# Sometimes Support Comes Before Opportunity

# A Safe Space to Find a Way Forward: Anele's BPS Journey

Young people do not always approach the Basic Package of Support (BPS) because they are ready to apply for jobs, enroll in education or pursue training. Sometimes, they first need space to talk through what they are experiencing and consider what the future might hold.

Anele, a 24-year-old woman from Mayville, joined BPS in February 2026. Since leaving school, she has experienced isolation, anxiety and uncertainty about her future. With limited emotional support and difficult family relationships, she often felt she had to navigate life's challenges on her own.

When Anele joined BPS, her main priority was emotional support. She wanted a safe space where she could speak openly about her circumstances, discuss her aspirations and receive guidance.

During her coaching journey, Anele faced difficult personal circumstances that left her questioning whether the future she had imagined was still possible. She had hoped to pursue work that would allow her to build a better life, but uncertainty and emotional distress made it difficult to know what steps to take next.

Her coach focused on creating a compassionate, non-judgmental space where Anele could express her feelings without being pressured to appear strong or immediately find solutions. They discussed her concerns, acknowledged the emotions she was experiencing and considered the importance of accessing reliable information and appropriate professional support.

A central part of this approach was helping Anele recognise that a difficult period in her life did not determine her worth or automatically close off future possibilities.

Her story highlights an important part of supporting young people: the pathway towards employment or education does not always begin with an application. Personal circumstances can affect how people see their options, make decisions and prepare to take their next steps.

BPS supports young people to navigate pathways towards employment, education, training and entrepreneurship. It also recognises that practical opportunities are only one part of the

journey. Sometimes, listening, reassurance and guidance are needed alongside practical support.

Anele’s decision to reach out and speak about her challenges was an important step. While her story does not have a neat or immediate resolution, it shows why young people need support that recognises them as people with lives and circumstances beyond their employment status.

As her coach reflects, sometimes before a young person can pursue their dreams, they need a safe space, a listening ear and reassurance that their future still holds possibilities.