



Career Development Centre

## Our Vision

- Career development services and information for everyone in the Limestone Coast region of any age, at any stage in their career.

## Our Mission

- To provide comprehensive career services to assist people of any age and at any point throughout their lives to make educational, training and occupational choices and to manage their career.
- To deliver workshops which will enable individuals to gain competencies to manage their career.
- To provide training and development and networking opportunities for career development practitioners.
- To conduct research based on our practice in the field of career development.
- To support industry to become employers of choice.

## Contact Us

The Career Development Centre  
is based at  
**15b James Street  
Mount Gambier**

**Phone: (08) 8725 1471**

**Fax: (08) 8723 5717**

**Email: [info@cdc.org.au](mailto:info@cdc.org.au)**

**Website: [www.cdc.org.au](http://www.cdc.org.au)**

We acknowledge the partners who work with us to make the services provided by the Career Development Centre possible. In particular, we recognise funding from the South Australia Works in the Regions program, project management by the Limestone Coast Regional Development Board, and significant in kind support from the City of Mount Gambier.



# Service Charter



**SouthAustraliaWorks**  
linking people, skills and jobs



*Career Development.*  
*Any age. Any stage.*

## Our Services for Individuals

The Career Development Centre aims to support individuals to develop the skills to confidently take control of their career. We aim to give you the tools to plan and make decisions about your learning and work. We will do this by providing:

- Assistance to think about your ambitions, interests, qualifications and abilities.
- Assistance in deciding on a career path based on skills, values and interests.
- Individual career planning.
- Assistance with resumes, applications and cover letters.
- Assistance to research training or professional development options.
- Assistance in finding information about relevant local services, programs and organisations.
- Assistance in finding information about local industries and their needs and opportunities they have.
- Interview techniques and tips.
- Assistance in researching the hidden job market.

## Our Services for Groups

The Career Development Centre aims to support groups to develop career competencies. We will do this by providing workshops for delivery in schools, Universities, TAFE, industry and community settings as requested on topics such as:

- Resumes /job interviews
- Employability skills, career competencies
- World of work
- Networking for work
- Parent workshops
- Gap Year Job Search
- Local Job Search techniques



## Our Services for Career Development Practitioners

The Career Development Centre aims to support career development practitioners through forums for career development practitioners in Career Development Centres, schools, agencies and organisations to:

- Build networks
- Share good practice and
- Provide ongoing contemporary training and development

## Our Services for Industry

The Career Development Centre aims to support business and industry to become employers of choice so that they will have the workforce they need to build the region. We will do this by providing:

- A database of potential employees.
- Career pathway identification for employees.
- Career pathway planning when positions are made redundant.
- Promotion of industry and business information.
- Workshops on attraction/retention and workforce development.

## Your part in our Service

- Take control of your career – we can guide and support but you are the decision maker.
- Give back to the community – we are a community service and ask you to consider ways you can volunteer your services to the community – in that way you can return the service given to you.
- Let us know as soon as possible if you will be late or are unable to keep an appointment.
- Tell us if your contact details change.
- Treat us with respect and courtesy, we will do our best for you.
- Tell us when we have done things that are valuable for you – it helps us to improve what we are doing.

## Our Commitment to You

- Staff will identify themselves when they answer the telephone and respond to your requests in a timely manner.
- We will treat you with respect, courtesy and dignity.
- We will listen to you and support you to consider your career development options.
- We will work with you to put a plan in place for your needs.
- We will provide you with accurate, clear and reliable information.
- We will make sure your personal information and confidentiality is respected and ensure that access to records is properly controlled. All staff sign a confidentiality agreement and are very clear that respecting your privacy is a core value for the Career Development Centre, especially in a regional community. Staff will outline our privacy policy with you when you first visit the Career Development Centre.
- If you have any concerns we will make every effort to discuss and resolve these concerns. Our grievance procedure is designed to ensure that you are listened to and your complaint is resolved. Our staff will explain our grievance procedure to you so that you know how to use it if you need to.