




# **yourtown** **access key**

Employment Services  
Upper Mt Gravatt



The background is a deep purple color. On the left side, there are several circular Aboriginal art motifs, each with a central dot and radiating lines, some of which are dotted. A teal-colored dotted line runs across the bottom of the page, forming a wavy, undulating pattern that resembles a river or a landscape feature.

**yourtown** acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to the land and their waterways.  
We pay our respects to them, their culture and their Elders; past, present and emerging.

**Artwork Elements by Jason Passfield**  
Many Communities, Many Schools,  
Many Rivers

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## how to use this access key

You can use our Access Key as your personal guide to help you understand and navigate our office and service.

It clearly explains what to expect when you visit us, including the layout, facilities, accessibility features, our opening hours, and how to contact us.

With this, you can plan ahead, feel more confident, and make choices that work best for you.



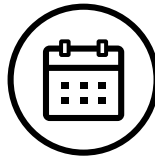
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# communication board

You can use this to let us know what you need or want.

Just point to the pictures, symbols, or words to ask for help or access different facilities.

The board makes it easier for you to communicate and get involved, so you can participate independently.



booking



i need help



deaf/hard of hearing



quiet space



music too loud



wifi password



yes



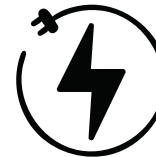
no



job search



accessible toilet



charge a device



drink / kitchen

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## getting there

You'll find **yourtown** Upper Mt Gravatt at Unit 2C, 57 Sanders Street, Upper Mount Gravatt. We're in the same building as Centrelink, so it's easy to spot.

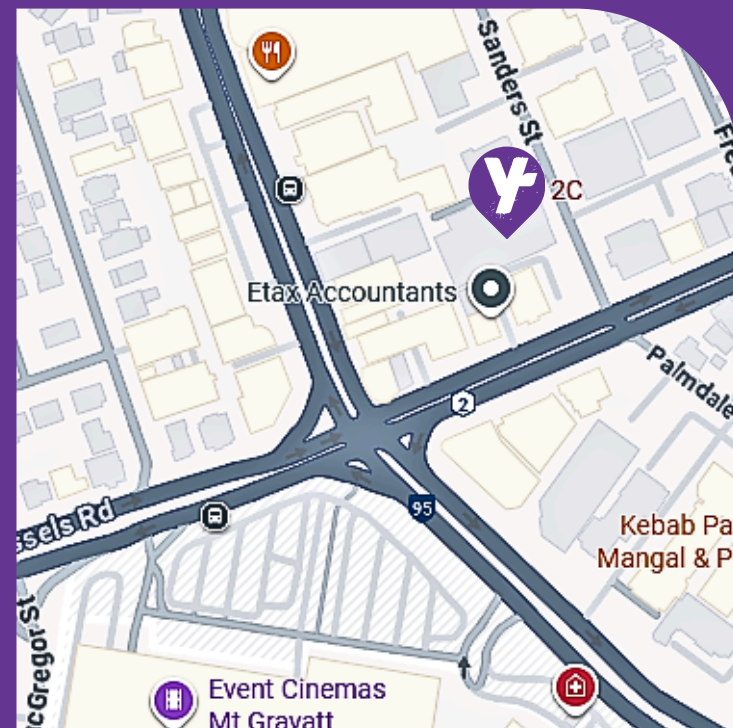
Most people arrive via the Garden City Interchange (also called Garden City Bus Stop).

Walking from Garden City Interchange (12 minutes / 850m)

- Walk into Garden City Shopping Centre
- Go straight past Timezone
- Exit through the outdoor food court
- Walk past the basketball court and follow the walkway through the car park
- Cross two sets of traffic lights to reach Mount Gravatt-Capalaba Road
- Keep walking straight until you reach Sanders Street
- Our building is on the left side – you can enter via stairs or ramp, then take the lift to Level 2



[check us out on google maps to plan your journey.](#)



Plan your journey via the [Translink](#) app and enter your current location as the starting point and 'Garden City' as the destination.

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## parking & site access

You can park in the **Centrelink car park**, which is free for up to 3 hours. Just enter from the street and take the lift from the car park to Level 2.

There's also **street parking** on Sanders Street and nearby residential streets. These spots fill quickly, so the Centrelink car park is usually your best option.

You can enter the building using the stairs or the wheelchair-accessible ramp. To get to our office, you'll need to use the lift – we're on Level 2.

If you'd like help getting in (or out) of the building, just give our friendly team a call on **07 3462 4140** when you arrive. We'll come out to meet you.



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## welcome to yourtown

At **yourtown**, we know everyone's journey to work is different. You're at the centre of everything we do. We're more than just an employment service — we're here to listen and support you with personalised help that fits your needs.

We only work with young people aged 15 to 25, so we know how to offer practical support to help you find a job, continue your education, or start training. We'll help you build your skills and strengths so you can reach your goals.

We'll see you as a young person first. We'll get to know you, understand your disability and how it affects your life, help you get ready for work, find a job that fits you, and support you in building your career.

### Your journey with yourtown might include:

- // exploring career options and training pathways
- // workshops to boost your skills
- // mental health and wellbeing support from on-site youth workers and counsellor
- // help finding education or training that's right for you
- // financial assistance (such as interview clothes, transport costs, licensing)
- // support finding a job and talking to employers about any adjustments you might need
- // mentoring and support once you've started work

Check out **yourtown** employment services online! [yourtown.com.au/jobs](https://yourtown.com.au/jobs)

## entering our site

When you arrive at **yourtown** Upper Mt Gravatt, you'll be welcomed by a Youth Guide.

You'll get to take a tour of the site, including job search computers, kitchen, amenities, training spaces, first aid help, fire exits, emergency plans, and break areas.



Scan this QR code to watch a short video showing a tour of the site.



## engaging with yourtown

We make it easy for you to engage with us. Our opening hours are:

**Monday, Tuesday, Wednesday and Friday**  
**9.00am to 5.00pm**

**Thursday**  
**9.00am to 7.00pm**  
(join us on Thursday nights for social activities)





you will notice a large open plan space as you enter the front door and head to the right

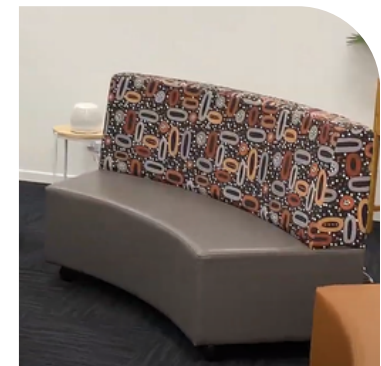
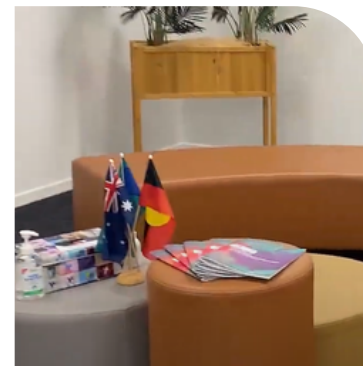
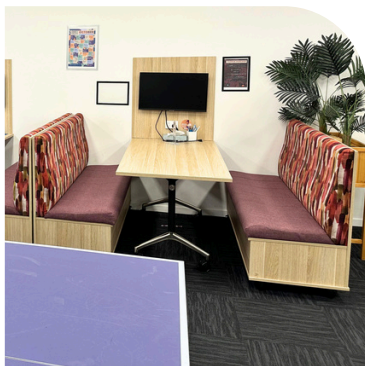
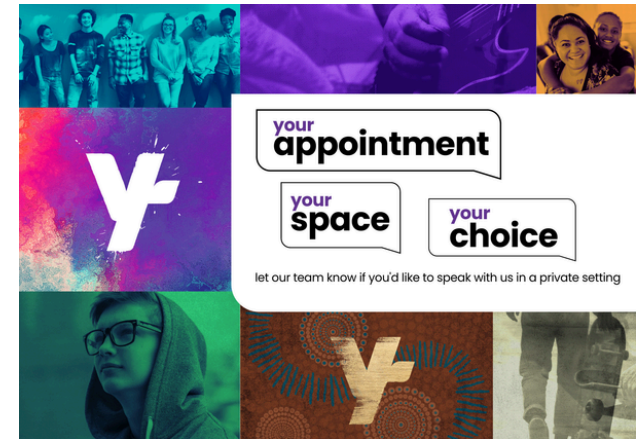
# your appointment your choice your space

We asked young people to help us design our space, and their ideas are built into our site. You'll find:

- open spaces, with greenery and art
- free WiFi (ask the Youth Guide for the code)
- device charging stations,
- recreational zones and a communal kitchen, with free snacks.

We also offer a choice of seating spaces, including booths, a study/quiet space, private meeting rooms, chill-out spaces, and a relaxed seating area.

We believe it's important to provide you with a choice as to where you would like to have your appointment conducted. If you'd prefer a private setting just let our team know.



# our site features

As a **yourtown** member, you get the benefits of our youth-friendly offices.

Our office features things like:



free food



device charging stations



social activities



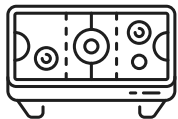
quiet zones



study areas



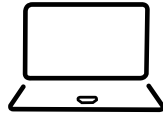
cultural workshops



games area



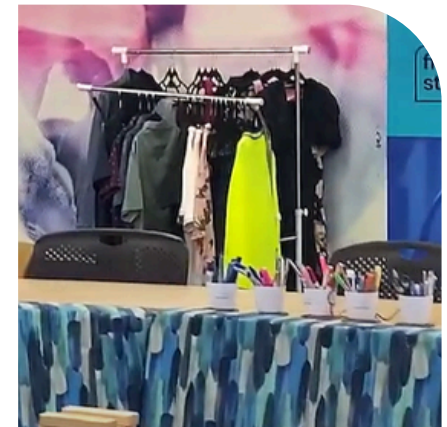
cooking classes



access to laptops for jobsearch / study





free wifi  
(see the youth guide for the wifi code)

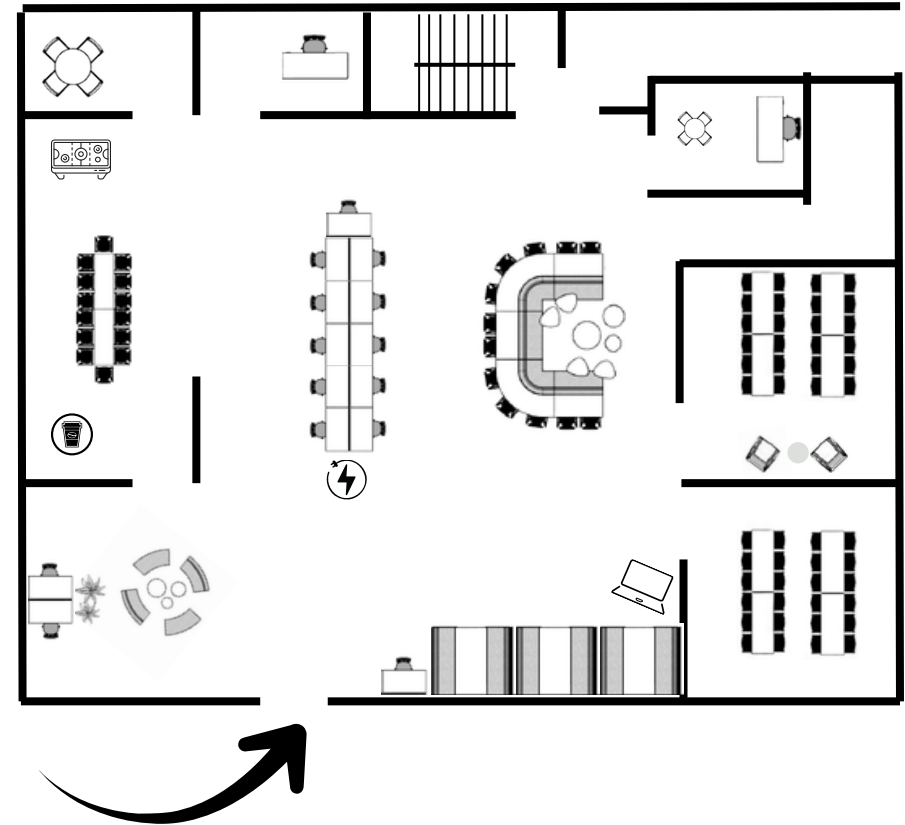


# yourtown Upper Mt Gravatt site layout

Our open-plan space allows for lots of activities, including employability skills workshops, accredited training, one-on-one career advice, job search activities, counselling, study, and social / cultural activities.

**legend**

-   
 wheelchair access ramp
-   
 laptop charging station
-   
 food & drink
-   
 device charging station
-   
 accessible amenities
-   
 games area



## amenities

There are toilets located on level 2 - same level as our office - for your use.

This is an accessible toilet.

Ask a friendly team member to show you if needed.



# Workforce Australia

Employment Services

Delivered by yourtown



Finding careers for people with disability



**connect with us to find out more!**

Unit 2C, 57 Sanders Street,  
Upper Mount Gravatt.

[ttwuppermountgravatt@yourtown.com.au](mailto:ttwuppermountgravatt@yourtown.com.au)

07 3462 4140

**Community of Colours** by Beck Field, 2021 The story behind this piece is all about the care and the safety net that Kids Helpline counsellors provide to the children and young people who reach out for support.