her skills and find out exactly what she needs. In order for her to gain more skills to be qualified as a candidate, I would search the resources that she could refer to such as training courses or programs that she could gain skills and knowledge, also get help preparing a job-ready resume and interview skills. I would provide her with the relevant information to empower her and encourage her to make her own decision to go ahead. Then I would monitor the progress in order for her to stay on track and assist her to gain confidence and self-esteem, and keep motivating her to achieve the goal by contacting her and meeting her on a regular basis.

8. What are the ways in which you would be able to monitor, review, and if necessary revise the work undertaken and/or services provided in this case?

Making sure to keep in touch with her on a regular basis by organizing weekly meeting to monitor Deborah. I would talk with her in person and listen to her progress and issues if they arise because it's important to give her a sense of security that I am here to help and build mutual respect and trust. I would keep track of her progress by documenting where she is at and all the progress she has archived. Also organize a monthly review meeting to see if her needs are met and whether or not the plans need to be revised based on her progress and her needs, and provide her with additional information or resources that could be useful for her.

## **PART B**

Research 10 organisations/agencies associated with advocacy or services in Brisbane which you could refer Deborah to or that she could access. The internet is a good starting point.

You can also find information in a community services directory. For each organisation/agency:

- list the contact details
- describe the main client group
- describe the organisation's primary function/s.
- Describe the ways Deborah could access each service.  
Include in your response what services Deborah could access at each agency/organization and what they could do to help her case.

#### 1. Job Seeker

- Phone: (03) 9418 7477  
Email [info@jobseeker.org.au](mailto:info@jobseeker.org.au).  
[http://jobseeker.org.au/?gclid=CjwKEAjwpaqvBRCxzlGoxs6v2TkSJADel-MI-pEEcnUNZqb2Qo-4Ki3WsbkuS0qiOGhr8eGskGRXwRoCTBvw\\_wcB](http://jobseeker.org.au/?gclid=CjwKEAjwpaqvBRCxzlGoxs6v2TkSJADel-MI-pEEcnUNZqb2Qo-4Ki3WsbkuS0qiOGhr8eGskGRXwRoCTBvw_wcB)
- Main client groups are all manner of organisations from small organisations through to larger employers such as The Salvation Army, Alfred Health, Anglicare, the Department of Human Services and recruitment agencies representing community service organisations and over 60,000 job seekers a month, in addition to over 10,000 email and social media subscribers use Job Seeker.
- [\[Write in full sentences and paragraphs, not bullet points\]](#) Job Seeker is Australia's largest online employment gateway for community, health, welfare and government sector jobs. Their primary function is to help organisations find the right staff, and job seekers find the right role.
- [She](#)[\[be specific\]](#) could access this website to find a job by searching the area she would like to apply for, then filling in an application form or uploading her resume and cover letter. She could browse by region as well as by state, and view maps showing the exact location of jobs on the site, also list the salary range for positions. She could also email a link to the listing to remind herself. [This website would be useful for her as they focus on jobs in community services sector.](#) [\[Expand: examples\]](#)

#### 2. CHARLTON BROWN

- Level 3, 31 Duncan Street (China Town Mall)  
Brisbane Fortitude Valley QLD 4006, Australia  
Ph: +61 7 3216 0288 or 1300 NANNIES  
Fax +61 7 3252 8061  
<http://www.charltonbrown.com.au/>
- Main client groups are domestic and international students who would like to study community services
- CHARLTON BROWN is an international community services social enterprise which specialises in: accredited and contextualised skill set training in aged care, disability care, welfare, children's services, youth work and justice studies. Their primary function is to provide education and training mentioned above to students world-wide and place them in employment both nationally and internationally[.]

- She could take either in class courses or online course to gain her skills and knowledge in the community services sector. There are various courses she could choose from and many are could be delivered under the Queensland Government funded therefore tuition would be minimum. Also she would be able to work while studying as they can help place her in industry-related employment during the course of her studies. This organization could help her not only while she is studying but also after the course completion as their Employment Agency assists graduates in gaining employment and career opportunities locally, nationally and internationally.

### 3. MISSION AUSTRALIA

- Mission Australia Queensland (QLD) State Office  
11 Cleveland Street  
Stones Corner QLD 4120  
Ph: 07 3394 8100  
<https://www.missionaustralia.com.au/>
- Main client groups of this organization are basically people of all ages with any backgrounds as they provide various services.  
(I would refer Deborah to Employment, skills and training services among various services they provide as they can help gain the skills and confidence to find and keep a job. Therefore the main client groups of Employment, skills and training services would be people of all ages who have experienced barriers to employment)
- Mission Australia's primary function is to work together to reduce homelessness and strengthen communities across Australia, by helping people secure jobs, receive an education, find housing and develop important life skills. Early intervention and prevention is at the heart of their work.
- With Employment, skills and training services, they offer a range of training options with a focus on assisting unemployed individuals who wish to gain valuable knowledge and skills and a positive employment pathway.  
She could use this service especially I would refer her to Business courses to gain her skills as a Receptionist and also she could get assistance to find a job.

### 4. Hillsong Church

- 420 Brunswick St, Fortitude Valley, Queensland  
Ph: 07 3422 8500  
Email:brisbane@hillsong.com  
<http://hillsong.com/brisbane/>
- Main client groups are people in schools, prisons, nursing homes, hospitals, shelters, detention centres, and in local neighbourhoods
- Hillsong CityCare's primary function is a church-based, not for profit organisation that exists to serve communities by offering pathways to equip those who want to take their next steps in life. They operate across four key focus areas: Care, Community Engagement, Next Steps and Leadership Development.

- Deborah could access their Community Engagement programs so that she would be able to connect and involve in the local community as they support and foster social inclusion and place value on people living in the community. Also if she was a believer she would be able to gain her spiritual growth through their belief of God and it could support her mentally.

5. Queensland Government Department of Education and Training  
Training: Subsidised training and incentives

- Ph: 1300 369 935  
Metro Central/Nundah (Metropolitan Region)  
Level 2, Circa Nundah  
1231 Sandgate Road  
Nundah Qld 4012

PO Box 3376  
Stafford DC Qld 4053  
Fax: (07) 3259 8730  
Email: [training@dete.qld.gov.au](mailto:training@dete.qld.gov.au)

<http://www.training.qld.gov.au/training-careers/subsidised-training-incentives/index.html>

- Main client groups are Queenslanders whose skills need to gain for meaningful and sustainable employment
- The Department of Education and Training's primary function is to commit to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. Subsidised training and incentives' s primary function is to direct to minimise skills shortages, focus on training for jobs that are in demand in Queensland's critical industries, and increase the number of Queenslanders with formal post-school qualifications.
- There are lists of subsidised training and programs related to community services work which Deborah could choose from in order to upskill and gain the knowledge for her career. She could check her eligibility and apply online or visit the nearest office for further information. The trainings and programs are government subsidised so the tuition is kept in minimum which help her financially.

6. APID Resume Service

- Email: [info@rapidresumeservice.com](mailto:info@rapidresumeservice.com)  
Phone: 0426 839 850 (Australia wide)  
<http://www.rapidresumeservice.com>
- The main clients are ranging from young school-leavers, recent graduates, professionals in diverse industries, through to senior executives and international clients
- They are a team of six professional resume writers and their primary function is to provide affordable yet high quality employment solutions and deliver a range of resume services to a wide base of clients across Australia, regardless of desired career path, employment history or long term ambitions.

- She could access this website to learn how to create professional resume as they have the expertise, knowledge and experience to write all types of resumes effectively. She could contact customer support 7-days a week whenever she needs help and get advice regarding the resume and cover letter creation by this organization.

#### 7. Sarina Russo Institutes

- 349 Queen St  
Brisbane - QLD 4000  
Ph: 07 3221 5100  
Fax: 07 3221 5161  
[www.sri.edu.au](http://www.sri.edu.au)
- Main client groups are domestic and international students who would like to study.
- Sarina Russo Institute is part of the Sarina Russo Group and their primary function is to offer industry focused training with outstanding learning experience, flexible delivery, equipping students with the skills, knowledge and support for successful employment outcomes.
- Deborah could take courses simply applying online or visit them as they offer various courses related to Community services or Business and many could be delivered under the Queensland Government funded therefore tuition would be minimum. Also they have employment services which they support students to find a job therefore it would be highly beneficial studying and find a job through this organization.

#### 8. THE SALVATION ARMY

- Ph: 13 SALVOS (13 72 58)  
<http://salvos.org.au/need-help/financial-assistance/>
- Main client group is people with any race, age, background, sex as they focus on supporting the whole person
- THE SALVATION ARMY's primary function is about people finding freedom where they are or what they are doing:  
Freedom from fear. Freedom from neglect. Freedom from poverty and addiction.  
Freedom to dream. Freedom to love. Freedom to make a difference.  
Freedom to live life to the full. [\[How would this help the client? Expand\]](#)

- Deborah could use their Community Services as they provide financial assistance and confidential financial counselling that would help her dealing with her financial situation. Also she could use their assistance with food, clothing, and household items as well. Also she would be able to volunteer with them so that she could have a sense of belonging and be able to connect to the society.

#### 9. Tafe Queensland

- Bristane (South Bank)  
66 Ernest Street  
South Brisbane Qld 4101  
<http://tafebrisbane.edu.au/about-us/tafe-queensland/#.VfJYyBGqqko>
- Main client groups are local and international students
- TAFE Queensland is the largest and most experienced provider of further education and training in Queensland. Their primary function is to offer practical, industry-relevant training to local and international students.
- They offer various courses related to Community services work that she could choose from and many could be delivered under the Queensland Government funded or VET programs, therefore tuition cost out of the pocket would be minimum. She could visit the student centre then their staff would assist her for the enrolment or provide any relevant information for the courses and facilities, or enrol through QTAC or online. She could be job ready upon completion of the course and they could support with any issues while studying. Therefore it's highly beneficial for her to upskill and study with them. [Inconsistent font]

#### 10. Parentline

- GPO Box 2469, Brisbane QLD 4001  
Ph: (07) 3369 1588  
Fax: (07) 3367 1266  
Email: [boystown@boystown.com.au](mailto:boystown@boystown.com.au)  
Call for assistance: 1300 30 1300 between 8am and 10pm (7 days a week)
- Main client groups range in age from teens to 85 year olds, with the 94% aged 21 to 59 years. The average age is 40 years. Females make up around 83% of contacts to the service.
- Parentline's primary function is to provide a confidential telephone service with professional counselling and support for parents and carers of children in Queensland and the Northern Territory.
- Deborah could call them to get advice and assistance for her single parenting issues. They provide guidance and advice on ways to manage her children and herself more effectively. It would be helpful for her to reduce her stress and burden also help her to have peace of mind by sharing issues with someone on the phone.