

# **TAILORED LEARNING PROGRAM**

**UNITINGSA**



# CASE MANAGEMENT

## A RELATIONSHIP FIRST MODEL OF SUPPORT

Re-engaging in learning is rarely just about education.

Many young people referred to Tailored Learning are navigating complex life circumstances that impact their ability to attend school, feel safe in learning environments, or believe they are capable learners.

That is why our program is built on relational case management.

Every young person receives dedicated support from an experienced case manager who works alongside them to rebuild confidence, remove barriers, and create meaningful pathways forward.

Our role is not simply to deliver programs — it is to walk alongside young people as they reconnect with learning, wellbeing, and their future.

## SPECIALISING IN LEVEL 3 & LEVEL 4 STUDENTS

UnitingSA Tailored Learning specialises in supporting Level 3 and Level 4 students who require intensive, flexible, and individualised support to re-engage with education.

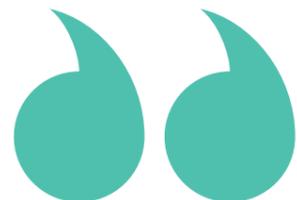
These young people often benefit from:

- Smaller and more flexible learning environments
- Additional time to rebuild learning confidence
- Practical and applied learning opportunities
- Consistent adult relationships and advocacy
- Support navigating barriers outside the classroom

Our team has extensive experience supporting young people with complex needs, ensuring they receive the persistence, patience, and flexibility required for meaningful engagement.

UnitingSA has been an invaluable support for our most vulnerable and complex students. Their flexibility, reliability and ‘can do’ approach puts students front and centre in everything they do. We highly recommend UnitingSA as a provider in the Tailored Learning space!

**Sharon, Assistant Principal**



# CASE MANAGEMENT

## ASSERTIVE OUTREACH

### MEETING YOUNG PEOPLE WHERE THEY ARE

For some young people, disengagement from education is linked to past experiences of failure, exclusion, or feeling misunderstood in traditional systems.

Re-engagement often begins outside the classroom.

Our team uses an assertive outreach approach, which means we actively and persistently engage young people rather than waiting for them to attend services.

We recognise that connection takes time and that consistent effort is often required to rebuild trust and engagement.

Case managers meet young people in environments where they feel safe and comfortable, including:

- At home with family support
- In community spaces
- At school or education sites
- In safe public settings
- During Tailored Learning program participation

This approach allows young people to begin engagement in ways that feel manageable and respectful of their circumstances.

Where practical barriers exist, transport can also be provided, ensuring young people are able to access learning, programs, and appointments that support their goals.

## BUILDING TRUST THROUGH CONSISTENT CONNECTION

Assertive outreach is not simply about location — it is about how relationships are built.

Our case managers prioritise consistent contact, patience, and persistence when supporting young people who may have previously disengaged from services.

This may include:

- Regular check-ins and wellbeing conversations
- Support attending education, appointments, or programs
- Practical problem-solving around barriers to engagement
- Encouragement and advocacy during difficult moments
- Celebrating progress and reinforcing achievements

By maintaining consistent and respectful contact, case managers help young people feel seen, valued, and supported, often for the first time within an education setting.

Over time, this relational approach helps young people rebuild trust in adults, learning environments, and their own capabilities.

## GUIDED BY STRONG PRACTICE FRAMEWORKS

Our work is guided by evidence-informed frameworks that place the young person at the centre of all support.

### STRENGTHS-BASED PRACTICE

We recognise and build on each young person's abilities, interests, and potential.

### YOUNG PERSON-CENTRED SUPPORT

Young people actively shape their goals, learning plans, and future pathways.

### CULTURALLY RESPONSIVE PRACTICE

We honour identity, culture, and community connections, creating inclusive environments where all young people feel respected and understood.

### RESTORATIVE APPROACHES

We focus on repairing relationships, rebuilding trust, and supporting positive growth.

## WHAT CASE MANAGEMENT BUILDS

- Trusting relationships with consistent adults
- Clear goals and individual learning pathways
- Confidence in learning and personal capability
- Practical life skills and independence
- Stronger connections with family, school, and community
- Sustainable transitions into education, training, or employment

Case managers work collaboratively with families, schools, and external services, ensuring support is coordinated and responsive to each young person's needs.

## THE FOUNDATION FOR RE-ENGAGEMENT

Our engagement programs build skills, confidence, and learning readiness.

Case management provides the foundation that makes this possible.

Through consistent relationships, flexible support, and clear pathways, young people begin to reconnect with learning and imagine a positive future.



# ENGAGEMENT AND CAPACITY BUILDING FOR YOUNG PEOPLE



## RESTORING CONFIDENCE

Some young people need a different pace, environment, or approach to reconnect with learning. Disengagement is often shaped by complex life experiences, disrupted schooling, wellbeing challenges, or gaps in foundational skills.

Our Engagement Programs provide structured, trauma-informed support. We create safe, relationship-based environments where young people can rebuild confidence, strengthen skills, and gradually re-engage in purposeful learning.

Our approach is grounded in:

- Trauma-informed practice
- Strengths-based youth development
- Experiential and applied learning
- Individualised learning opportunities
- Relational case management

We focus on safety, connection, consistency, and achievable progress. When young people experience success, they begin to see themselves as capable learners again.



## REBUILDING SKILLS



## CREATING PATHWAYS

# OUR ENGAGEMENT AND CAPACITY BUILDING PROGRAMS

## WOOD WORKS

### HANDS-ON LEARNING THROUGH CREATIVE CONSTRUCTION

Delivered by a trained youth worker and qualified carpenter, Wood Works provides practical, hands-on learning using hand tools and recycled timber.

Young people design and build their own projects in a structured and supportive environment. The process develops focus, patience, planning skills, and pride in achievement.

## WHAT IT BUILDS

- Confidence through tangible success
- Problem-solving and practical skills
- Emotional regulation through structured activity
- Positive adult mentoring relationships
- Early vocational awareness

Wood Works provides a calm, purposeful space where young people can experience mastery and capability.

## ENGAGEMENT GROUP

### REBUILDING LEARNING CONFIDENCE IN A SAFE ENVIRONMENT

Engagement Group supports young people who are ready to reconnect with learning but benefit from starting small.

Through interactive activities, collaborative challenges, creative tasks, and applied literacy and numeracy games, young people rebuild learning habits without the pressure of formal assessment.

## WHAT IT BUILDS

- Comfort in structured learning environments
- Confidence in literacy and numeracy
- Positive peer interaction
- Routine and participation skills
- Readiness for further learning pathways

This program gently bridges young people back into sustained learning engagement.

## SUPPORTED LEARNING

### INDIVIDUALISED LEARNING SUPPORT

Supported Learning provides targeted tutoring designed around each young person's strengths, interests, and learning needs in a small group.

Using clear assessment and personalised planning, we identify gaps and provide structured support to strengthen literacy and numeracy foundations.

## WHAT IT BUILDS

- Improved reading, writing, and numeracy skills
- Increased independence in learning tasks
- Stronger self-belief as a capable learner
- Clear pathways into further education, training, or employment

By addressing gaps early and positively, young people regain momentum and confidence.



## WEEKLY ACTIVITY PROGRAM

### LIFE SKILLS FOR INDEPENDENCE AND EMPLOYMENT

The Weekly Activity Program offers rotating workshops that build practical knowledge and real-world skills. Sessions are delivered by case managers and specialist staff in engaging, discussion-based formats.

Topics may include:

- Budgeting and financial literacy
- Nature-based wellbeing activities
- Understanding how the brain works and how to use it effectively
- Sexual health and respectful relationships
- Job readiness and workplace expectations
- Personal development and goal setting

## WHAT IT BUILDS

- Independence and decision-making skills
- Emotional awareness and self-understanding
- Employability confidence
- Broader life knowledge and community connection

This program supports young people to grow not just as learners, but as capable young adults.

## WELLBEING PROGRAM

### RESILIENCE, SELF-CARE, AND HEALTHY CHOICES

Our Wellbeing Program focuses on emotional literacy, confidence, resilience, and practical strategies for navigating life's challenges. Sessions combine discussion, applied activities, and reflection to build self-awareness and coping skills.

#### Session Highlights

- **Meet & Greet** - Connection and belonging
- **Confidence Boost** - Achieve goals and feel proud
- **Healthy Body, Healthy Mind** - Hygiene and self-care foundations
- **You Are Worth It** - Self respect and positive self talk
- **How Not to Die From a Good Time** - Alcohol and drug awareness
- **When Life Gives You Lemons...** - Coping strategies for tough times
- **Respectful Relationships** - Boundaries, consent, and mutual respect
- **Balancing Our State of Mind** - Mental wellbeing strategies
- **Wrap Up** - Celebrate growth and reflection

## WHAT IT BUILDS

- Emotional regulation and resilience
- Health literacy and practical self-care skills
- Stronger peer relationships and communication
- Safer decision-making and wellbeing practices
- Positive self-concept and confidence

The Wellbeing Program helps young people develop tools and strategies to thrive both in learning and life.

## A CONNECTED MODEL OF SUPPORT

Each program sits within a coordinated case management framework, ensuring:

- Individual learning and development plans
- Clear goals and regular progress reviews
- Collaboration with families and education providers
- Supported transitions into next-step pathways

Our role is to complement existing education systems by providing the additional time, flexibility, and relationship-based support some young people need.

## WHAT IT BUILDS

- Independence and decision-making skills
- Emotional awareness and self-understanding
- Employability confidence
- Broader life knowledge and community connection

This program supports young people to grow not just as learners, but as capable young adults.



# OUR IMPACT

## WHY THIS WORK MATTERS

When young people are given safe environments, consistent support, and achievable goals, they re-engage. They develop skills. They build confidence. They move forward.

The Tailored Learning Program strengthens protective factors, supports positive development, and creates sustainable pathways into education, training, employment, and community participation.



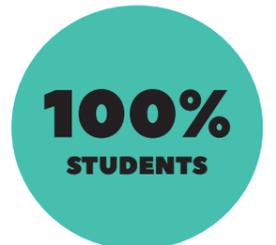
Students were supported between 2024 - 2025

Have re-engaged in education since referral



Identify as Aboriginal and/or Torres Strait Islander

Have access to case management alongside their education goals



## Get in touch today

UnitingSA's experienced team makes navigating  
Tailored Learning easy.

Call 8440 2200

Email [tailoredlearning@unitingsa.com.au](mailto:tailoredlearning@unitingsa.com.au)

Scan the QR code to send an **online enquiry**



70 Dale Street • PO Box 3032, Port Adelaide, SA 5015  
**P.** (08) 8440 2200 **E.** [tailoredlearning@unitingsa.com.au](mailto:tailoredlearning@unitingsa.com.au)  
**W.** [unitingsa.com.au](http://unitingsa.com.au)



UnitingSA acknowledges the Traditional Owners of country  
throughout South Australia, their spiritual heritage, living culture  
and our walk together towards reconciliation.

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