

# WHITTLESEA SCHOOL LEAVERS' GUIDE

## 2023-2024

*Your guide to further study, employment, training, apprenticeships, local support services and rights*



## WHAT'S IN THE GUIDE?

### Working out your options!

Organisations in the guide can help you with a wide range of issues that you may be experiencing as a result of finishing school, or leaving school before you complete year 12, such as:

- What are my options when I leave school?
- How do I do an apprenticeship?
- How can I get to TAFE?
- How can Services Australia help me?
- Am I ready for work?
- How do I apply to do a course at University?
- Who can I talk to about all of this?

All of these are not easy questions. It can sometimes be difficult going through this process by yourself. There are however many helpful people willing to lend a hand in helping you to make the right decision for your future.

Before you leave or finish school, it is a good idea to discuss your options with your school's careers and pathways practitioners or a representative from your school's student wellbeing teams, especially if you feel you need more advice and support. Use this guide as a starting point to gain advice and assistance to help you work out your options.

If you would like to access this guide online, please visit the Hume Whittlesea Local Learning and Employment Network website at <http://www.hwllen.com.au> and go to the 'Resources' page to view or download a copy.

Good luck on your career journey!

# ACKNOWLEDGEMENTS

This resource has been compiled and produced by the Whittlesea Youth Commitment and Hume Whittlesea LLEN partners. We would like to thank all those who assisted in giving information and who contributed to the development of this resource.

The Whittlesea Youth Commitment is a community collaboration which aims to utilise all local resources, including schools and other education providers, businesses and community services in a cooperative and coordinated manner to assist local young people to be active, independent citizens through a successful transition from education to employment.

If in using this guide you encounter information that has changed in some way, we would like to know. We would also like to hear about any other relevant organisations that have been omitted from this guide. Amendments, corrections and updates may be forwarded to:

Email: [hwwlen@hwwlen.com.au](mailto:hwwlen@hwwlen.com.au)

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## **Cover image:**

Borrack, John

*City from Mernda Hills, 1998*

Watercolour on Paper

<https://johnborrack.com/products/jb1586>

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# CONTENTS

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<b>Choosing a career path</b>	<b>1</b>
Which career path is right for you?	1
Things you can do to develop a career path	1
Looking for work	3
Writing a job application cover letter	5
Writing a resume	7
Addressing the Key Selection Criteria	11
Interview tips	15
<b>Finding a job, apprenticeship or traineeship</b>	<b>18</b>
Services Australia	18
Employment support programs	19
Skills and Jobs Centres	21
Supporting Women in Trades	22
Disability Employment Services (DES) Providers	23
Apprenticeships	23
Group Training Organisations	26
Training Checklist for young people	28
<b>Do You Know Your Rights In The Workplace?</b>	<b>32</b>
Awards, Conditions and Pay Rates	32
Discrimination	32
JobWatch	32
Unions	33
Unfair Dismissal	34
Superannuation	34
<b>Your education and training options</b>	<b>35</b>
Trade Training Centres	35
Re-engagement programs and alternative settings	35
Vocational Education	41
TAFE	42
Universities	48
Other colleges, RTOs and private providers	56
Neighbourhood Houses, Community learning centres and Learn Local providers	57

<b>Support services and assistance</b>	<b>62</b>
Government support services and assistance	62
Child, Youth and Family Services	64
Disability services	69
Multicultural and Refugee Services	73
Rainbow Support Services	75
Aboriginal and Torres Strait Islander Support Services	77
Legal Services	79
Disengagement support	79
Healthcare and mental health services	81
Sexual and reproductive health	86
Sexual assault	86
Homelessness and housing support	86
Drug and Alcohol Services	89
Gambling support	89
Support with Acquiring your Probationary Licence	90
Yarra Plenty Regional Library	90
<b>Phone directory</b>	<b>92</b>

# CHOOSING A CAREER PATH

Choosing a career path is a period of enormous turmoil for young people leaving school. This section identifies a range of issues that young people need to consider when they begin thinking about their career. To succeed in obtaining a job, the job must match the personal interests of young people, they must be determined to put long hours of searching for a suitable position, preparing their application and for an interview.

The booklet identifies helpful places to start looking for a job, how to make contact by phone, how to write a job application letter, resume and, where required, how to address the key selection criteria. The booklet also provides an example of a letter, resume, and key selection criteria as well as interview tips.

## Which career path is right for you?

Leaving school is a confusing time for many young people. If you are not sure what you want to do as a career, you can begin by asking yourself some key questions which may help you to decide. Listing your answers may give you a clearer idea of what you want to do:

- What are your areas of interest?
- Do you have any particular skills?
- Have you done any work experience or volunteer work? Did you enjoy it?
- What sort of person are you? For example, indoor/outdoor, creative, good with your hands or literary?
- What do you want from your future employment? For example, a long-term career, training opportunities, money.
- Have you considered traineeships or apprenticeships? Are you at a stage where you can commit to an apprenticeship?
- Have you considered a TAFE or University course in your area of interest?

Career advisors and other career experts can help you work through these questions and develop a career plan.

## Things you can do to develop a career path

There are many things young people can do to develop their career path. These include developing their skills, including soft skills to improve their employability, seek advice from career advisers or transition to work programs, undertake volunteer work. It would also be important to develop a routine with useful habits and activities, learn the art of networking, and familiarize themselves with online resources.

## Develop your skills

Other things you can do to begin your professional journey is to undertake work placement, volunteer work or a training course that will improve your employability. Schools, government organisations, community organisations, social enterprises, family and friends could offer good advice on how to get a work placement, volunteer work or a training course.

# CHOOSING A CAREER PATH

For example:

## Young people still at school

School-based career advisers provide information, advice and guidance to help young people still at school make realistic choices about their education, training and work. The help and advice they give include:

- Identifying options for suitable careers
- Preparing them to successfully move from school to further education, training or employment
- Finding work placements
- Advising on how to write a good resume and covering letter and assisting with the application process.

## Young people who have left school

Programs such as Transition to Work and Reconnect support young people on their journey to enter employment or complete education. (References to these programs can be found in this Guide). These types of services provide intensive, pre-employment support to improve the work-readiness of young people and help them into work (including apprenticeships and traineeships) or education.

You can visit the following web page to identify Transition to Work providers that can assist young people to build their skills, confidence and readiness to enter employment:

<http://www.workforceaustralia.gov.au/individuals/coaching/assistance/transition-to-work>

Specifically, these providers will help people:

- Develop practical skills to get a job
- Connect with education or training
- Find and complete work experience placements
- Find job opportunities in the local area
- Connect with relevant local community services.

These providers are experienced at working with young people who have left school early or who have had difficulty entering employment after school. They also have strong links with employers, community services and schools in their local community.

## Volunteer work

There are lots of organisations that regularly look for volunteers in Melbourne. The link that follows identifies a list of volunteer organisations you could approach to volunteer:

<https://www.youthcentral.vic.gov.au/jobs-and-careers/volunteering-and-work-experience/volunteering/organisations-that-accept-volunteers>

# CHOOSING A CAREER PATH

## Develop other important skills (often referred to as soft skills)

While hard skills such as experience, training and qualifications that you include on your resume are essential qualities in the search for work, soft skills are every bit as important. Soft skills are personal attributes which allow you to work harmoniously with other people; things like the ability to problem-solve, friendliness, amiability and adaptability.

## Get into a routine

It can be tempting to slip out of your daily routine after you leave school. Not answering to anyone, late nights, sleep-ins and lazy days on the couch can quickly become a habit, and one that's difficult to remove yourself from.

To prepare yourself for a life in the workforce, be sure to get out of bed by a reasonable time and fill your days with useful activities, such as undertaking other qualifications, searching for work or doing some voluntary work. Participating in sporting, recreational and/or arts-based programs are also productive ways to keep yourself connected and motivated.

## Develop your network

Networking is an often overlooked part of finding a job. The Hume Whittlesea Local Learning and Employment Network offers a Structured Workplace Learning program which provides support to schools to help find work placements and on-the-job training for students.

Work placements provide opportunities to try out career choices before leaving school and develop contacts with potential employers. Other opportunities exist to engage with the world of work, through careers and opportunities fairs, mentoring, and real industry job interviews.

## Online resources

Below are some websites where you can get some career counselling online. This means that by answering career questions, together with your interests, these websites may be able to suggest some job options for you.

- [www.myfuture.edu.au](http://www.myfuture.edu.au)
- [www.jobsearch.gov.au](http://www.jobsearch.gov.au)
- [www.careerkey.org](http://www.careerkey.org)
- [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)
- [www.seek.com.au](http://www.seek.com.au)
- [www.gooduniversitiesguide.com.au](http://www.gooduniversitiesguide.com.au)
- [www.careerone.com.au](http://www.careerone.com.au)
- [www.joboutlook.gov.au](http://www.joboutlook.gov.au)

## Looking for work

Searching for work is a serious undertaking, requiring long hours of exploring employment sites to find a position of interest and relevant to one's qualification and skills. It also requires having the determination to personally approach employers, particularly for menial jobs; gaining access to an apprenticeship or traineeship; preparing an application that contains an up-to-date resume, a cover letter and where required addressing the key selection criteria; organising referees; promoting one's strong marketable skills at interviews; and being patient to continue the process all over again once rejected for a job.



# CHOOSING A CAREER PATH

## Helpful places to start looking for the job you want

**Centrelink** – Here you can register for a Job Seeker Identification Number (JSID), which lets you access the jobs on the touch screens. Just go to the counter and ask for a JSID.

**jobactive** – jobactive providers work closely with job seekers, tailoring their services to the job seeker’s needs so they can find and keep a job. A jobactive provider will have a face-to-face meeting with the job seeker to develop a Job Plan. The Job Plan will set out all of the activities the job seeker will do to help them find work.

**Friends, relatives & acquaintances** – Connect to the people you know and socialise with to find out whether there are any jobs available. It can often be easier finding work when you have connections in the industry.

**Yellow pages/White pages** – Pick up the phone and ring places that you would be interested in working at. The more you contact the better.

**Internet** – If you do not have the internet at home; local libraries, employment agencies & schools have internet access to check out employment sites.

**Newspaper ads** – The local paper is a good way to start.

### Handy Internet sites:

- [www.adecco.com.au](http://www.adecco.com.au)
- [www.careerone.com.au](http://www.careerone.com.au)
- [www.jobsearch.gov.au](http://www.jobsearch.gov.au)
- [www.adzuna.com.au](http://www.adzuna.com.au)
- [www.careersonline.com.au](http://www.careersonline.com.au)
- [www.navy.gov.au](http://www.navy.gov.au)
- [www.business.gov.au](http://www.business.gov.au)
- [www.defencejobs.gov.au](http://www.defencejobs.gov.au)
- [www.seek.com.au](http://www.seek.com.au)

## Making contact by phone

Now that you have researched different jobs it is time to make contact. The following steps should help you. Have a practice before you actually get on the phone.

When contacting employers randomly, like those you have identified out of the Yellow Pages, ask the person who answers the phone to let you know the name of the manager in the department that you would like to work in. Then ask to be put through to their department.

After telling them who you are and why you are ringing them, ask if you can have an interview. Your next steps could include the following:

### If you can't have an interview:

Ask if you could be interviewed for any future jobs that come up

Ask if they know of any other employers who are looking to fill any positions

Always ask permission to call back again in a couple of weeks to see if anything arises

### If you can have an interview:

Ask for an interview time or suggest one yourself

Ask for the employer's details so you can ring them

# CHOOSING A CAREER PATH

## Writing a job application cover letter

When you are writing a job application letter - also known as a cover letter - don't feel anxious. While it is an important part of the application process, people never land a job, or lose one, on the strength of their cover letter. The resume is far more important. If the ad doesn't ask for a cover letter, it is safer to include one.

### How to write a job application letter

Make sure you include the name of the application contact, if it is provided in the ad. If not, try calling the organisation to find out. Where you don't know the name and can't find out, you can write: "Dear HR Manager".

The main mistakes people make with a covering letter are:

- The letter is too long and wordy - try to keep it to one page.
- Explaining where and when you saw the ad. There is no need.
- Introducing new information not included in the resume. The covering letter may elaborate on information contained in the resume but should not introduce new material, unless it is of a personal nature. For example, "please note I will be relocating to Adelaide in November".
- Failing to focus on what matters to the reader. The letter should contain what the reader needs to know, not what you want to tell them. For example, you may speak 5 languages, but if it is not relevant for the job, there is no need to include this interesting fact.
- Focusing only on the 'soft' skill (personality) rather than the 'hard' (factual) ones. You should do both but mainly hard.
- Using overly formal language. For example, for your 'perusal' – it can appear stilted, depending on the role.
- Setting the document out like an old-fashioned letter. There is no need for your home address in the top right-hand corner etc. No one is posting anything.

Don't be afraid of writing a cover letter that is simple and different. Make it easier for the reader to connect your experience and their needs. Your letter can contain a short, punchy list of relevant qualifications, skills and experience. You can write simply "I can offer you:" followed by a list that reflects what the reader wants noted in the ad and/or job description.

For example:

I can offer you:

- Two years of hands-on experience serving customers at a Coles checkout and deli.
- Strong communication skills, and ability to organise and pay attention to detail
- Proficiency in Word and Excel
- First Aid Level 2 Certificate (Completed in January 2023)

Many people 'sign' the letter in a cursive font. This is far preferable than printing, signing and scanning. If you can scan your signature as a clear picture file and insert it into the letter, then use that, otherwise a cursive font is probably better than a blank unsigned space.

# CHOOSING A CAREER PATH

## An example of a cover letter:

**Alex Green**

0408 235 647 | [alex.green@gmail.com](mailto:alex.green@gmail.com) | Epping Vic 3076

4 June 2023

Ms. Samantha Chapman  
Personnel Manager, Lightning Logistics  
Via Email

Dear Ms. Chapman,

**Re: Operations Assistant, Position No: 2019/035**

I would like to apply for the position of Operations Assistant at Lightning Logistics. I have a clear understanding and appreciation of the requirements of this position. In support of my application please find attached my Resume.

In December 2022 I successfully completed a Certificate III in Transport and Distribution – Warehousing and Storage at Kangan Institute. Since finishing this course, I have been working on a short term contract as an Operations Assistant at A&S Transport Distributors. My contract comes to an end next month and I am now looking for full-time employment.

While undertaking my Victorian Certificate of Applied Learning (VCAL), I have been able to complement my studies by gaining practical experience in the workplace. I have completed a round of Structure Workplace Learning placement with the Whittlesea Transport Group. The demands of the above positions required skills, knowledge, experience and personal qualities which match those I would bring to the role, including:

- Capacity to effectively prepare paperwork and administrative tasks
- Sound skills in organising and paying attention to detail
- Problem-solving, such as handling any emergency with tact
- Ability to prepare spreadsheets detailing diverse activities.

I am a self-starter and excel at documentation, scheduling, and inventory control. I am also highly competent in the use of MS Office and QuickBooks and adapt quickly to new programs. As part of the team at Lightning Logistics, I hope to provide exceptional operations support for all your staff and executive leadership.

I would welcome the opportunity to discuss the role in more detail.

Yours sincerely,

*Alex Green*

Alex Green

# CHOOSING A CAREER PATH

## Writing a resume

Your resume provides a brief summary of your personal details and what you have done. It needs to be short, clear and accurate. Your resume, which is also known as your Curriculum Vitae (CV) is the most important document when applying for a job. It doesn't matter how qualified you are, or how much experience you have – if your resume is poorly presented or badly written, you will have problems getting the job you want – or even an interview. Taking the time to work on your resume is really important. The information below provides some tips and advice on how to make your resume the best it can be.

### What is the purpose of a resume?

Your resume is a marketing tool. It needs to demonstrate:

- That you are employable
- How you would be able to meet the job and the organisation's requirements
- That you have the right experience and skills
- That you have the right level of professionalism for the job.

### How long should your resume be?

There is no set length for a resume. A resume varies in length depending on your experience and education. If you haven't worked much before, one or two pages is best, but three pages is okay if you've got a lot of study and work behind you.

Make sure you don't provide unnecessary words or information on your resume. If your resume is only one page, as long as it's well-presented it might get better results than a two-page resume full of unnecessary information.

### How should you order your resume?

Generally, it's always good to present the information on your resume in the following order:

#### 1. Contact details:

Make sure you include your name, email address and a contact phone number on your resume. You don't have to include your home address, although sometimes employers request that you fill a separate employment form where you are asked to include your home address.

#### 2. Education:

Your educational history needs to show your educational qualifications. You always start with the highest level of education. For each qualification include the institution where you studied; the level completed and the years you took to complete the qualification (see the example of a resume on page 9). If you have more than one qualification, repeat the next highest qualification, until you include all your qualifications.

#### 3. Employment:

When providing your employment history, start with your most recent job and go backwards from there. Identify the organisation you have worked; the position title; and the dates you worked there (see the example resume on pages 9 and 10).

## CHOOSING A CAREER PATH

Under each job include a brief statement about the employer, at most two lines; your responsibilities; and one to three selected achievements.

### 4. Industry placements:

Here you include any Structured Workplace Learning placements and work experience you have undertaken. Identify the organisation you did the placement with; the role; and the period (see the example resume on the following page).

### 5. Key skills and abilities:

Your resume should include a list of skills and abilities that link your experience to the job you are applying for. If the job you are applying for was advertised, either the ad or the position description may provide a list of skills and experiences that are 'essential' for doing the job. It may also provide a list of 'desirable' skills and experience. You should respond to all the skills and experiences on the 'essential' list and as many as possible of those on the 'desirable' list.

When putting together this list, think of things you have done or learned to do as part of:

- Jobs you have done
- Your studies
- Any work placements and work experiences you have done
- Any voluntary work you have done

For examples of the kind of skills and abilities you might list, see the resume below.

If you are applying for a job where the employer did not provide a job description, research the requirements of similar jobs on the Internet and use that as a guide.

### 6. Personal qualities:

If you haven't got much work experience, a list of personal qualities can be another way to demonstrate that you are the right person for the job. Things you could include in this section might be ways you can demonstrate that you are reliable, honest, trustworthy or quick to learn new things. Check out the following page to see a few of the things that employers are commonly looking for:

[www.youthcentral.vic.gov.au/jobs-and-careers/plan-your-career/8-job-skills-you-should-have](http://www.youthcentral.vic.gov.au/jobs-and-careers/plan-your-career/8-job-skills-you-should-have)

You can include between three to five qualities, but make sure you don't include them instead of your key skills.

**7. Further qualifications:** You may include having a Victorian Driver's License; or a First Aid.

**8. IT skills:** List any proficiency you have in the use of software skills.

### 9. Referees:

Your resume should list two, or at the most, three referees. Your referee is someone who can tell the potential employer what you are like as a person and what you are like to work with. Referees should be people that you have worked with before. You need to provide the name of your referees, the title of their position, name of their company, phone number, and email. Always seek approval and gain permission from your referees to ensure that they are happy to take on this role and for you to share their contact details.

# An example of a resume

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## Alex Green

0408 235 647 | [alex.green@gmail.com](mailto:alex.green@gmail.com) | Epping Vic 3076

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## Education

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- Kangan Institute, Certificate III in Transport Distribution, 2021-2022
  - Morang High School, Year 12, 2015–2020
- 

## Employment

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### A & S TRANSPORT DISTRIBUTORS

Administration / Operations Assistant, Jan 2023 – Present

A & S Transport Distributors is a world-leading supplier of transport and logistics, transporting by air, sea and road and offers warehousing and logistics services. A&S Distributors work passionately to deliver great customer experiences and high-quality services.

**Responsibilities:** I undertook reception and general office duties, sea, air and road job registrations, freight invoicing and maintaining warehouse organisation.

**Selected achievements:** Completed all registration forms and invoicing on time.

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## Industry placements

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### WHITTLESEA TRANSPORT GROUP

Warehousing/Operations Assistant, Mar 2020 – May 2020  
Structured Workplace Learning placement

Whittlesea Transport Group offers accounting, business administration, heavy auto and fabrication.

**Responsibilities:** I was partnered with a member of the team in the loading dock and completed various tasks. These included: receiving stock in, transferring stock out, unpacking stock, placing stock in reserves, helping floor staff to find items, manual handling and providing customer service

**Selected achievements:** I learned about logistics, packing and unpacking stocks, receiving and sending out stock and what is considered when placing stock in reserve. In addition I learned about manual handling techniques, housekeeping and customer service.

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## Key skills & abilities

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- Good written and verbal communication skills
- Ability to follow instructions and be team focused
- Ability to show initiative and pay attention to detail
- Good data entry skills
- Ability to work well under pressure

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## Personal qualities

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- Willing to learn and work well
- Punctual and reliable
- Trustworthy, hardworking and quick to learn new things
- A good listener and sociable

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## Further qualifications

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- Victorian Driver's License (P2)
- First Aid Level 2 Certificate (Completed in January 2023)
- Teacher of Swimming and Water Safety (Completed in January 2022)

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## IT Skills

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Microsoft:

- Word processing
- Excel spreadsheets
- PowerPoint

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## Other Information

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I am fluent in Mandarin.

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## Referees

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Ms. Jane Lily – Principal, Morang High School  
Phone: 9879 1235  
Email: [jlily@edu.vic.gov.au](mailto:jlily@edu.vic.gov.au)

Mr. Robert Spark – Course Coordinator, South Morang TAFE  
Phone: 9467 8963  
Email: [robert.spark@smtafe.edu.au](mailto:robert.spark@smtafe.edu.au)

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# CHOOSING A CAREER PATH

## Addressing the Key Selection Criteria

Being able to respond to Key Selection Criteria (KSC) removes a major roadblock to applying for jobs. Many people miss out on a good opportunity because they don't put in the time to get their resume up to date or to adequately address the KSC.

Usually, there are two variations of KSC: a shorter 'cover letter' version and a longer version where the KSC are required to be addressed separately.

### Addressing the Key Selection Criteria: The cover letter version

Some employers list the KSC for the role but say that it is not necessary to address them in a separate document. The employer asks only for a cover letter (also known as a covering letter) and a resume. However, you should always address the criteria in the cover letter and it should be much shorter. In a cover letter version you should draw the reader's attention to the examples briefly. These examples should then be listed in more detail on your resume.

#### The structure of the Cover Letter

To write a cover letter where the KSC are provided but not required to be addressed separately, you will need to provide a list of general offerings, then a section addressing the KSC very briefly.

### Example of how to address Key Selection Criteria in a cover letter:

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**Alex Green**

0408 235 647 | [alex.green@gmail.com](mailto:alex.green@gmail.com) | Epping Vic 3076

4 June 2023

Ms. Samantha Chapman  
Personnel Manager  
Lightning Logistics  
Via Email

Dear Ms. Chapman,

**Re: Operations Assistant, Position No: 2019/035**

Thank you for the opportunity to apply for this role. I am a person with the skill, knowledge, and personal qualities which match those required by this role. My resume demonstrates that I can meet the Key Selection Criteria, including:

**Qualifications:** I successfully completed a Certificate III in Transport and Distribution – Warehousing and Storage at Kangan Institute.

**Relevant experience:** Since finishing the above course, I have been working on a short term contract as an Administration / Operations Assistant at A&S Transport Distributors where I am



## CHOOSING A CAREER PATH

undertaking, reception and general office duties, sea, air and road job registrations, freight invoicing and maintaining warehouse organisation. While completing a round of Structure Workplace Learning Placement with the Whittlesea Transport Group, I was involved in helping floor staff to find items, and providing customer service.

**Customer service skills:** At A&S Transport Distributors, where I have been working for one and half years, I have developed an excellent knowledge of the products and built a good relationship with all my customers. I listened to them to understand their needs, took time to inform them accurately, and kept them happy.

**Ability to plan and organise:** My referees will be able to confirm that I have high quality planning and organisational skills. At my current job, I always listed on paper what I wanted to accomplish for the day, rank my to-do list in order of priority, and set my break time. This allows me to remember the things I need to do, to achieve the tasks allocated to me and get the results my employer needs.

I am a self-starter and excel at documentation, scheduling, and inventory control. I am also highly competent in the use of MS Office and QuickBooks and adapt quickly to new programs. As part of the team at Lightning Logistics, I hope to provide exceptional operations support for all your staff and management.

I would welcome the opportunity to discuss the role in more detail.

Yours sincerely,

*Alex Green*

Alex Green

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### Addressing the Key Selection Criteria: The full version

Some job applications, especially for government positions, professional appointments and larger businesses, require you to address the KSC. The KSC lists the qualifications, skills and experience you need to have to get the job. It is used by the employer to shortlist applicants for the interview process. You must satisfy each one of the criteria. If you need to address the KSC, then this is likely to be the most important document in your application. KSC responses need to be accompanied by a cover letter and your resume.

To address the KSC, you will need to obtain the application package including the selection criteria from the employer. Usually you will also need to get the position description to fully understand the job requirements. Explain in writing how well you meet the essential and desirable criteria. To be considered for an interview, you need to show that you meet the essential criteria.

You need to show how you meet each criterion individually, giving specific examples of how you have used that skill or quality, when you did this, and an explanation for the result of utilising that action.

# CHOOSING A CAREER PATH

If you are addressing the KSC and do not have the required skills, qualifications or quality, don't leave it blank. Explain with examples, how you have been able to undertake similar challenges in the past and that you can quickly gain the new skill that is required.

Doing it well can take some time and thought. You need to be prepared and not leave it to the last minute. You should always include a covering letter of application along with a resume. Examples drawn on in the KSC should also be listed in your resume.

## The structure for addressing the Key Selection Criteria

### 1. Provide a context:

This should be a broad statement that you can satisfy the criteria in your own context. For example:

- Throughout my year and a half of working as an Administration/Operations Assistant, I have demonstrated my ability to deliver jobs on time. Or:
- I can draw on several examples to demonstrate my ability to ...

### 2. Provide your first example:

This should be your best example. For example:

In my role as Administration/Operations Assistant at A&S Transport Distributors, I was responsible for completing air, sea and road registrations within seven days. I developed an Excel spreadsheet to prioritise each job. This allowed me to complete all registration on time and ensure all the parties were satisfied with the outcome.

### 3. Provide another example:

This should be your next strongest, specific example. Try not to repeat two similar examples.

E.g.: Other examples of my ability to deliver jobs on time include finding items within a very short time and therefore assisting floor staff to have their orders ready within the specified time.

Ensure you check your responses and make sure you answer every part of the KSC. Ask someone else to check each criterion has been met fully. On the following page is a sample of KSC that might be used for an administration/operations assistant position, followed by examples of how to address them.

*TIP: Employers are often inundated with applications, so anything that makes reading your application easier or makes it stand out will be to your benefit. Use dot points to summarise detailed information.*

# CHOOSING A CAREER PATH

## Example of how to address Key Selection Criteria in a separate document:

Alex Green

0408 235 647 | [alex.green@gmail.com](mailto:alex.green@gmail.com) | Epping Vic 3076

### Key Selection Criteria

Operations Assistant, Position No: 2019/035

Lightning Logistics

#### Essential:

##### 1. Experience working with Microsoft Office programs including Word, Excel and Outlook

My skills in this area are well developed as my experience in an administrative capacity includes support to my supervisor and a team of three other staff.

Throughout my year and a half work history, and while completing my VCAL certificate, I have been required to utilise the range of Microsoft Office Software in completing my assignments, and the provision of administrative assistance to my supervisor and team.

This includes word processing, data entry within Excel spreadsheets on a daily basis, electronic mail-outs and assisting with document formatting. My other responsibilities include assisting with organising a Friday afternoon happy hour. I assist by contributing ideas for this event and managing content within an excel spreadsheet of beverages, nibbles and finding a venue.

##### 2. Strong organisational and problem-solving skills

As a competent Administration /Operations Assistant, I pride myself on my strong organisational and problem-solving skills. Some of the basic skills I use each day include the ability to: answer incoming calls and queries; organise office maintenance; meeting and greeting customers; track accounts; cross reference documents for information and accuracy; manage filing systems and implement electronic mail outs. This requires a high level of personal discipline, time management and ability to prioritise and manage a heavy workload.

#### Desirable:

##### 1. Ability to work in a team

I am a resourceful team player who develops good friendships with colleagues and I consider myself to be well respected by those around me. Strengths I possess include building trusting relationships and the ability to develop a connection with different staff, including those from a different cultural background.

In my current role as Administration/Operations Assistant at A&S Transport Distributors, I am responsible for the management of four staff electronic calendars. In this regard, I play a key role within the team environment and have established an excellent relationship with the staff. I am committed to being a positive contributor to this team and my performance appraisal has reflected my success in this regard.

*TIP: Try to avoid sounding 'perfect'. Although the employer wants to know you can do the job, try not to reduce your credibility saying things like 'I always contribute positively to the team'. Rather, say: 'I am committed to being a positive team member and contributor'.*

# CHOOSING A CAREER PATH

## Interview tips

You have done your job research and made your phone calls. It is now time to get ready for the interview. Below are some great ways to get ready and be confident about your upcoming job interview.

### Preparing for an interview

Learn as much as you can about the job you are applying for and what it involves. This is so you are really confident about why you are going for the position and you are aware of what is involved.

Learn something about the company by looking up their website. Doing this makes you knowledgeable about the company as a whole. Find out things like:

- What does the company produce or what services do they deliver?
- Do they have different departments and what do they do?
- Have an idea of where the company is situated.

Be prepared to show the employer how they can benefit from hiring you. Here you basically need to sell yourself and your abilities. An employer is not going to hire someone who is unsure about what they can do. Be confident and enthusiastic about the job you are going for.

Prepare a list of questions you can ask at the end of the interview. This shows that you are interested in the position and want to know more. You may want to ask questions specific to the job you are going for and/or clarify anything you did not understand, like how your job fits into the company as a whole etc.

Always arrive about 15 minutes before your interview time. This will show your potential employer that you are organised and eager. You do not want to be late or look rushed for an interview. On the other hand, don't be too early either.

### Your appearance at an interview

The way you look at an interview can often help an employer decide whether they want to hire you or not.

#### DO:

- ✓ **Plan what you are going to wear the night before your interview.** This will give you the time to carefully choose what you are going to wear. Ask a family member for their opinion.
- ✓ **Be careful with your choice of clothing.** You want the employer to focus on what you are saying, not on what you are wearing. Be conservative in what you wear, particularly the colours you choose. Don't be adventurous in what you choose to wear for an interview.
- ✓ **Be well groomed.** You need to be neat and tidy in all areas of your appearance, including hair, clothes and body odour.

## CHOOSING A CAREER PATH

- ✓ **Organise your trip well before leaving.** Make sure you check bus/train timetables or a Street Directory the day before, so you know exactly when and where you are going. If you can do a practice run to the company, even a day before the interview, that's a bonus. It saves time in getting lost on the actual interview day.

### DON'T:

- ✗ Chew Gum
- ✗ Have the smell of smoke on your breath or clothing
- ✗ Be negative about any aspect of the company, for example about employers past or present, required work or working hours.

*Handy Hint: Employers hire on 65% attitude and 35% skill. This means that even though you may not have exactly what is needed for the job, if your body language and behaviour shows that you are enthusiastic and eager to learn, you will probably find yourself employed quicker than you think.*

### Commonly asked interview questions

Practice answering the questions below. They will help you to be prepared for your interview.

- Tell us a bit about yourself
- What made you apply for this job?
- Why do you think you want to work here?
- What skills or knowledge do you have that relate to this area?
- How well do you work under pressure?
- What do you know about this job?
- How do you think you work as part of a team?
- Why did you leave school?
- What do you expect from this job?
- When are you available to start work?
- Why should we hire you?
- How would you describe yourself as an employee?

Be positive in all your answers. Don't recall negative experiences of school or work, even if you were asked to leave. Below is an example:

"School is not the place for me to be at this point. I believe I would be performing far better in the workplace because I am a really hard worker and this is where I want to be."

*Handy hint: Practice your speech and body language in front of the mirror so you know how you look to others.*

## CHOOSING A CAREER PATH

### What to do during the interview

- **Introduce yourself** to the interviewer(s) and shake hands if appropriate in the situation.
- **Sit** only when asked to.
- **Be relaxed** but not too relaxed. Look alert and interested in what's going on around you.
- **Avoid being over familiar** with the interviewer(s).
- Make sure you **maintain eye contact** with your interviewer(s). Where possible, look at all the interviewers while answering questions.
- **Answer questions clearly and to the point.** Be sure not to speak for too long.
- **Never interrupt the interviewer** before they finish asking the question.
- **Ensure your body language displays confidence.** Little things like sitting up straight, smiling, not fidgeting and looking at the people you are speaking to, are always looked upon favourably by an employer.
- **Organise to contact the employer** in a few days regarding the job.
- Always **thank the interviewers** for their time and tell them how you look forward to hearing from them. Shake their hands at the end if appropriate in the situation.

If there are no jobs available, on your next point of contact:

- Mention your interest in part time jobs.
- Ask them if they know of any other places that are looking for employees.
- Ask for feedback as to why you didn't get the job. This may assist you to improve for your next interview.

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

This section of the Guide provides information on employment organisations and services that can assist you to develop your skills and experience and help you to find employment, or assist you in pursuing an apprenticeship or traineeship.

## Services Australia

Services Australia provides various services to people at different stages of their life through Medicare, Centrelink and Child Support programs.

The links below are relevant to young people who are seeking assistance with studying, looking for work and undertaking a traineeship or apprenticeship.

### Services Australia – Youth Allowance

<http://www.servicesaustralia.gov.au/individuals/services/centrelink/youth-allowance>

### Services Australia – Payments for students, trainees or Australian Apprentices

<http://www.servicesaustralia.gov.au/individuals/students-and-trainees>

### Services Australia – Payment and Service Finder

<http://www.servicesaustralia.gov.au/individuals/topics/payment-and-service-finder/28656>

### Services Australia – Phone us (Information for Medicare, Centrelink, or Child Support)

<http://www.servicesaustralia.gov.au/individuals/contact-us/phone-us>

## Services Australia Service Centres

Listed below are Service Centres in and around the City of Whittlesea:

### Broadmeadows Service Centre

16-22 Pearcedale Parade  
Broadmeadows VIC 3047  
Hours: 8.30 am - 4.30 pm

### Darebin Service Centre

251 Murray Road  
Preston VIC 3072  
Hours: 8.30 am - 4.30 pm

### Epping Service Centre

Shop 10, 560 High Street  
Epping VIC 3076  
Hours: 8.30 am - 4.30 pm

### Greensborough Service Centre

16-20 Grimshaw Street  
Greensborough VIC 3088  
Hours: 8.30 am - 4.30 pm

### Heidelberg Service Centre

21 Yarra Street  
Heidelberg VIC 3084  
Hours: 8.30 am - 4.30 pm

## Employment support programs

A number of programs and services are available to help young people find meaningful, paid casual, part-time or full-time employment. In this section you will find more details about each of these programs and the services you can contact for support and more information.

### Brotherhood of St Laurence – Given the Chance

Given the Chance is a Brotherhood of St Laurence (BSL) social enterprise supporting disadvantaged job seekers into paid employment by partnering with a variety of business across different industries. Given the Chance provides training and targeted placement in sectors as diverse as major projects and infrastructure, banking and finance, health care, call centres, administration, and aged care.

For more information, watch <http://www.bsl.org.au/services/getting-a-job/given-the-chance/>

#### Contact:

Ph: 0427 258 521

Email: [GTCrecruitment@bsl.org.au](mailto:GTCrecruitment@bsl.org.au)

Web: <https://giventhechance.bsl.org.au>

Current opportunities: <http://giventhechance.bsl.org.au/i-am-looking-for-work/current-vacancies/>

### Workforce Australia

Workforce Australia is the employment service delivered by the Department of Employment and Workplace Relations. Workforce Australia includes a new online service and a network of providers to deliver personalised support. Workforce Australia helps Australians find and keep a job, change jobs or create their own job.

Visit: [www.workforceaustralia.gov.au](http://www.workforceaustralia.gov.au)

#### Your local Workforce Australia providers:

##### AMES Australia

Suite 4  
763 High Street, Epping  
Phone: 8644 6165

##### Sarina Russo Job Access

Suite B  
748 - 760 High St, Epping  
Phone: 13 15 59

##### SYC

769 High Street  
Epping  
Phone: 8405 7400

##### SYC

Whittlesea (Outreach)  
Phone: 8405 7400

##### WCIG

25 Miller St, Epping  
Phone: 9689 3437

### Job Jumpstart

Job Jumpstart is a career site for young people with resources and activities, practical tips to help you tailor your job search to employers you want to work for.

Visit: <http://www.jobjumpstart.gov.au>



## Enhanced Support for School Leavers

Delivered by the National Careers Institute, the Enhanced Support for School Leavers measure is for school leavers aged 15-24 years old. It provides you with access to information about your current and future education, training and work pathways. It includes the:

**School Leavers Information Kit (SLIK)** - Designed to help you navigate the many options including education, training and employment that are available to you to commence your career and to assist you in choosing the right one for you. [Download the kit here.](#)

**School Leavers Information Service** - If you are looking for career guidance this is the service for you. Our information officers will help you to navigate the SLIK, access and use the Your Career website and tools, and find relevant support services if needed. You can also book in for a free, 45-minute personalised career guidance session with a qualified career practitioner. Our career practitioners can assist you with matters such as career planning and management, training and studying, and looking for work.

To speak to an information officer or book your free session with a qualified career practitioner, call 1800 CAREER (1800 227 337) or SMS 'SLIS2021' to 0429 009 435.

Note: this is a free service, however minimal call/text costs may apply.

For more information, visit [yourcareer.gov.au](http://yourcareer.gov.au).

## Transition to Work with AGA

Looking to take on the world of work after graduation and need some assistance in exploring further education/training options? AGA's Transition to Work is a free service that supports people aged 15-24 into work (including apprenticeships and training) or further education.

What we do for you:

- Help get you job ready (developing interview skills/application support)
- Identify your skills and strengths/building your knowledge
- Give you access to free professional training (tickets and licensing)
- Help setting career goals, and pathways to reaching them
- Flexible employment coaching and mentoring. You can come to us or we can meet you in the community
- Help enrolling in education or training
- Match you to local employment opportunities
- Support to access relevant local services

This is an exciting opportunity to gain a head start after completing school. Contact us to find out more about the great things we can do for you (including if you are eligible).

### Contact:

**Natasha Gnacinski or Carla Harrison**

Phone: 1300 000 AGA (1300 000 242)

Email: [ttw@aga.com.au](mailto:ttw@aga.com.au)

Website: [aga.com.au/transition-to-work](http://aga.com.au/transition-to-work)

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## Selfstart

Selfstart offers information about the first steps for people who would like to start their own business. Visit: <http://jobsearch.gov.au/selfstart>

## Skills and Jobs Centres

If you are looking to train or re-skill, Skills and Jobs Centres provide advice on training and employment opportunities. These one-stop-shops offer a range of support services for individuals and businesses.

TAFEs are the key hubs for all the Skills and Jobs Centres, ensuring that the centres are tailored to meet the needs of their local communities and industries.

Though the individual Centres are locally focused, they are also connected, meaning your local Skills and Jobs Centre is able to link you into the Centre or TAFE that best suits your particular training needs.

The Centres also work across a broad range of industries so that all employers and firms can benefit from their local Centre's work.

### What services will they provide?

Skills and Jobs Centres offer advice and a range of services including:

- Apprenticeship and traineeship advice
- Referral to additional service providers offering welfare support and financial advice
- Job search skills and resume preparation assistance
- Assistance to identify existing skills with the opportunity to formalise these through Recognition of Prior Learning (RPL)
- Access to information on employment trends, industry areas with skills shortages and employment opportunities
- Assistance with career and training plans, identifying training qualifications that could be undertaken to make a successful career transition.

### The following skills and job centres offer advice and a range of services:

#### Kangan Institute

Broadmeadows Campus

Building A, Pearcedale Parade, Broadmeadows

Phone: 1300 100 606

Email: [skills&jobscentre@kangan.edu.au](mailto:skills&jobscentre@kangan.edu.au)

Web: [skillsandjobs.com.au](http://skillsandjobs.com.au)

#### Melbourne Polytechnic

Preston campus, Library, Building C,

77 St Georges Rd, Preston VIC 3072

Phone: 03 9269 8400

<http://www.melbournepolytechnic.edu.au/locations/skills-and-jobs-centre/>

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## **RMIT University**

Carlton Campus

Building 70, level 1, 45 Cardigan street, Carlton, 3053

Phone: 9925 2552

Mobile: 0418 465 633

Email: [sajc@rmit.edu.au](mailto:sajc@rmit.edu.au)

Web: [www.rmit.edu.au/students/work-study-opportunities/jobs-and-career-advice/rmit-skills-and-jobs-centre](http://www.rmit.edu.au/students/work-study-opportunities/jobs-and-career-advice/rmit-skills-and-jobs-centre)

## **Supporting Women in Trades**

### **Women in Construction - Building Futures**

Imagine working on a new bridge designed to cut commuter travel times, a high-rise building that will transform a city skyline, or a new hospital for a community in need. Building and construction is one of the most important and fast-growing industries in Australia. Whether you like making things with your hands, are good at STEM, have a creative side or see yourself leading a team, a career in building and construction can take you places.

Building Futures is a Victorian Government-backed initiative working to empower women, employers, parents & educators. The Women in Construction team can help navigate the industry with information on training, apprenticeships and pathways.

Reach out to one of our advisors at: <https://womeninconstruction.com.au/contact/>

### **SheForce**

SheForce is the first female-led recruitment and labour hire social enterprise in the construction industry, empowering women in male-dominated industries. Our purpose is to establish a path for equality and diversity as we dedicate our efforts to finding job security for women and minorities and support them as they navigate a career within the industry.

#### **Contact:**

Sally Caruana

Ph: 0410 419 604

Email: [sally@sheforce.com.au](mailto:sally@sheforce.com.au)

Website: <https://www.sheforce.com.au/>

### **Finding a manufacturing apprenticeship with AMWU**

The Australian Manufacturing Worker's Union (AMWU) supports school-leavers in finding a manufacturing apprenticeship. Furthermore, with women currently making up just 2% of Victoria's manufacturing industry, we have a dedicated project to supporting female students who would like to pursue a career in manufacturing.

For help in finding an apprenticeship, contact:

Courteney Munn – AMWU Organiser

[courteney.munn@amwu.org.au](mailto:courteney.munn@amwu.org.au)

### Disability Employment Services (DES) Providers

Disability Employment Services (DES) providers include Disability Management Services and Disability Employment Support Services. They connect people with disability to prospective employers. DES providers work directly with people with disability to help them become 'job ready'.

Disability Management Services are for people who have a disability, illness or injury who need occasional support to find and keep a job.

Disability Employment Support Services are for people who have a permanent disability, illness or injury. It gives you long-term, regular ongoing support to find and keep a job.

You can search for DES providers near you at the Jobsearch website:

<https://www.jobaccess.gov.au/find-a-provider>

### Apprenticeships

An Australian Apprenticeship, commonly known as an apprenticeship or traineeship, is a learning pathway that combines paid on-the-job training and formal study with a Registered Training Organisation. They offer you the opportunity to study and earn an income while gaining a nationally recognised qualification, and they can be done full-time or part-time.

### Apprenticeship Support Australia

Interested in a hands-on career pathway or an earn and learn gap year? Maybe you are interested in a School Based Apprenticeship? We offer free career consultations to provide you with all the information you need when choosing an apprenticeship or traineeship. The Apprenticeship Support Australia team will also provide you with ongoing tailored support and assistance to ensure your journey runs smoothly.

#### **Contact:**

Level 3, 150 Collins St, Melbourne 3000

Ph: 1300 363 831

Email: [info@apprenticeshipsupport.com.au](mailto:info@apprenticeshipsupport.com.au)

Web: [www.apprenticeshipsupport.com.au](http://www.apprenticeshipsupport.com.au)

### Australian Apprenticeship Support Network

#### **What are Australian Apprenticeship Support Network (AASN) Providers?**

AASN Providers help individuals to find an apprenticeship or suitable training pathway, stay in training and complete an apprenticeship or traineeship.

#### **How will AASN Providers help me get an apprenticeship?**

An AASN Provider can provide individualised testing, streaming and matching services to help you select the apprenticeship, occupation or training pathway that is most suited to you. These services will work to ensure you are well-suited to an Australian Apprenticeship and are the "right fit" for the job.

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

AASN Providers can also help match you to an employer, support you during the sign up to the training contract and assess your eligibility for Australian Government incentives and Trade Support Loans.

### How will an AASN provider help me stay in training?

AASN providers will be a source of information and advice on matters relating to your apprenticeship. AASN Providers will work with apprentices and employers to identify the right training, so you get the skills you need for your job. They will engage with State Training Authorities to help manage administration of apprenticeship arrangements through to completion, including training contract and training plan approvals.

You will be regularly contacted by your AASN provider as your Australian Apprenticeship progresses, and you can contact your provider any time you need help. An AASN Providers focus is on supporting apprentices and employers to complete the apprenticeship.

### How will my AASN provider help me complete my apprenticeship?

AASN Providers offer targeted support services to provide more intensive support or advice that you may need to complete your apprenticeship, such as mentoring. They will engage with State Training Authorities to arrange completion of your apprenticeship and make sure you have the papers you need to prove you are qualified in your chosen trade or occupation.

### Who can access an AASN Provider?

Anyone can access an AASN Provider, they offer servicing nationwide. AASN Providers will support both new and existing apprentices as well as those deciding on a career pathway. Your AASN Provider will facilitate your apprenticeship sign-up between yourself and your employer, and lodge your Training Contract with the State Training Authority.

### Where can I find out more?

For more information, or to learn about AASN providers in your area, call 1800 020 108 or go to [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au).

### Local Australian Apprenticeship Support Network (AASN) providers:

#### Apprenticeship Support Australia

Level 3, 150 Collins Street  
Melbourne Vic 3000  
Ph. 1300 363 831  
[apprenticeships@victorianchamber.com.au](mailto:apprenticeships@victorianchamber.com.au)  
<http://www.apprenticeshipsupport.com.au>

#### MEGT

Melbourne Polytechnic Epping Campus  
Building A Room EA-149  
Cnr Cooper St & Dalton Rd, Epping 3076  
Ph. 03 9219 8333 or 13 6348  
Email: [anpinfo@megt.com.au](mailto:anpinfo@megt.com.au)  
[www.megt.com.au](http://www.megt.com.au)

#### MAS National

Epping Community Services Hub  
713 High St, Epping Vic 3076  
Ph. Gillian Anderson on 1300 627 628  
[info@masnational.com.au](mailto:info@masnational.com.au)  
[www.masnational.com.au](http://www.masnational.com.au)

#### Sarina Russo Apprenticeships

Ground floor, 219 Johnston st  
Fitzroy VIC 3065  
Ph. 13 15 59  
[webquery@sarinarusso.com.au](mailto:webquery@sarinarusso.com.au)  
[www.sarinarusso.com](http://www.sarinarusso.com)

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## MEGT (Australia) Ltd

If you're thinking about the future and want to give your career a kickstart, an apprenticeship or traineeship is a great way to get real skills for a real career. As an apprentice or trainee, you get the benefit of structured and relevant competency-based training which teaches skills you can use straight away. You'll also be getting paid while you complete your training, as well as gaining valuable on-the-job experience.

Once you've completed your apprenticeship or traineeship, you'll have the expertise, experience and qualifications you need to take the next step in your career or to further your education.

Benefits of becoming an apprentice or trainee include:

- EARN while you learn both on-the-job and at TAFE or trade school
- GAIN fundamental skills you'll use long after you're qualified
- CHOOSE from a wide range of qualifications across all industries
- ACCESS potentially qualify for government financial support
- BENEFIT from personalised mentoring support throughout your training

### Need help to find an apprenticeship or traineeship?

Register for MEGT's Career Hub to access all the tools and assistance you need to take the next step in your career. Explore and apply for apprenticeship and traineeship vacancies, complete a skills assessment and the MEGT Career Quiz to find the career that's right for you. You can even download free resume and cover letter templates.

If you'd prefer to speak to a real person, our Career Hub team is here to help. You can also chat to a Career and Recruitment consultant about your options and any questions you might have about becoming an apprentice or trainee.

Ready to get started? We're here to help! To register for Career Hub, visit:

[www.megt.com.au/about-us/services/career-hub-apprentices-and-trainees](http://www.megt.com.au/about-us/services/career-hub-apprentices-and-trainees)

or contact our Career Hub team by emailing: [careerhub@megt.com.au](mailto:careerhub@megt.com.au) or call 1300 562 482.

## MAS National

Mas National together with our partners AGA, G-Force Solutions, CEG and MRAEL are proud to provide Australian Apprenticeship Support Network (AASN) services, as well as free one on one tailored career advice for job and career pathway seekers.

We are passionate and committed to supporting more apprentices to enrol and train for rewarding careers.

### Contact:

MAS Epping  
713 High Street  
Epping Victoria 3076  
Phone: 1300 627 628

### Sarina Russo Apprenticeships

Gain initiatives to upskill and train for the jobs of today and tomorrow through apprenticeships & traineeships.

We're here to support you through your entire apprenticeship and can help you:

- Choose a career path which suits your skills and interests
- Find the right qualification and training provider and lodge any paperwork
- Manage government incentives
- Stay on track with the right mentoring and support to complete your apprenticeship

#### **Contact:**

219 Johnson St, Fitzroy VIC 3065

Opening hours: Monday - Friday, 8:30am - 5:00 PM

Phone: 13 15 59

Email: [webquery@sarinarusso.com.au](mailto:webquery@sarinarusso.com.au)

[www.sarinarusso.com](http://www.sarinarusso.com)

### Group Training Organisations

A group training organisation (GTO) is a labour hire provider that employs apprentices and trainees. A GTO will find suitable 'host' opportunities for each apprentice or trainee and is responsible for ensuring that apprentices and trainees receive suitable work and training.

### Ai Group Apprentice & Trainee Centre

Ai Group Apprentice & Trainee Centre is a Quality Approved Training Company owned and operated by Australia's leading employer association, the Australian Industry Group.

Ai Group ATC work with Some of Australia leading companies and can help you kick start your career in an apprenticeship.

Ai apprentices are supported throughout their apprenticeship to ensure you get the most out of it.

#### **What kind of jobs do these apprenticeships lead to?**

- Electronics Technician
- Electrician-Industrial
- Fitter/Machinist
- Maintenance Fitter/Mechatronics
- Heavy Fabrication (Boilermaker)
- Light Fabrication (Sheet Metal Worker)
- Air conditioning/Refrigeration Mechanic

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## What's in it for you?

- Earn a full time income while learning on real jobs alongside experienced tradespeople
- 'Off-the-job' training at a recognised Registered Training Organisation (RTO)
- RTO fees paid by Ai Group ATC
- Nationally recognised qualification on completion of your apprenticeship
- Personal development and leadership opportunities
- All PPE work clothes, safety boots and safety kit will be supplied by Ai Group ATC
- Ongoing mentoring and support from experienced Employment and Training Consultants
- Ai Group apprentices are encouraged to achieve the highest possible technical and personal development while with Ai Group Apprentice Trainee Centre
- Ai apprentices are in demand for their unique combination of technical skills.

### Contact:

Phone: 03 9867 0154

Email: [atcrecruitment@aigroup.com.au](mailto:atcrecruitment@aigroup.com.au)

Website: <https://www.aigroupapprentices.com.au/>

## Skillinvest

Skillinvest is a provider of employment, education and training services throughout Victoria. Skillinvest also incorporates Longerenong College, one of Australia's foremost institutions specialising in agricultural vocational education and training. Longerenong College offers a range of courses ranging from Certificate II in Agriculture through to an Advanced Diploma of Agribusiness Management. Depending on the course, full and part time options for face-to-face study may be available, as well as apprenticeship and online options.

Skillinvest employs apprentices and trainees, both full-time and school-based, and places them with a host employer to undertake workplace training. As a Registered Training Organisation, the organisation provides a structured learning aspect either by on-the-job assessment or attending study blocks at trade school.

Skillinvest employs apprentices and trainees across many industries, including:

- Automotive (light, heavy, mobile plant, agriculture, small engine etc.)
- Business
- Carpentry
- Civil construction
- Commercial cookery
- Disability services
- Electrical
- Engineering
- Landscape construction
- Plumbing
- Parks and gardens
- Sports turf management

### Contact:

Phone: 1300 135 008

Website: [www.skillinvest.com.au](http://www.skillinvest.com.au)

Facebook: [www.facebook.com/skillinvestvic](http://www.facebook.com/skillinvestvic)



## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

### Training Checklist for young people

The following checklist is a really useful resource that can help young people and their families or support people to ensure the best outcome when choosing a training course.

Answer all of these questions before:

- Choosing a training course
- Advising someone on a course and/or
- Enrolling in one

Things to consider	Find out the following:	✓
<b>The training provider must be registered to deliver the course they are providing.</b>	Is the training provider registered and by which authority? Ask for the training provider's registration number, scope (what they are offering) and keep for your records.  Information about Registered Training Organisations (RTOs), Training Packages accredited courses and qualifications can be accessed at <a href="http://www.training.gov.au">www.training.gov.au</a> or <a href="http://www.vrqa.vic.gov.au/StateRegister/Search.aspx/Search">www.vrqa.vic.gov.au/StateRegister/Search.aspx/Search</a> or go to <a href="http://www.dese.gov.au">www.dese.gov.au</a> .	<input type="checkbox"/>
<b>Make sure the qualification is nationally recognised.</b>	Is the qualification nationally accredited? For further information visit <a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>	<input type="checkbox"/>
	Does the person delivering training hold a TAE 40110 AND the appropriate industry accredited qualification?	<input type="checkbox"/>
<b>Check if you require a specific license for this occupation.</b>	Will I need a license to practice this occupation? For further information on licensing requirements visit: <a href="https://www.worksafe.vic.gov.au/resources/certification-licensing-and-qualifications-checklist">https://www.worksafe.vic.gov.au/resources/certification-licensing-and-qualifications-checklist</a>	<input type="checkbox"/>
<b>Check with the training provider what knowledge and skills the course will provide.</b>	Obtain a list of course competencies (skills and knowledge)	<input type="checkbox"/>
	Is there Recognition for Prior Learning (RPL) into higher courses or complimentary studies?	<input type="checkbox"/>
	Does this qualification provide articulation into any Tertiary qualifications?	<input type="checkbox"/>
	What employment options will this training lead to and what are the real job prospects on completion? (Ask for examples and evidence).	<input type="checkbox"/>
	Are there any other requirements in addition to training to obtain a job in the related area?	<input type="checkbox"/>
	Does the training provider assist in finding employment for students upon completion of the course? Not a necessity but this can influence the choice of course and provider.	<input type="checkbox"/>

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

### Training Checklist for young people (continued)

Things to consider	Find out the following:	✓
<p><b>Make sure the training is not affecting future studies.</b></p>	<p>Will this course affect further study options in the future? Ask for a written explanation (or chart) so you can easily see the implications, if any, this course has on your future study selections.</p>	<input type="checkbox"/>
	<p>Does this training preclude students from undertaking a traineeship/Apprenticeship in a related field or any other field?</p>	<input type="checkbox"/>
<p><b>Shop around for a course and training provider that meets your needs.</b></p> <p><i>(Continued over page...)</i></p>	<p>I have been told that there are no up front costs? Does this mean I am using a VET Student Loan? If so, when do I have to pay this back and will it be with interest?</p>	<input type="checkbox"/>
	<p>How many times can I use this loan? When does the full amount of the loan apply: when I start my course or when I finish my course?</p>	<input type="checkbox"/>
	<p>What if I do not finish – what is my debt?</p>	<input type="checkbox"/>
	<p>Is my “kit” included in these fees? (<a href="http://studyassist.gov.au">http://studyassist.gov.au</a> is a good web-site to check. Remember: <b>VET Student Loans must be paid back – they are NOT FREE!</b>)</p>	<input type="checkbox"/>
	<p>What resources are provided as part of the course fee and what will students need to provide themselves? If undertaking tuition that requires a kit e.g. Hairdressing, Automotive, Engineering, Hospitality, Beauty etc., are students allowed to buy their own kits rather than the one provided by the course? <b>Students can often buy the kits at a cheaper rate from wholesalers.</b></p>	<input type="checkbox"/>
	<p>What is the breakdown of costs? (Including final total cost of training and any additional fees on top of stated tuition)</p>	<input type="checkbox"/>
	<p>What is the training provider refund policy? Obtain a copy of the refund policy and make sure you understand the details. <b>Will I still incur a debt?</b></p>	<input type="checkbox"/>
	<p>How will the course be delivered? (E.g. part time, full time, online, onsite, classroom). What support is available if online?</p>	<input type="checkbox"/>
	<p>Ask whether training and/or assessment will be undertaken in a real workplace. If a simulated environment is to be used to replicate a workplace, consider how realistic the environment is. <b>This may be critical when applying for a job or credit transfer.</b></p>	<input type="checkbox"/>

## Training Checklist for young people (continued)

Things to consider	Find out the following:	✓
<p><b>Shop around for a course and training provider that meets your needs.</b></p> <p><i>(Continued from previous page...)</i></p>	<p>What are the hours of attendance and total hours of course delivery? Check this against nominal hours recommended on <a href="http://www.training.gov.au">www.training.gov.au</a>. (<b>Beware</b> of courses that offer low hours as these are often not recognised by relevant industries or employers. In most cases if you start at a higher qualification – you cannot then study something later at a lower qualification. If unsure start at the lower qualification and work up to the Diploma.)</p>	<input type="checkbox"/>
	<p>Is there flexibility in the course delivery? (E.g. early completion)</p>	<input type="checkbox"/>
	<p>Ask about the timetable, location of the training and assessments. How and where students are assessed? When are the certificates awarded to students? Does the certificate list the competencies? Is a Diploma a nationally recognised <b>full</b> qualification or does the term "Diploma" relate to the organisations own in-house recognition. (Sometimes organisations blend qualifications that are combinations of various certificates but are not a <b>full nationally accredited qualification</b> in their entirety). <b>Very important to check this.</b></p>	<input type="checkbox"/>
	<p>Does the training provider provide any support services to students with non-English speaking backgrounds, disability aid, indigenous and/or financial assistance?</p>	<input type="checkbox"/>
	<p>Obtain feedback to gain insight from past students on the quality of training and if it assisted them in finding appropriate employment. (Check on-line forums like Whirlpool and others)</p>	<input type="checkbox"/>
<p><b>Be cautious about paying large sums of money up-front.</b></p>	<p>Before making any up-front payments or signing any documents for VET Student Loans, students should make sure the training provider is registered and the course offered meets their needs.</p>	<input type="checkbox"/>
	<p>Compare training charges for the course to other institutions. Does it seem right?</p>	<input type="checkbox"/>
	<p>Ask for a receipt on payment, check that it is correct and keep it in a safe place.</p>	<input type="checkbox"/>
	<p>Students may qualify for government subsidies (e.g. if holder of a Health Care/ Disability/VET affairs card). Check if you are eligible.</p>	<input type="checkbox"/>

## Training Checklist for young people (continued)

Things to consider	Find out the following:	✓
<b>Read the contract.</b>	Read the contract/enrolment form carefully <b>before</b> signing or paying any money.	<input type="checkbox"/>
	Ask the training provider to explain items you are unsure of and discuss the conditions of enrolment with family, friends, colleagues or teachers to clarify.	<input type="checkbox"/>
	Ensure you understand and agree with any cancellation and refund conditions.	<input type="checkbox"/>
	Do not commit to anything over the telephone.	<input type="checkbox"/>
	Remember, training is NOT free.	<input type="checkbox"/>

### Disclaimer:

This training checklist is produced by the Hume Whittlesea Local Learning and Employment Network (HWLLEN) which has used every effort to provide a guide that will assist training consumers to protect themselves. HWLLEN, however, takes no responsibility for any problems consumers may encounter with their training provider despite them following the recommendations on this checklist.

This document has been adapted from the DE&T QLD Government and the Outer Eastern Local Learning & Employment Network (OELLEN) checklist.

A copy of this Checklist can be downloaded from the Resources section of the HWLLEN website ([www.hwllen.com.au](http://www.hwllen.com.au)).

It's important to understand your workplace rights in regards to pay and conditions, health and safety and workplace bullying. There are rules about what people are entitled to, including the hours you work and how often you can have a break. These rules can be set out in different places such as an award, registered agreement, or an employment contract, however the minimum entitlements are set out in the National Employment Standards (NES) and awards. In this section you will find information about your rights and the organisations who can support you if you need advice or help.

# DO YOU KNOW YOUR RIGHTS IN THE WORKPLACE?

## Awards, Conditions and Pay Rates

Employers must provide their employees with at least the minimum entitlements for wages and conditions of employment. These entitlements are most often found in enterprise agreements or awards. Awards are legal documents that contain the minimum pay rates and conditions of employment, such as the number of working hours and annual leave entitlements. Enterprise Agreements, negotiated between a business and its employees, set out the terms and conditions for employees that it covers.

If an employee is not covered by either an award or enterprise agreement, they are entitled to receive the minimum wage and conditions as set out in the national minimum wage and the National Employment Standards.

**If you have an enquiry or dispute about an award or enterprise agreement you can contact the Fair Work Commission:**

Phone: 1300 799 675

Website: [www.fwc.gov.au](http://www.fwc.gov.au)

**If you have an enquiry about your rate of pay or your entitlement, you can contact the Fair Work Ombudsman:**

Phone: 13 13 94

Website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

## Discrimination

The role of the Victorian Equal Opportunity and Human Rights Commission is to protect and promote human rights in Victoria. They provide information about Victoria's equal opportunity and human rights laws and can help resolve complaints about discrimination, sexual harassment, victimisation, racial and religious vilification, and change or suppression practices.

**Contact:**

Phone: 1300 292 153

Email: [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)

Website: <https://www.humanrights.vic.gov.au/>

## JobWatch

JobWatch is an independent, not-for-profit employment rights community legal centre supporting over 16,000 workers every year with their rights at work. Their free Telephone Information Service provides legal information and referrals for handling tricky situations at work - from questionable job ads, discrimination and harassment in the workplace, through to underpayments and dismissals.

**Contact:**

Phone: 9662 1933

Email: [jobwatch@jobwatch.org.au](mailto:jobwatch@jobwatch.org.au)

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

# DO YOU KNOW YOUR RIGHTS IN THE WORKPLACE?

## Unions

A union is a powerful organisation that protects the rights of workers in an industry and gives support to people who are being treated unfairly in their workplace. One of the most important roles of a union is to ensure the health and safety of workplaces by calling out poor working conditions, advocating the rights and interests of workers and ultimately working together, with employees, to create a safer working environment for everyone. Unions help to give people a stronger voice at work, so they can receive the treatment they deserve from their employer.

Entering the world of work can be an exciting and largely beneficial experience that allows you to connect with new people, do things you're passionate about and supplies a wage that allows you to pay your rent or fill up your car. However, sometimes the workplace can be a difficult environment to thrive in. You may be vulnerable to unfair treatment by employers, company policies and even other workers. This could include being underpaid, unjustly fired, discriminated against or bullied at work.

Joining a union gives you more power and say in your working conditions and strengthens your ability to fight back against unfair treatment, while protecting your safety and job security. Unions can represent a group of workers and negotiate with employers. This gives you more support when you have problems at work, or if you are negotiating for better working conditions or higher pay. The union movement is also engaged in community and political campaigns that impact their members' lives to make our society a better place.

More information about unions can be found here:

<https://www.australianunions.org.au/about-unions/>

All workers in Australia – part-time, full-time, casual, temporary, apprentice, trainee or contract – can join a union. To find the union for your job visit:

<https://www.australianunions.org.au/campaigns/for-the-workers/>

The union that you should join will depend on which field of work you get into. For more information about unions that represent apprentices visit the links below:

- Engineers, fitters, welders, automotive, print: [https://www.amwu.org.au/join\\_us](https://www.amwu.org.au/join_us)
- Construction: <https://vic.cfmeu.org/join>
- Electricians: [https://www.etuvic.com.au/ETUV/Membership/Join/oo\\_Intro.aspx](https://www.etuvic.com.au/ETUV/Membership/Join/oo_Intro.aspx)
- Plumbers: <https://www.ppteu.asn.au/members/join-the-ppteu>
- Hairdressers: <https://hairstylistsaustralia.com.au/members/join>

## School Leavers

For school leavers, [Worksite for schools](https://worksite.australianunions.org.au/) is your place to find out about first jobs, rights at work and the role of unions in Australia. Visit: <https://worksite.australianunions.org.au/>

You can also reach out to the **Young Workers Centre** which provides employment advice and assistance to young workers, aged 30 and under in Victoria:

<https://www.youngworkers.org.au/>

# DO YOU KNOW YOUR RIGHTS IN THE WORKPLACE?

## **Contact:**

The Australian Unions Support Centre

<https://www.australianunions.org.au/contact-australian-unions/>

Ph: 1300 486 466 (Monday – Friday 9am – 6.30 pm AEST)

SMS: 0488 811 312 (text only, please do not call this number)

or write to us via our webform or email: [info@australianunions.org.au](mailto:info@australianunions.org.au)

## Unfair Dismissal

Unfair dismissal is when an employee is dismissed from their job in a harsh, unjust or unreasonable manner.

If you think you have been unfairly dismissed, you can contact the Fair Work Commission to see if you are eligible to apply for unfair dismissal.

You must contact the Commission as soon as possible, as employees have to apply within 21 days of the dismissal taking effect.

The Commission has information in making an unfair dismissal application on their website.

Visit: <https://www.fwc.gov.au/job-loss-or-dismissal/unfair-dismissal>

## **Contact:**

Email: [melbourne@fwc.gov.au](mailto:melbourne@fwc.gov.au)

Website: [www.fwc.gov.au](http://www.fwc.gov.au)

Telephone: 1300 799 675

## Superannuation

All employers in Australia must receive superannuation except:

- Employees under 18 years old who work less than 30 hours per week
- Employees who are paid less than \$450 (before tax) within any calendar month
- Employees over 70 years old
- Employees who do domestic work less than 30 hours per week.

There are also other groups of employees who are not covered.

If you have never signed a form to join a super fund, and you are eligible to get super, the Australian Taxation Office (ATO) can get the money you're owed, or it can get the employer to start to pay it.

## **Contact:**

Phone: 1300 300 273

## YOUR EDUCATION AND TRAINING OPTIONS

After secondary school, students have many options for continuing their education, which may include attending a TAFE institute, a University or a private training organisation. In addition, Community Learning Centres offer social, educational, recreational and support activities.

### Trade Training Centres

#### Central Ranges Trade Training Centre (CRTTC)

Central Ranges Trade Training Facilities are located at:

**Alexandra Secondary College**

Phone: 03 5770 2000

Web: [www.asc.vic.edu.au](http://www.asc.vic.edu.au)

**Assumption College Kilmore**

Phone: 03 5783 5000

Web: [www.assumption.vic.edu.au](http://www.assumption.vic.edu.au)

**Seymour College**

Phone: 03 5771 1300

Web: [www.seymourcollege.vic.edu.au](http://www.seymourcollege.vic.edu.au)

**Whittlesea Secondary College**

Phone: 03 9719 1200

Web: [www.whittleseasc.vic.edu.au](http://www.whittleseasc.vic.edu.au)

**Contact:**

For information on training available through the Central Ranges Trade Training Centre, please contact one of the locations above.

### Re-engagement programs and alternative settings

Re-engagement programs operate outside a mainstream school setting and offer tailored support to students who are disengaged or at risk of disengaging from a mainstream secondary school.

#### The Pavilion School

The Pavilion School is a Victorian state secondary school for students who have disengaged from or been excluded by schools or education providers. Students are referred by family, previous school or support workers and are assessed as being at risk in a number of areas.

It is a safe and supportive school that highlights strong relationships, cultural safety, community connection, flexible learning, and critical self-reflection. The school is designed for secondary school age students who wish to complete their Year 12 certificate in a flexible setting.

The Pavilion offers VPC and VCE-VM through multi-age classrooms. The Pavilion School's integrated academic program is delivered alongside intensive student wellbeing and pathways support.

**Contact:**

The Pavilion has campuses in Preston and Epping.

Ph: 9470 2023

[www.pavilionschool.vic.edu.au](http://www.pavilionschool.vic.edu.au)



## YOUR EDUCATION AND TRAINING OPTIONS

### Prace

Prace is a not-for-profit organisation providing education and training programs for adults and young people in Melbourne's northern region. Connected to Prace is Prace College, an Independent Senior Secondary School that is committed to delivering a meaningful VCE program for young people aged between 16-19 years of age.

At Prace, we aim to:

- Provide an enjoyable and successful learning experience
- Develop skills, especially in literacy, numeracy and vocational education
- Build self-esteem and confidence
- Create long term sustainable success.

### What we do

#### Prace College

Prace College offers both the new VCP (Victorian Pathways Certificate) AND the VCE VM (Victorian Certificate of Education Vocational Major)

#### Who is it for?

Our Prace College VCE program is for young people who seek to undertake their senior school completion in an alternative setting to mainstream school.

For more information about undertaking senior secondary education through Prace College contact Jane Davey at the Prace office: Ph. 9462 6077 or email [jane@prace.vic.edu.au](mailto:jane@prace.vic.edu.au).

### Reconnect

Reconnect is a free service funded by the Department of Jobs, Skills, Industry and Regions and offers individual support to those aged 17-64, to link in with education, training and employment. Those who have been disengaged from education and employment for six months or more can access ongoing assistance through their Reconnect Case Worker to connect with TAFE courses, training and/or employment.

Reconnect participants can also receive financial support to assist with the costs associated with a return to study or work. Eligibility criteria apply.

For more information about Reconnect, contact Adriana Pugliese on 0457 892 893 or email [apugliese@prace.vic.edu.au](mailto:apugliese@prace.vic.edu.au).

#### Contact:

Prace - Merrilands Community Centre  
35 Sturdee Street (Corner Asquith and Sturdee Streets)  
Reservoir VIC 3073  
Phone: 9462 6077

Prace - Mernda Campus  
56 Schotters Road  
Mernda VIC 3754  
Phone: 9462 6077

## YOUR EDUCATION AND TRAINING OPTIONS

### The Hester Hornbrook Academy

The Hester Hornbrook Academy is an Independent school located across four campuses in Melbourne. Hester Hornbrook Academy provides equal access to quality education and wellbeing supports to ensure all our young people reach their full potential. We place equal value on both wellbeing and education, ensuring that young people are ready and able to achieve educational success. At Hester Hornbrook, each young person is allocated to a class that is supported by a classroom team. A classroom team consists of a teacher, youth worker and educational intervention specialist.

To be eligible to enrol in the Hester Hornbrook Academy the student needs to:

- Be between 15-25 years of age
- Be willing to commit to classes 5 days per week
- Be able to travel to Sunshine, Prahran, South Melbourne or the CBD

We offer the VCE Vocational Major and the Victorian Pathways Certificate. We also provide a flexible learning environment, which gives students the opportunity to work on both individual areas of interest, as well as group activities. We have a flexible enrolment, which means we can take students at any point during the school year.

#### **Contact:**

Email: [enrolments@hhacademy.vic.edu.au](mailto:enrolments@hhacademy.vic.edu.au)

Phone: 1800 517 218

Website: <http://www.hhacademy.vic.edu.au/>

### Montague Continuing Education Centre

#### **Vision**

We believe that all students can learn and would like to be attending school. Montague School provides a safe and supportive environment for students aged 15 to 19 who have a mild intellectual disability or who have disengaged or not experienced success in mainstream school. Our vision is for all students to be happy and successful learners who are empowered to develop their potential and supported to achieve a successful adult pathway.

The aims of the learning programs are:

- To equip students with the educational knowledge, skills and abilities required
- To obtain employment or to participate in further education
- To provide students with the capacity to live as independent and contributing members of the community.

The school is committed to providing a pathway to post school life via participation in Vocational Employment and Training [VET] and TAFE, training and employment programs to suit individual needs. These programs are school based or offered in liaison with other providers such as the Inner Melbourne VET Cluster (new name is Helm Youth Services, Kangan and Holmesglen TAFE and local industry. Each student will complete a Careers Action Plan and also develop a profile on Career Tools which includes resume, cover letters and other work related skills material.

# YOUR EDUCATION AND TRAINING OPTIONS

## School values

Montague School expects students to:

Be Respectful: I respect myself and other people. I listen to others with an open mind. I respect other people's ideas. I am tolerant.

Be a Learner: I maintain a positive and curious mind. I seek out new knowledge and ideas with enthusiasm. I seek to continuously do my best and make the most of my time in class.

Be Safe: I am mindful of the need to keep safe and to assist in maintaining the safety of others within and outside the classroom and in the community.

## Philosophy

We believe that all students can learn and would like to be attending school. We have a further strong belief that "students will give the best that they have got", in other words, if they could do better at school, they would. The mission of Montague School is to provide a learning environment that enables all students to be successful.

## Curriculum

Students enrol in the Victorian Pathways Certificate program at Foundation, Intermediate or Senior level. Delivery of the program is flexible to allow students to complete their certificate over several years, if required. This program gives students the opportunity to experience success with learning.

The Montague School Victorian Pathway Program is centered around a developmentally responsive personalised learning and pathway plan with a focus on the development of literacy, numeracy, personal development and work related skills. Students can also pursue their interests in studies of Art, Food Technology and Physical Education. As part of their VCAL program, students also have the opportunity to complete a VET Certificate.

## Facilities

Montague School is a heritage building, which traces its origin to 1888 when it was the Montague State School. The facility and grounds are conducive to an open, relaxed learning atmosphere for students. Montague School also has a gym and a Healthy Living Centre. At the end of 2023 the school has also received funding for redevelopment and renovation.

## Partnerships

The establishment of partnerships with families, local community organizations, further education and training providers and employers is vital to support students' transition to positive adult lives beyond Montague School. The school also has developed strong links with the local Inner Melbourne LLEN that supports work experience, SBAT and work related programs.

## Contact:

100 Montague Street, South Melbourne VIC 3205

Phone: 9690 3535

Email: [montague.ec@edumail.vic.gov.au](mailto:montague.ec@edumail.vic.gov.au)

## YOUR EDUCATION AND TRAINING OPTIONS

### Lynall Hall Community School

Lynall Hall Community School (LHCS) is a small, progressive and inclusive all gender government secondary school, with locations in Richmond and Coburg. Students make a positive choice to attend our school because they prefer our programs and the way we operate. Student voice is fostered across the school by active engagement in student action teams, and opportunities are deliberately created for students to develop an entrepreneurial mindset.

Our vision is to be a collaborative community of learners participating in positive relationships, critical thinking, creativity and active citizenship. Our mission is to provide all students with a personalised learning program within an environment of strong, supportive relationships. Our objective is to engage students in the Victorian Curriculum, Victorian Certificate of Education (including VCE - Vocational Major), Foundation Pathways Certificate and Vocational Education and Training within a framework of School Wide Positive Behaviour Support, Restorative Practice and Respectful Relationships to prepare them for a positive post-school pathway in a changing world.

At Richmond we offer Victorian Curriculum, VCE and VCE-VM for students in Years 7-12. At Coburg students in Years 11 & 12 work towards completing a VCE-VM. Senior students at either location may participate in a variety of in-house VET certificates (Automotive, Building, Furniture Making and Hospitality at Coburg, and Horticulture and Music at Richmond).

For more information please visit our website: [www.lynallhall.vic.edu.au](http://www.lynallhall.vic.edu.au).  
Enrolment enquiries may be directed to [enrolment@lynallhall.vic.edu.au](mailto:enrolment@lynallhall.vic.edu.au).

#### **Contact:**

Website: [www.lynallhall.vic.edu.au](http://www.lynallhall.vic.edu.au)  
Phone: 9428 4421

### VCE and VPC at Box Hill Institute

If you are looking for an alternative learning environment to traditional secondary school, want to learn as a mature age student, or want to improve your ATAR by taking an additional subject, then studying a senior secondary qualification at Box Hill Institute could be for you.

#### **VPC - Victorian Pathways Certificate**

The Victorian Pathways Certificate (VPC) is a flexible certificate designed for students in Years 11 and 12 who would benefit from an individualised program at a more accessible level than the VCE or VCE Vocational Major. The Victorian Pathways Certificate (VPC) is a brand new qualification available to Victorian students and is suited to 16-17 year old learners who may not have completed Year 10 studies or who have interrupted studies. This program is available as direct enrolment or via contract between Box Hill Institute and your school to allow you to study with us while still enrolled at your school.

#### **VCE VM - Victorian Certificate of Education Vocational Major**

The VCE has expanded to include the vocational major - a 2 year vocational and applied learning program that is replacing senior and intermediate VCAL from 2023. The VCE Vocational Major (VCE VM) opens pathways to university, higher-level TAFE or VET certificate courses,

## YOUR EDUCATION AND TRAINING OPTIONS

apprenticeships, traineeships and the workforce. The program includes flexible timetables, online and on campus options, structured work placement opportunities, guest speakers, excursions and real world content.

### VCE - Victorian Certificate of Education

The home for this diverse Victorian Certificate of Education (VCE) program is our city campus right near the iconic café precinct of Degraives St and Flinders Lane, just a short walk from Flinders Street Station and other public transport. This course gives you the ability to complete Units 1, 2, 3 and 4 of the Victorian Certificate of Education in an adult environment and prepares you for further study in a wide variety of fields. You can choose to study from a range of subjects in English, Science, Maths, Business, Law and Humanities.

#### For more information on the VCE, VCE VM, and VPC courses

Phone 1300 269 445 or visit: <https://www.boxhill.edu.au/course-areas/vce/>

### Reconnect Program

The Reconnect program intensively supports participants to get into vocational education and training. Case managers will work with you to develop a Student Learning Plan based on your needs and career goals. You will be assisted to enrol in an accredited course and move on to further training or employment. Reconnect participants benefit from a dedicated Case Manager who will work with you to identify your educational goals and develop a learning plan to get you there. We provide:

- access to a wide range of pre-accredited and accredited courses
- ongoing study support to give you the best chance of success
- referrals to outside services such as mental health, crisis and/or housing supports

For more information or to apply, visit: [www.boxhill.edu.au/study-with-us/reconnect-program](http://www.boxhill.edu.au/study-with-us/reconnect-program)

Or contact us directly:

Phone: (03)8892 1601 or 0466 795 391

Email: [reconnect@boxhill.edu.au](mailto:reconnect@boxhill.edu.au)

### Youthworx

Youthworx is based in Brunswick and works with young people aged 16 to 25 years of age who are disengaged from education, employment or training. Youthworx offers training in a Certificate III in Screen & Media in a highly supported environment, with a work readiness program embedded in the training.

The training days are Monday, Tuesday, Wednesday and Thursday. The program is considered full time for Centrelink purposes.

#### Contact:

Youth worker - Tamara Garrett

29a Tinning St, Brunswick VIC 3056

Phone: 0432 799 708 or 9965 4912

Email: [tamara.garrett@yda.org.au](mailto:tamara.garrett@yda.org.au)

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

### Vocational Education

#### Peter Lalor Vocational College

We are a modern Senior Secondary vocational school (Year 10-12) specialising in the 5 Pillars of Applied Learning and focused strongly on preparing students for the world of work (apprenticeships, traineeships, and general employment) or further TAFE training.

We are unique in offering a Year 10 Applied Learning Program and the Victorian Certificate of Education Vocational Major (VCE-VM) at Year 11-12. We also offer a number Vocational Education and Training (VET) courses that help students gain valuable industry knowledge and experience. All our students also actively participate in Structured Workplace Learning that supports industry connections as part of their program. We are excellent at what we do because this is all we do.

Our Year 10 program is aligned to the Victorian Curriculum Standards in Literacy and Numeracy, delivered with an applied learning focus. Students participate in learning activities that incorporate real-world activities and practical application elements incorporating the Universal Design for Learning guidelines.

#### **Contact:**

2 Robert Street, Lalor Vic 3075

03 9464 0122

Website: <https://www.peterlalor.vic.edu.au/>

#### Northern College of the Arts and Technology (NCAT)

NCAT provides individualised programs and pathways for Years 10-12 and Tertiary students wanting to pursue further study, employment or training in areas such as:

- Design, Fashion and Visual Arts
- Music Performance & Sound Production
- Photography & Digital Imaging
- Multimedia
- Animation
- Dance
- Film making & Media
- Theatre
- Automotive
- Building & Construction/Carpentry
- Electro-Technology
- Engineering
- Plumbing
- Integrated Technologies
- Sport & Recreation
- Music Instrument Making

At Year 11 & 12, in addition to a broad VCE offering, NCAT also runs a range of unique and specialised VCE Vocational Major programs. These include the Art Immersion program, Performance program and the Pre-apprenticeship programs in Electrotechnology, Building & Construction, Plumbing, Automotive and Engineering in which core subjects such as Literacy, Numeracy and PDS are tailored to the pathways being studied.

The College offers a broad range of study options for students who have completed Year 12. These include its renowned Folio Preparation program in which students can complete the Certificate IV in Design, the Certificate IV in Visual Arts or the Certificate IV in Photography and Digital Imaging. Students interested in photography can continue on to the Diploma of Photography and Digital Imaging.

## YOUR EDUCATION AND TRAINING OPTIONS

Students can also do Certificate IV programs in Music Performance or Sound Production or the Certificate IV in Musical Instrument Making & Repair for which NCAT is the sole training provider in Australia. This certificate can lead to direct employment in the guitar making industry at places such as Maton and Cole Clark who are key partners, or to graduates establishing their own businesses or going on to further study.

Interested students should apply for enrolment via the NCAT website or by contacting the college. Entry to Visual Arts, Design and Photography courses requires an interview and folio, entry to the Music & Sound Production courses require an audition and/or interview and entry to the Musical instrument Making course is via interview.

### **Contact:**

Phone: 9478 1333

Email: [ncat@education.vic.gov.au](mailto:ncat@education.vic.gov.au)

Website: [www.ncat.vic.edu.au](http://www.ncat.vic.edu.au)

## TAFE

TAFE (Technical and Further Education) refers to nationally accredited courses in the Vocational Education and Training (VET) sector. TAFE courses are offered by government (through TAFE Institutes - some of which are dual sector TAFE Institutes and Universities combined), and by privately operated Registered Training Organisations (RTOs).

Courses are available at various qualification levels - Certificate I, Certificate II, Certificate III, Certificate IV, Diploma, Advanced Diploma, Graduate Certificate and Graduate Diploma qualifications. In many instances, TAFE study at a Diploma or above level can be used as pathway to bachelor's degree university programs. Courses combine practical, hands on learning experiences, in specially equipped classrooms, with fieldwork, lectures and class discussions.

This section provides a snapshot of the TAFE providers that are located closest to the City of Whittlesea. More information can be found by contacting these organisations directly. To search for more TAFE course throughout Victoria, visit: <https://www.tafecourses.com.au/>

## Box Hill Institute

Box Hill Institute offers a wide range of TAFE courses in study areas such as:

- Animal Studies
- Art & Design
- Aviation
- Beauty
- Building & Carpentry
- Building Design
- Business & commerce
- Community Services
- Culinary Arts & Hospitality
- Education Support
- Employment Preparation
- Driving Instruction
- Electrical & Refrigeration
- Employment Preparation
- English Language Skills
- Floristry
- Hair
- Health & Nursing
- Horticulture & Land Sciences
- IT & Cyber Security
- Music & Production
- Plumbing
- Quarrying & Manufacturing
- Real Estate
- Science
- Sport & Recreation
- Training & Assessment

## YOUR EDUCATION AND TRAINING OPTIONS

### Pathways at Box Hill Institute

A pathway is like a stepping stone to further study or employment after you have successfully completed a course with Box Hill Institute. Once you finish your course, you can use the skills you've gained to go on to a more advanced course either with Box Hill Institute or with one of our university partners - Deakin, Australian Catholic University and La Trobe University.

For more information visit: [www.boxhill.edu.au/study-with-us/pathways](http://www.boxhill.edu.au/study-with-us/pathways)

### Reconnect Program

If you are 17-64 years old, haven't completed Year 12 or an equivalent (Certificate II), have been out of full time work for more than a year and not currently enrolled in an accredited course, our Reconnect Program is free and could be your pathway back to study.

For more information visit: [www.boxhill.edu.au/study-with-us/reconnect-program](http://www.boxhill.edu.au/study-with-us/reconnect-program)

#### **Contact:**

Phone: 1800 089 483

Website: [www.boxhill.edu.au](http://www.boxhill.edu.au)

### Kangan Institute

Each year more than 20,000 students from diverse backgrounds, ages and interests enrol in a wide range of courses. Study areas offered include:

- Trades and Logistics
- VCAL
- Automotive
- Health and Community
- Justice and Legal
- Business, Accounting, IT and Cyber Security
- Hospitality, Retail Baking and Commercial Cookery
- Fashion
- Animal Studies, Horticulture, Agriculture, Laboratory Sciences, Landscaping and Environment
- Hair, Barbering and Beauty
- English, Numeracy, TESOL, AMEP and Training and Assessment
- Apprenticeships and Pre-Apprenticeships training

Kangan Institute's partnerships with leading Australian Universities entitle many graduates to credits towards a degree, and some courses offer a guaranteed pathway to university.

Our free NEXT STEP service provides advice on study options and career planning and can be contacted on 1300 289 290. Our skilled staff will give you personalised advice to help you find the right course to get you on the right track.

#### **Contact:**

Phone: 13TAFE (13 82 33)

Website: [www.kangan.edu.au](http://www.kangan.edu.au)

Email: [enquiries@kangan.edu.au](mailto:enquiries@kangan.edu.au)

Campuses: Broadmeadows, Cremorne, Docklands and Essendon.



# YOUR EDUCATION AND TRAINING OPTIONS

## RMIT

RMIT offers a range of vocational studies in areas such as:

- Art
- Biomedical Sciences
- Building
- Business
- Communication
- Design
- Education
- Engineering
- Fashion
- Health Sciences
- Information Technology
- Law
- Media
- Property
- Science
- Social Science

More information on vocational study courses can be found on the RMIT website: [www.rmit.edu.au/study-with-us/levels-of-study/vocational-study](http://www.rmit.edu.au/study-with-us/levels-of-study/vocational-study)

## RMIT Vocational Study - Trades

Gain the skills to kickstart your trades career. Completing a pre-apprenticeship or apprenticeship equips you with the skills to succeed in your chosen industry and experience that makes employers sit-up and take notice. You'll also benefit from RMIT's strong industry connections and a curriculum influenced by the latest industry trends.

A **pre-apprenticeship** program teaches you the basic skills of a particular industry and can be a real advantage when applying to an employer for an apprenticeship. RMIT offers a pre-apprenticeship in Plumbing and Electrotechnology.

**Apprenticeships** are the main method for people in Australia to become skilled in a trade, and for many trades, you need to complete an apprenticeship to be recognised as a tradesperson. Apprenticeships are offered at the City campus.

RMIT offers apprenticeships in:

- Electrotechnology
- Instrumentation and Control
- Plumbing
- Refrigeration and Air-conditioning

### **Contact:**

Building and trades apprenticeship enquiries  
Mobile phone: 0418 717 249

## Holmesglen Institute

At Holmesglen Institute you can study courses in the following areas:

- Arts and Design
- Business and Finance
- Building and Construction
- Community and Health Sciences
- Computing and IT
- English, Education and Teacher Training
- Hospitality, Tourism and Events
- Horticulture and Environment
- Sport, Fitness and Wellbeing
- And a range of short courses

## YOUR EDUCATION AND TRAINING OPTIONS

In addition, our youth programs are designed to grow your independence, while developing your skills and knowledge along the way. Whether you want to learn the practical skills to implement your creative visions, move into an apprenticeship, or take the first steps towards your chosen career, we have a range of simple ways to help you with your education.

For more information on our Youth programs, visit:  
[www.holmesglen.edu.au/Courses/Youth-programs/](http://www.holmesglen.edu.au/Courses/Youth-programs/)

### Free TAFE Pathways:

Unlock your potential and achieve your career goals with a wide range of Free TAFE courses at Holmesglen. See the list of courses on offer at our website:

<https://holmesglen.edu.au/Students/Fees/Free-TAFE-for-priority-courses/>

### Victorian Pathways Certificate (VPC):

The Victorian Pathways Certificate (VPC) is a new and flexible certificate for year 11 and 12 students who would benefit from a more individual tailored program to CE or VCE VM.

The VPC offers an engaging curriculum to further support and develop work-related skills needed to succeed. The VCP can assist with a move into a senior secondary qualification (VCE or VCE VM), entry level VET program or straight into a job. It is a great option if you are not ready to complete VCE or VCE VM, and can be tailored at your own pace.

Find out more on our website:

<https://holmesglen.edu.au/Students/VCAL/Victorian-Pathways-Certificate-VPC/>

### Contact:

Ph: 1300 639 888

Email: [info@holmesglen.edu.au](mailto:info@holmesglen.edu.au)

[www.holmesglen.edu.au](http://www.holmesglen.edu.au)

## Melbourne Polytechnic

Melbourne Polytechnic offers a wide range of courses in study areas including:

- Agriculture and Land Management
- Animal Studies
- Auslan
- Building Design and Construction
- Business Management and Accounting
- Construction Trades
- Education
- Engineering
- English as an Additional Language
- Equine Studies
- Foundation Skills
- Hairdressing
- Horticulture
- Hospitality
- Human Services
- Information Technology and Security
- Music Performance and Industry
- Retail Wholesale and Logistics
- Screen and Media
- Sound Production
- Theatre
- Visual Art

## YOUR EDUCATION AND TRAINING OPTIONS

For more information on courses, visit the website: [www.melbournepolytechnic.edu.au](http://www.melbournepolytechnic.edu.au).

Other specialised programs at Melbourne Polytechnic include:

### **Melbourne Polytechnic Work Education Programs**

Since 1977 the Work Education Programs have provided vocational educational and training for students with disabilities / learning needs with a strong focus on the student's individual learning journey.

We offer flexible modes of study to meet students' own interests and goals. Students develop work skills, independence, confidence and life skills to maximise participation in the community in a safe, supportive learning environment with the encouragement of friendly approachable, experienced teachers.

#### **Courses offered:**

- Certificate 1 in Work Education (General, Theatre, or Hospitality)
- Certificate II in Work Education (Retail/Warehouse, Hospitality, or Creative Events)
- Certificate I in Transition Education
- Certificate 1 in Initial Adult Literacy & Numeracy

We also offer short course programs throughout the year including 4 day holiday programs and, 1 day a week, 30 week taster programs.

In the Certificate I & II in Work Education students undertake vocational electives on campus, on site and in industry throughout the year. Our dedicated practical placement and training team have strong links to industry.

Pathway planning options during & post study are provided. Student welfare is our priority. Melbourne Polytechnic was awarded Inclusive Training Provider of the Year 2018 and finalist in 2019, in recognition of outstanding excellence in services to students.

Feel free to call at any time for further information regarding any of our courses.

We welcome you to visit and tour our Preston campus at Melbourne Polytechnic.

#### **Contact:**

For more information please contact the Work Education Programs:

Telephone: 9269 8390, or 9269 8391

Email: [workeducationcentre@Melbournepolytechnic.edu.au](mailto:workeducationcentre@Melbournepolytechnic.edu.au)

### **Melbourne Polytechnic Bridging & Preparatory Studies**

#### **VCE VM (VCE VOCATIONAL MAJOR)**

Melbourne Polytechnic VCE VM is an applied learning program within the VCE designed to be completed over a minimum of 2 years. The course will give students the choice to pursue their strengths and interests, and develop the skills and capabilities needed to succeed in further education, work and life. It prepares students to move into apprenticeships, traineeships, further education and training, university (via non-ATAR pathways) or directly into the workforce.

## YOUR EDUCATION AND TRAINING OPTIONS

The purpose of the VCE VM is to provide students with the best opportunity to achieve their goals and aspirations in a rapidly changing world by:

- Equipping them with the skills, knowledge, values and capabilities to be active and informed citizens, lifelong learners and confident and creative individuals
- Empowering them to make informed decisions about the next stages of their lives based on real life workplace experiences

### **Contact:**

Ph. 1300 635 276 or visit the Melbourne Polytechnic website:

[www.melbournepolytechnic.edu.au/study/vce/victorian-certificate-of-education/vocational-major/](http://www.melbournepolytechnic.edu.au/study/vce/victorian-certificate-of-education/vocational-major/)

## Swinburne University of Technology

Swinburne University of Technology offers vocational education options in areas such as:

- Arts, Humanities and Social Sciences
- Aviation
- Business
- Built Environment & Architecture
- Design
- Education
- Engineering
- Film and Television
- Games and Animation
- Health / Health Science
- Information Technology
- Law
- Media & Communication
- Nursing
- Psychology
- Science
- Trades & Apprenticeships

### **Contact:**

Our Contact web page has all the contact information needed to reach us:

<https://www.swinburne.edu.au/contact-us/>

Ph: 1300 794 628 (option 2)

Email: Use the online contact form: [www.swinburne.edu.au/study/options/connect/email](http://www.swinburne.edu.au/study/options/connect/email)

## Victoria University Polytechnic

Victoria University Polytechnic offers a range of courses in study areas such as:

- Business services, legal & logistics
- Community services & youth work
- Communications, arts & design
- Early childhood & education support
- English & preparation programs
- Hair, beauty & make-up
- Health, nursing & care industries
- Hospitality, tourism & events
- Manufacturing & engineering
- Sport & wellbeing
- Systems & information technologies
- Trades

### **Contact:**

Ph: 1300 82 33 87

Web: <http://www.vupolytechnic.edu.au/>

Live chat or email: <https://gotovu.custhelp.com/>

## YOUR EDUCATION AND TRAINING OPTIONS

### William Angliss Institute

At William Angliss Institute we give our students the opportunity to learn about the experience industries in world-class facilities. We know that to be successful in these industries you need a balance of expert knowledge and hands on experience. Our first-class facilities and expert teaching will provide you with the confidence and knowledge to be a leader in your chosen field, opening doors to employment opportunities globally.

Established in 1940, William Angliss Institute is the specialist training provider for the foods, tourism, hospitality and events industries. Offering short courses, certificates, diplomas and both undergraduate and postgraduate degrees, William Angliss Institute enrolls approximately 18,000 students annually.

#### Contact:

Ph: 1300 ANGLISS

Email: [study@angliss.edu.au](mailto:study@angliss.edu.au)

Website: [www.angliss.edu.au](http://www.angliss.edu.au)

#### What happens if I get an offer or want to defer from TAFE or university?

If you:

- Decide to defer an offer
- Reject an offer
- Don't get a preference
- Receive an offer

And want to talk it over with someone; your careers teacher, Transition Broker or school counsellor is available to discuss your options and explain what you need to do next.

### Universities

Universities offer higher education qualifications ranging from undergraduate coursework through to research-based postgraduate study, masters degrees and doctoral degrees. Options vary depending on the course and the educational institution.

The following section provides a snapshot of the local universities who have campuses within the Greater Metropolitan Melbourne region. More universities can be found at:

<https://www.studyaustralia.gov.au/en/plan-your-studies/list-of-australian-universities.html>

### Australian Catholic University (ACU)

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter.

By studying at ACU, you'll join a caring environment where you are supported to achieve your goals – during, and after, your studies with us.

## YOUR EDUCATION AND TRAINING OPTIONS

We have eight campuses around Australia, and a campus in Rome, Italy. Our Melbourne Campus is in Fitzroy (corner of Victoria Parade and Brunswick Street), making it easily accessible by public transport, and in the vicinity of some of Melbourne's most iconic cafes and restaurants. Our Ballarat Campus boasts beautiful historic buildings and gardens, fitted with state-of-the-art facilities and accommodation for students who wish to stay in one of our residences.

We offer a large range of courses, including:

- Nursing, midwifery and paramedicine
- Law and Criminology and criminal justice
- Business and commerce
- Exercise science, psychology, physiotherapy, speech pathology and occupational therapy
- Teaching and education
- And more!

Please visit <https://www.acu.edu.au/study-at-acu/find-a-course> for our full course offerings.

### **Want to receive an early conditional offer?**

Apply through ACU Guarantee. This early offer program allows eligible Year 12 students to secure a place in their desired course\* prior to sitting their final VCE exams, taking the stress off their shoulders in such a busy year.

Applications are open from 24 July 2023 to 18 September 2023, and it's free to apply via our ACU Guarantee portal. Learn more at <https://www.acu.edu.au/study-at-acu/admission-pathways>

### **Contact:**

For course enquiries and assistance, please contact our AskACU team:

Phone: 1300 ASK ACU (1300 275 228)

Web: <https://www.acu.edu.au/>

Register your interest online to receive the latest news and updates from us:

<https://www.acu.edu.au/study-at-acu/register-your-interest>

\* Some courses are not available in the ACU Guarantee program and early conditional offers will not be made for those courses. Visit our website and FAQs for more information.

## **Deakin University**

Join a world-class university and be ready to experience your tomorrow with confidence. At Deakin you won't just learn about the future, you'll prepare for it with real-world learning fuelled by progressive thinking. Choose a practical, industry-shaped course and launch a career with impact.

At Deakin, we're digital innovators. For the past 40 years, we've been perfecting distance and online learning. We use cutting-edge technology to provide personal and flexible learning experiences for all students. This includes helping you manage your course requirements, stay in control of your study, improve your skills and connect with your peers and staff, all at the

## YOUR EDUCATION AND TRAINING OPTIONS

touch of a button. Connect and learn in a dynamic community of 60,000+ students and discover why we've been the #1 Victorian university for student satisfaction for the past 13 years\*.

For more information about studying at Deakin University phone us on 1800 693 888 or visit [deakin.edu.au](http://deakin.edu.au).

\* Australian Graduate Survey and Graduate Outcomes Survey, Quality Indicators for Learning and Teaching (QILT)

### Deakin College

Your Pathway to Deakin University - Deakin College is a direct pathway to Deakin University, providing you with the experience that supports successful transition to further studies at the university.

We deliver:

- Innovative teaching and learning
- A positive student experience
- Engagement with digital learning technologies.

At Deakin College, you study in small classes – giving you great academic support and more contact time with lecturers. You also get access to the facilities and services that Deakin University provides.

After completing a Deakin College diploma with the required grades, you can enter into the second year of a bachelor degree at Deakin University.

Locations: Deakin College has three campus locations within Deakin University - Melbourne Burwood Campus, Geelong Waurn Ponds Campus, and Geelong Waterfront Campus.

Study Deakin College diplomas in:

- Business
- Commerce
- Communication
- Construction Management
- Design
- Engineering
- Film, Television and Animation
- Health Sciences
- IT
- Science

### Contact:

Deakin College

Ph: 9214 5600

Email: [dcoll-direct@deakin.edu.au](mailto:dcoll-direct@deakin.edu.au)

For more information about studying at Deakin University phone us on 9244 5197 or visit [deakincollege.edu.au](http://deakincollege.edu.au).

# YOUR EDUCATION AND TRAINING OPTIONS

## La Trobe University

La Trobe by You

The new La Trobe study model is here. Now you can tailor your uni experience the way you want. From on campus to online study – or a combo of both through StudyFlex™ – you can design study to fit around your life: [latrobe.edu.au/study/choose-la-trobe](https://latrobe.edu.au/study/choose-la-trobe)

La Trobe University offers a range of courses in study areas such as:

- Arts, social sciences and communications
- Business and commerce
- Education and teaching
- Health
- IT and engineering
- Law and criminology
- Science

A range of pathways options are available through La Trobe University to help you get into your dream course. To find out more visit: [latrobe.edu.au/pathways](https://latrobe.edu.au/pathways)

### By choosing La Trobe your impact is real

**Top 1%:** La Trobe is in the top 1% of universities worldwide.

Find out more: <https://www.latrobe.edu.au/about/rankings-and-ratings>

**Career Ready:** Our Career Ready program is co-designed with industry.

Find out more: <https://www.latrobe.edu.au/students/opportunities/careers>

**Top 20 worldwide:** La Trobe ranks in the top 20 universities for our work to advance the UN's Sustainable Development Goals. Times Higher Education (THE), 2022, Impact Rankings 2022.

Find out more: <https://www.timeshighereducation.com/impactrankings>

**Employer Satisfaction:** Employers give La Trobe top marks.

Find out more: <https://www.latrobe.edu.au/about/rankings-and-ratings/qilt>

**World standard:** We're rated at, above or well above world standard in all our broad research areas. Find out more: <https://www.latrobe.edu.au/about/rankings-and-ratings/era>

Explore your pathway options and discover the early entry programs

Find out more: <https://www.latrobe.edu.au/study/apply/pathways>

### Contact:

Ph 1300 135 045

Email: [study@latrobe.edu.au](mailto:study@latrobe.edu.au)

Web: [www.latrobe.edu.au](http://www.latrobe.edu.au)

### La Trobe College Australia

If you miss out on direct entry to a bachelor degree at a university, don't panic. Our diploma



## YOUR EDUCATION AND TRAINING OPTIONS

programs can lead to second year entry of a wide range of bachelor degrees at La Trobe University. You can choose from a variety of programs in the areas of:

- Business
- Engineering
- Information Technology
- Mass media and Communication
- Psychology
- Bioscience
- Health science

Study on campus in Melbourne and gain guaranteed entry into a range of Bachelor's degrees, as long as you meet the minimum grade requirements. With a range of 8 or 12-month diplomas which are equivalent to first year at La Trobe, you can go direct to second year of more than 25 courses.

### **Contact:**

Gary McGuire

Phone: 9479 2404

Email: [g.mcguire@latrobe.edu.au](mailto:g.mcguire@latrobe.edu.au)

## Monash University

Wherever you're headed, you'll find a course at Monash that can get you there. You'll graduate with a qualification that's internationally recognised and leave with the knowledge and skills to turn everything you've learned into an exciting, rewarding career.

Our courses include:

- Art, design & architecture
- Arts, humanities & social sciences
- Business
- Education
- Engineering
- Information technology
- Law
- Medicine, nursing & health sciences
- Pharmacy & pharmaceutical sciences
- Science

At Monash, you can choose from many study options such as single or double degrees, part-time study, off-campus learning and alternative pathways.

Explore all our courses:

<https://www.monash.edu/study/courses>

Discover your pathway options:

<http://www.monash.edu/study/courses/entry-pathways-domestic>

Join us on campus at an experience day or course information event

<https://www.monash.edu/discover>

### **Contact:**

Phone: 1800 666 274

[www.monash.edu.au](http://www.monash.edu.au)

# YOUR EDUCATION AND TRAINING OPTIONS

## RMIT University

One of Australia's original tertiary institutions, RMIT University enjoys an international reputation for excellence in education, research, and engagement with industry and community.

Study areas include:

- Architecture
- Art
- Biomedical sciences
- Building
- Business
- Communication
- Design
- Education
- Engineering
- Fashion
- Game design
- Health science
- Information technology
- Law
- Media
- Property
- Science
- Social science

## Pathways

Pathways are available that provide an alternative way to reach your dream degree, and can give you the opportunity to study a bachelor degree without having the need for an ATAR score.

For more information on pathways, visit: <http://pathways.rmit.edu.au>

### Contact:

Phone: 9925 2000

[www.rmit.edu.au](http://www.rmit.edu.au)

## University of Melbourne

The University of Melbourne is a place of outstanding discovery and enquiry: our purpose is to benefit society through the transformative impact of education and research. We are currently ranked first in Australia and 34rd globally\*. We prepare students for success as leaders, change agents and global citizens. Our graduates are among the world's most employable – we're ranked eighth in the world for graduate employability#.

Our University community is one where diversity and inclusion are celebrated. Everyone is valued and respected, with equal access to opportunities to fulfill their talents and potential. We embrace diversity of thought and bold creativity, teaching you to see the world in different ways. Alongside teaching from industry-connected academics, our internships, volunteering and study overseas opportunities offer real-world work experience, connections to community and leadership opportunities.

## Study options

You can choose from undergraduate degrees in arts, biomedicine, commerce, design, fine arts, music, and science and over 100 major options; or a specialist degree in agriculture or oral health for focused undergraduate studies.

Find a course: [study.unimelb.edu.au/study-with-us/undergraduate-courses](http://study.unimelb.edu.au/study-with-us/undergraduate-courses)

## Entry pathways

At Melbourne, we're committed to helping you achieve your full potential. Whatever your situation, we want to help you find a pathway into our undergraduate degrees.

## YOUR EDUCATION AND TRAINING OPTIONS

**Access Melbourne** is our special entry scheme; that helps us see the whole picture when you apply for undergraduate study. Access Melbourne takes your personal circumstances into consideration as part of your application. You may even qualify for guaranteed entry into your preferred course. Visit our website for more information: [access.unimelb.edu.au](https://access.unimelb.edu.au)

**Diploma in General Studies** is a one-year program taught at our Dookie campus near Shepparton, providing a great foundation for tertiary study. The diploma allows you to:

- Explore your study options before committing to a bachelors degree
- Get guaranteed entry into a University of Melbourne bachelors degree
- Study prerequisite subjects you may have missed in high school, including science, mathematics, business and environments
- Earn credit towards an undergraduate degree.

Learn more about this course:

[study.unimelb.edu.au/find/courses/undergraduate/diploma-in-general-studies](https://study.unimelb.edu.au/find/courses/undergraduate/diploma-in-general-studies)

For Indigenous students, the Bachelor of Arts (Extended) and Diploma of General Studies (Extended) are enriched with tailored, wraparound cultural support.

### **Contact:**

Phone: 136 352

[www.study.unimelb.edu.au](https://www.study.unimelb.edu.au)

\* Times Higher Education World University Rankings 2022, # QS Graduate Employability Rankings 2022

## **Swinburne University of Technology**

At Swinburne, we believe your university experience should be the best years of your life. You'll find ideas that ignite you and lifelong friendships. At the same time, we know it takes more than just qualifications to compete in today's job market. That's why we've been partnering with leading Australian and global organisations to offer students practical work placements for over 50 years. So whether you're passionate about science, technology, innovation, business or design, at Swinburne we'll help get you job ready – before you graduate.

And if you're looking for an alternative pathway to your course, we have plenty of options to get you where you want to go. Start your Swinburne adventure today.

### **2024 Early Entry Program**

Our Early Entry Program means you can apply to Swinburne early and ATAR-free and start shaping the next gen\_now. We encourage you to apply for the 2024 Early Entry Program if you feel that your ATAR, or your Year 12 academic results, will not be indicative of who you are and what you're capable of as a uni student. We're especially encouraging students who feel they are part of the next gen of innovators, creatives, thinkers, and doers to apply.

## YOUR EDUCATION AND TRAINING OPTIONS

Visit our website for more details, eligible courses and FAQs. Our Early Entry Program lets you apply to Swinburne sooner and without your ATAR. Applications for the 2024 program are now open and close on Monday 9th October 2023.

Visit: [www.swinburne.edu.au/courses/planning-your-future/early-entry-program/](http://www.swinburne.edu.au/courses/planning-your-future/early-entry-program/)

**Contact:**

Ph: 1300 SWINBURNE

Website: <http://www.swinburne.edu.au>

### Victoria University

Victoria University (VU) is the first Australian university to use Block Model learning. This multi award-winning model allows students to complete one subject at a time over four weeks in small classes, meaning they can focus better on each subject and have more one-on-one time with their educators. Since its launch in 2018, students have become more engaged, and achieve higher pass rates and better grades. VU has a wide range of undergraduate and postgraduate course options. Visit [vu.edu.au](http://vu.edu.au) to find a course to suit you.

VU's TAFE division, Victoria University Polytechnic offers an award-winning blended learning model that replaces paper-based theory with a combination of face-to-face teaching, flexible eLearning, and hands-on experience. There are a huge choice of courses including pre-apprenticeships, certificates, diplomas, advanced diplomas, and short courses.

Visit [vupolytechnic.edu.au](http://vupolytechnic.edu.au) to find out more.

As one of only six Australian universities to offer both TAFE and higher education studies, students can use pathways to move between VU Polytechnic and VU courses, entering and exiting education at any point in their career to top-up skills or pursue postgraduate studies.

For more information about pathways visit:

[www.vu.edu.au/study-at-vu/courses/pathways-to-vu](http://www.vu.edu.au/study-at-vu/courses/pathways-to-vu)

VU rankings

- No. 1 university in Australia for Employability (QILT 2020 Employer Satisfaction Survey)
- Top 2% globally (THE World University Rankings 2020)
- 56th in the world (THE Young University Rankings 2020)
- 1st in Victoria and 33rd globally for Peace, Justice and Strong Institutions (THE Impact Rankings 2020)
- 1st in Victoria for learner engagement (Good Universities Guide 2021)
- 9th globally for sport education (Shanghai Rankings 2020)

**Contact:**

Phone: 1300 842 864

Website: [www.vu.edu.au](http://www.vu.edu.au)

## YOUR EDUCATION AND TRAINING OPTIONS

### Other colleges, RTOs and private providers

#### JMC Academy

Celebrating 40 years in education, JMC Academy remains Australia's leading Creative Industries institution, offering Degrees and Diplomas in Music, Audio Engineering, Film and Television Production, Acting, Entertainment Business Management, Visual Communication (Design), Animation, and Game Design.

**Courses:** <https://www.jmccademy.edu.au/our-courses/>

**How To Apply For JMC:** <https://www.jmccademy.edu.au/how-to-apply/domestic-students/>

**Life at JMC Academy:** <https://www.jmccademy.edu.au/life-at-jmc/>

**Videos -** <https://www.youtube.com/@JMCAcademy/videos>

**Socials:** Instagram, Twitter, TikTok: @jmccademy

#### **Contact:**

208 Park Street, South Melbourne VIC 3205

Phone: 03 9624 2929

Web: [www.jmccademy.edu.au](http://www.jmccademy.edu.au)

Admissions email and inquiries: [melbourne@jmc.edu.au](mailto:melbourne@jmc.edu.au)

Online chat: Online chat available through website

#### New Futures Training - RTO 21203

Join us in making a difference! We are a not-for-profit, Registered Training Organisation (RTO). Our supportive trainers help you to develop your skills, become job ready and bring positive change to the lives of others.

We offer a range of Certificate and Diploma courses in the following sectors:

- Aged Care
- Disability Support
- Health Services
- Early Childhood Education and Care
- Clothing and Textiles
- Community Services

As well as short courses in the following:

- First Aid
- CPR
- Food Safety

#### **Contact:**

Ph: (03) 9383 2533

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

Web: [www.vicsegnewfutures.org.au](http://www.vicsegnewfutures.org.au)

Facebook: @VICSEG.New.Futures

Instagram: @vicseg\_nf

Address: Epping Campus 1E/560 High Street, Epping Vic 3076

## YOUR EDUCATION AND TRAINING OPTIONS

### Neighbourhood Houses, Community learning centres and Learn Local providers

Neighbourhood Houses and Community Learning Centres play a vital role in providing literacy, vocational skills, and work-related skills to the community, particularly for those who cannot continue to learn in formal education settings.

Some Neighbourhood Houses or Community Learning Centres are also government registered Learn Local Providers. Learn Local providers are community based providers offering a range of education and training programs that can help you return to study, improve your reading, writing and maths skills, gain a qualification, get a job or learn something new. Learn Local providers deliver both pre-accredited and accredited training in a variety of learning topics. Pre-accredited programs are designed to help learners gain the confidence and skills needed to look for a job or go on to further study. Accredited training leads to a nationally recognised qualification.

Information on these providers and other community learning centres in our area can be found below. Further up-to-date information on the different programs and courses offered by each centre can be found by contacting them directly.

#### Creeds Farm Living and Learning Centre

Creeds Farm Living and Learning Centre is a neighbourhood house in Epping North. The Centre provides opportunities for people of all ages to meet, enjoy social and recreational activities, and participate in courses or workshops.

We provide a gathering place with a community focus and opportunities for life-long learning, skills development, information sharing, social and recreational activities and community development.

We have a community garden group, accredited courses in aged care and disability support and we often have opportunities for volunteering.

We support local community groups and have rooms and a hall for hire.

**Contact:**

2 Snugburgh Way, Epping North

Phone: 0400 235 529

Email: [manager@creedsfarm.org.au](mailto:manager@creedsfarm.org.au)

Web: <https://creedsfarm.org.au>

Facebook: CreedsFarm LLC

#### Lalor Neighbourhood House

The Neighbourhood House is a local provider and a Neighbourhood House. The Lalor neighbourhood house provides many different activities and classes for members of the community. The House is very supportive of learners of all ages from culturally and linguistically diverse backgrounds.

# YOUR EDUCATION AND TRAINING OPTIONS

## Pre-accredited courses:

- English for the workplace: 1A, 1B, 2A, 2B
- Literacy for Learning: 1A, 1B, 2A, 2B
- Building English Skills in Living and Learning: 1A, 1B, 2A, 2B
- English for Living and Learning in Australia: 1A, 1B, 2A, 2B
- Cooking Healthy Food on a Budget
- Community Leadership and facilitation
- English Conversation through art skills
- English Conversation through sharing traditional craft skills

## Short courses:

- Computers for the Workplace
- Internet for the Workplace
- Welcome to Computers
- Intermediate Computers - Word Processing
- Using Internet Devices
- Using Social Media
- Numeracy for the Workplace
- Communication for the Workplace
- Spelling, Reading and Writing A, B, C
- Get into Grammar 1

### **Contact:**

47A French St, Lalor

Ph: 9465 6409

Email: [office@lalornh.org.au](mailto:office@lalornh.org.au)

Web: <https://lalorllc.vic.edu.au>

## Mernda Community House

Mernda Community House is a welcoming place that provides a range of workshops, activities and opportunities to be involved. The community house is your place to come together to make new friends, learn new skills and feel connected to your local community. We offer volunteer opportunities in Administration, Garden Maintenance, English and Homework club tutoring and much more.

Our programs include:

- Repair Café
- English conversation
- Health and wellbeing classes
- Art and craft for Adults
- Sewing class
- Community garden
- Women's Shed
- After school club
- Art for Kids
- Wood work

We also offer volunteer opportunities in Administration, Garden Maintenance, English and After school club tutoring and much more.

### **Contact:**

2 Heals Road, Mernda

Ph: 0475 454 133

Email: [merndach@whittleseacc.org.au](mailto:merndach@whittleseacc.org.au)

Web: [merndach.org.au](http://merndach.org.au)

Facebook: [facebook.com/merndacommunityhouse](https://facebook.com/merndacommunityhouse)

## YOUR EDUCATION AND TRAINING OPTIONS

### Mill Park Community House and Adult Training Support Service

The Mill Park Community House offers programs for people of all abilities including:

- Computer courses including Word, Excel, Myob etc.
- Medical reception and a range of allied health courses
- Dressmaking and associated craft programs
- Yoga/meditation

**Contact:**

68 Mill Park Drive, Mill Park

Ph: 9404 4565

Email: [admin@millparkcommunityhouse.com](mailto:admin@millparkcommunityhouse.com)

Website: [www.millparkcommunityhouse.com](http://www.millparkcommunityhouse.com)

### Thomastown Neighbourhood House

Thomastown Neighbourhood House provides events and activities to support community well being. Regular Community Events such as 'The Promisetown Picnic', together with weekly activities and our TNH Social Enterprise Coffee Cart experience; provide the local community in Thomastown with the opportunity to connect and through these valuable connections, our community is greatly strengthened.

TNH values diversity, equity and accessibility and these values are shared throughout our community in all work the TNH team carries out. TNH invites new participants to come and try our activities and events. All activities are FREE and for all abilities.

The TNH weekly activities include:

<b>Mondays</b>	<ul style="list-style-type: none"><li>• Community Craft Connections - coffee, cake and craft (9am- 12pm)</li><li>• Arabic Playgroup - produced by Jeeran Community Services (10am- 12pm)</li><li>• Stitch &amp; Fix - learn to sew and repair (MON 12pm- 2pm)</li><li>• First Monday of the Month- morning tea and guest speaker (11am- 12pm)</li></ul>
<b>Tuesdays</b>	<ul style="list-style-type: none"><li>• All Seasons - All Abilities Nature Craft (10am- 12pm)</li><li>• English Class - Produced in partnership with PRACE (10am- 1pm)</li></ul>
<b>Wellness Wednesdays</b>	<ul style="list-style-type: none"><li>• Mindful Meditation - Gently guided meditation (10am- 11am)</li><li>• Conversation Café - Make friends and chat over a coffee (11am- 11.30am)</li><li>• Wellness Workshop - Creative activities to awaken the soul...art, music, nature walks and more! (11.30am- 12.30pm)</li></ul>
<b>Thursdays</b>	<ul style="list-style-type: none"><li>• Promisetown Playgroup - for 0-4 yr olds (10am- 12pm)</li><li>• School of Drum - Lunchtime youth outreach in schools: Arabic and world drumming workshops (lunchtimes)</li><li>• Little Diggers - Family Fun Club: Art play, Fairy gardens and games! (3.30pm- 5pm)</li></ul>
<b>Fridays</b>	Women's Circle & Creative Space - Make new friends, paint and create with Annie: Children Welcome (11.30am- 1pm)



## YOUR EDUCATION AND TRAINING OPTIONS

### TNH Social Enterprise Coffee Cart

Based at the Thomastown Library, TNH runs a social enterprise Coffee Cart MON-FRI 9am- 12pm and this is utilised by the diverse cross section of the community who attend TNH activities and the Thomastown Library. The coffee cart is staffed by a small team of volunteers. Our chief Barista, Andy Whincup, who works at the TNH Coffee Cart daily, was recently presented by Andrew Giles, MP with a Scullin Community Volunteer Award!

### Community events

Thomastown Neighbourhood House also delivers community event, The Promisestown Picnic, twice a year. This family fun day was recently attended by over 1000 community members and was delivered by the TNH events team made up of 20 volunteers!

Events such as this, together with the TNH weekly activities and daily coffee cart experience, provide the local community in Thomastown with the opportunity to connect and through these valuable connections, our community is greatly strengthened.

### Volunteers & training

Thomastown Neighbourhood House offers a range of volunteer opportunities. Positions are available on the following teams:

- Coffee Cart Team (Barista Training included)
- Community Events Volunteer Team
- Weekly Activities Assistants

If you are interested in any of the above, please get in touch with TNH by email or phone to arrange an interview. We look forward to hearing from you!

#### **Contact:**

Thomastown Neighbourhood House (TNH)

Located at Thomastown Library and Community Centre, 52 Main St, Thomastown, 3074

Email: [manager@tnh.org.au](mailto:manager@tnh.org.au)

Phone: 0488 224 439

Web: [www.tnh.org.au](http://www.tnh.org.au)

### Greenbrook Community House

Greenbrook Community House is inclusive and accessible to all community members. It provides a number of creative programs that encourage personal development, self-esteem and artistic expression, including art and craft classes, music workshops and singing groups, gardening group and other social groups. For more information on the classes, programs and workshops, contact the House Coordinator, or visit the [City of Whittlesea website](http://www.whittlesea.vic.gov.au):

<https://www.whittlesea.vic.gov.au/arts-events-recreation/libraries-and-neighbourhood-houses/neighbourhood-houses/>

#### **Contact:**

40 McFarlane Cres, Epping

Phone: 8401 6261

Email: [greenbrookch@whittlesea.vic.gov.au](mailto:greenbrookch@whittlesea.vic.gov.au)

## YOUR EDUCATION AND TRAINING OPTIONS

### Whittlesea Community House

Whittlesea Community House is located in the township of Whittlesea and offers a range of activities, courses and classes that are pathways to future employment. In partnership with accredited training organisations we also offer students the opportunity to gain Diploma and Certificate level education close to home.

Talk to us about any of the following:

- CHC33015 Certificate III in Individual Support (Ageing, Home & Community)
- CHC52015 Diploma of Community services
- Construction Induction (White Card)
- RIIWHS205D Control Traffic with Stop-Slow Bat
- HLTAID009 Provide Cardiopulmonary Resuscitation
- HLTAID0011 Provide First Aid
- HLTAID0012 Provide Emergency First Aid Response in an Education and Care Setting
- Boat Licensing

We can also assist you with free wi-fi, low cost photocopying and low cost laminating.

**Fix it Friday** is a one stop shop for problem solving held on the last Friday of each month and offers free legal assistance, financial, NDIS, Mental Health support, Centrelink and heaps more!

#### **Contact:**

Website: [www.wchi.com.au](http://www.wchi.com.au)

Facebook: [www.facebook.com/whittleseacommunityhouse](https://www.facebook.com/whittleseacommunityhouse)

Email: [wchi@whittleseach.com.au](mailto:wchi@whittleseach.com.au)

Phone: 9716 3361

Address: 92A Church Street, Whittlesea VIC 3757

# SUPPORT SERVICES AND ASSISTANCE

Your need for support may vary as your circumstances and life stage change. If support is needed, it can come from a variety of sources—both formal (government and other organisations) and informal (family, friends and community groups).

The following section provides a snapshot of support services and assistance available to you in and around the local area.

## Government support services and assistance

### myGov

myGov is the new way to access government services online. It is a secure way to access government services online with one login and one password.

#### ***One username and password for government services***

You can link these government services to your myGov account:

- Australian JobSearch
- Australian Taxation Office
- Centrelink
- Child Support
- Department of Veterans' Affairs
- HousingVic Online Services
- Medicare
- My Aged Care
- My Health Record
- National Disability Insurance Scheme
- National Redress Scheme
- State Revenue Office Victoria

#### ***One Inbox for your important notices***

myGov Inbox will keep your letters, statements and messages safe, secure and in the one place. You can get notices from:

- Australian Taxation Office
- Centrelink
- Child Support
- Department of Veterans' Affairs
- Medicare
- National Disability Insurance Scheme

#### ***One place to update your details with government departments***

You can update your address and contact details in your myGov account and your changes will also be made with your linked member services.

Member services that participate in UpdateYour Details are:

- Australian JobSearch
- Australian Taxation Office
- Centrelink
- Medicare

#### ***To get a MyGov account follow the steps in this link:***

<https://www.servicesaustralia.gov.au/individuals/online-help/create-mygov-account>

# SUPPORT SERVICES AND ASSISTANCE

## Medicare

Medicare is Australia's universal health care system, helping Australians with the cost of their health care.

When you enrol in Medicare, we pay some or all of the costs of your necessary health care. Keep in mind, we don't pay for all medical services. The Medicare Benefits Schedule (MBS) lists the services we pay for.

If your doctor bulk bills, we pay the cost directly to the doctor. This means you won't have to pay anything. You'll need to pay for your appointment if your GP doesn't bulk bill. You may be able to claim some of this money back from us.

We also help to make some medicines more affordable for you through the Pharmaceutical Benefits Scheme.

## Accessing Medicare

You'll need to enrol in Medicare to access our services. When you enrol, you'll get a Medicare card. If you are aged 15 years or older, you can apply for your own Medicare card, while children under 15 can be listed on their parents' card. It's best to bring your valid Medicare card or number with you when you visit a health professional.

## When to use the Medicare card

You use your Medicare card when:

- Making a Medicare claim for a paid or unpaid doctor's account
- Visiting a doctor who bulk bills
- Receiving treatment as a public patient in a public hospital
- Filling a Pharmaceutical Benefits Scheme (PBS) prescription at a pharmacy

## What does Medicare cover?

We help to cover the costs for part or all of the following services:

- Seeing a GP or specialist
- Tests and scans, like x-rays
- Most surgery and procedures performed by doctors
- Eye tests by optometrists.

We don't pay for things like:

- Ambulance services
- Most dental services
- Glasses, contact lenses and hearing aids
- Cosmetic surgery.

## Contact:

Ph: 132 011 or visit: [www.servicesaustralia.gov.au/individuals/medicare](http://www.servicesaustralia.gov.au/individuals/medicare)

## Ask Izzy

Ask Izzy is a mobile website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with over 370,000 services listed across Australia. Ask Izzy is also free to use on the Telstra mobile network.

Visit: <https://askizzy.org.au>

# SUPPORT SERVICES AND ASSISTANCE

## Child, Youth and Family Services

### Baseline for Young People - City of Whittlesea Youth Service

Baseline for Young People, City of Whittlesea's dedicated Youth Service, offers a range of programs and services to assist local young people – aged 10 to 25 – to actively participate in their community.

Young people from all backgrounds and abilities are invited to take part and get involved in everything we do. Baseline for Young People provides support to young people, parents and carers, and other agencies that work with young people.

Young people can get involved through:

- Contacting our Youth Development Officers at [baseline@whittlesea.vic.gov.au](mailto:baseline@whittlesea.vic.gov.au) or ph: 9404 8800
- Participating in a youth program
- Attending youth events
- Joining our Facebook group or mailing list

#### Youth Development Officers:

Youth Development Officers provide access to programs, activities and initiatives in local areas to enable young people to feel connected to their local spaces. Youth workers can listen to and advocate for young people. They can offer information, resources and referral on issues impacting young people and their families, and also make links with schools, and plan community projects.

#### Youth Programs and Events:

- A number of programs exist for young people who share a common interest. They run from various locations across the City of Whittlesea.
- Programs run in schools and local areas
- Underage FReeZA music events - organised by young people for young people

#### School holiday activities:

The City of Whittlesea Youth Holiday activities provide young people with access to a range of fun and engaging FREE or low cost programs during school holiday periods. To find out about the latest school holiday programs running, head to:

<https://www.whittlesea.vic.gov.au/arts-events-recreation/things-to-see-and-do/youth-events/>

#### Contact:

We are based @ EDGE Services for Young People  
Shop MM1, Westfield Plenty Valley, 415 McDonalds Road, Mill Park

Phone: 9404 8800

Email: [baseline@whittlesea.vic.gov.au](mailto:baseline@whittlesea.vic.gov.au)

Website: [www.baselinewhittlesea.com](http://www.baselinewhittlesea.com)

Find us on Facebook [www.facebook.com/baselineyouth/](https://www.facebook.com/baselineyouth/)

# SUPPORT SERVICES AND ASSISTANCE

## Uniting Vic Tas

Uniting is an innovative and trusted community service organisation within one of Australia's largest welfare networks. We are one of Australia's oldest organisations dating back to 1881. Our services support individuals, families and communities throughout Victoria and Tasmania. Our services include:

### Child and Youth Services

- **Youth Mentoring** - The Youth Mentor Program supports young people who are between the ages of 12 and 17, and may be experiencing challenges with family, personal and educational circumstances to build positive relationships with caring and supportive mentors from the community.
- **DHHS Youth Counselling** - Provides one-on-one counselling support to young people aged between 10 and 17 who live in the Northern Region and have had protective services intervention for long periods of their lives.

### Family Services

- **Integrated Family Services (IFS)** – Works with parents who had children of all ages, as well as those who are pregnant. We offer professional support for families where parents are experiencing difficulties in meeting their child's safety, stability or developmental needs. Such services include: support to families, information and advice about how to access services such as family violence drug and alcohol, financial and mental health services, strengthening parents relationships with their child/ children, developing parenting skills, addressing children's challenging behaviour, using interpreters, working together with culturally specific services.

### Family Violence and Homelessness Services

- **Families@Home** – Aims to keep family members safe and secure in their homes through coordinating access to a range of services including: financial counselling, assistance and support, family violence counselling, parenting support, help to obtain or maintain suitable and safe housing and assistance to access education, training and employment.
- **Uniting CareRing** – a free service providing independent and confidential support to individuals and families experiencing financial and other difficulties and are the customers of Yarra Valley Water, ANZ, NAB, Suncorp, Westpac, Credit Union Australia (CUA), Allianz and other providers. CareRing offers financial counselling, home energy efficiency advice, no interest loans, family violence support and many other services. For access, please contact your providers or CareRing on 1800 545 366 for eligibility.
- **Tenancy Assistance & Advocacy Program (TAAP)** - provides renters in the Western and Northern suburbs who are on low incomes, or experiencing family violence, with information, advice and support with evictions, compensation, negotiation and advocacy (incl. VCAT info & support). Phone 1800 002 992 and ask for TAAP for further assistance.
- **No Interest Loans (NILS) and StepUp** - call 03 8401 0182

## SUPPORT SERVICES AND ASSISTANCE

- **Financial Counselling** – Financial Counselling is available for people experiencing or vulnerable to financial hardship who live or work in the Local Government areas of Whittlesea, Hume, Moreland, Banyule, Yarra, Nillumbik and Darebin.

### Uniting Reconnect

Reconnect provides counselling, mediation and outreach support to young people aged 12 to 18 who are homeless, or at risk of homelessness in the City of Whittlesea, City of Darebin and City of Yarra. Reconnect assists young people to stabilise their living situation and improve their level of engagement with family, work, education, training and their local community.

Call the Epping Office on 9051 2444 and ask to speak to a Reconnect worker or email [nereconnect@vt.uniting.org](mailto:nereconnect@vt.uniting.org).

#### **Contact:**

Address: 188 McDonalds Road, Epping VIC 3076

Phone: 8401 0100

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

### Mission Australia

Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.

Mission Australia youth workers can help prepare young people for adulthood by giving them the skills and training to live independently and find employment. Our tailored programs include; information and advice, access to flexible funding, and direct case work support across five service offerings; housing & living skills, education, employment, health and wellbeing and community connections.

We draw on our research – including the findings from our annual Youth Survey – to develop and deliver support services, and advocate for young people. Given the right support, we believe everyone can reach their full potential.

#### **Contact:**

29B Langhorne Street Dandenong Vic 3175

Phone: (03) 9213 2500

### Anglicare Victoria

Anglicare provides a diverse range of programs and services to support children, young people and families. Services include:

- Family Services
- Functional Family Therapy
- Financial Counselling
- Disability Support Services
- Parenting groups
- Groups for women affected by family violence

#### **Contact:**

ECSH - 713 High St Epping, VIC 3076

Phone: 8641 8900

# SUPPORT SERVICES AND ASSISTANCE

## Whittlesea Community Connections

Created by the community to support local people, Whittlesea Community Connections is a community organisation that will support you and your family, whatever your needs, building confidence and hope.

### I'm a young person (12-25yrs), how can WCC help me?

- **The Empower program** supports young people to develop connections to their community including social supports, education, training or employment. Young people who have left school early or are experiencing barriers (such as homelessness, family breakdown, mental health etc.) are encouraged to get in touch. A youth worker will support you in the best way possible.
- **The Engage program** helps young people engage and connect in a time where disengagement is very high. We can help Young people to volunteer both formally and informally. Volunteering can serve as a great stepping stone to future employment building on existing and new skills. We offer free training and support. Have a chat with us about volunteering.
- **Opportunities to volunteer** in a young voices in media group, homework group and many other educational support groups, you're a young person and you can help children at Thomastown West Community Hub.
- **The LOT (The Leaders of Tomorrow)** is a youth advocacy group made up of young people that meet regularly, share food and ideas about what young people want and need to make for a better life. We hold meetings face to face and online. The LOT work on projects like the environment and advocacy around youth spaces. This is an opportunity for you to work on employment and leadership skills in a voluntary capacity. Speak to a youth worker to see how you can join.

### How can WCC help me and my family?

- Youth programs to help young people connect with volunteering, education, training and employment.
- We also deliver the L2P program supporting young people to learn how to drive
- Legal help
- You and your family with settling into your new country
- Emergency financial needs, like food or bills
- You can become a volunteer with our support
- Tax help
- Community transport

### Who can access WCC's services and programs?

WCC services and programs are for anyone living in the City of Whittlesea. All services and programs are free and confidential, run by friendly and caring staff and volunteers.

For more information contact WCC and if we cannot assist you we will try to refer you to someone who can. Get in touch with WCC if you are a young person and you:

- Want to find out about how to access local services, your rights and options
- Are unsure about where to go for help



## SUPPORT SERVICES AND ASSISTANCE

- Are overwhelmed or alone with a problem
- Are worried about you or your family's situation
- Want to give back to the community and build your connections and skills
- Have ideas about how we can make things better

### **Contact:**

Phone: 9401 6666

Drop in for a chat at Shop 111, Pacific Epping, 581 High Street, Epping

Check us out online at [www.whittleseacc.org.au](http://www.whittleseacc.org.au) to find out more, and see what we are doing on Facebook.

## Melbourne City Mission

### **Finding Solutions**

Finding Solutions is an adolescent support service which aims to divert young people away from the child protection and statutory systems. We provide the young person and/or family with timely and intensive support (up to three months duration) to contain the family conflict issues being experienced and to reduce the likelihood of placement in out of home care.

### ***Is this support for me?***

We work with young people:

- Secondary school age
- Housing situation: at risk of entering the Child Protection and/or out of home care system
- Who live in the north or west of Melbourne

### ***How can this support assist me?***

The aim of our service is to strengthen relationships between a young person and their family. We do this by providing a creative response to conflict between a young person and their family through casework that offers:

- Active outreach to young people, their household and family
- Assessment of the needs of young people and their family
- A realistic understanding of the issues young people and their family may face
- The implementation of a support plan to assist young people and/or families to strengthen family and community relationships
- Intervention that may include mediation, counseling, outreach and recreation activities
- Access to other local support providers in the areas of: family support, financial support, accommodation, health care, counseling, recreation, education and training

### ***How can someone access this support?***

In order to access this support, all referrals must come through the Child Protection Intake team. You can also contact our Early Intervention Duty Service on 03 8311 5458, 9am-5pm, Monday-Friday for further referral information or enquiries.

### **Contact:**

19 King Street, Melbourne VIC 3000

Phone: 9977 0000

<https://www.mcm.org.au/>

## SUPPORT SERVICES AND ASSISTANCE

### VincentCare Victoria

VincentCare is a leading provider of support services for people experiencing homelessness and disadvantage in Victoria. Our reach extends throughout metropolitan and regional Victoria. We encourage the people we work with to be active in the process of stabilisation, and we continue to support them every step of the way to recovery.

Our services range from housing and homelessness programs, drug and alcohol rehabilitation, Aboriginal and Torres Strait Islander young people support, LGBTIQ+ support, family violence services, financial counselling, health and wellbeing to reconnecting people to their communities, supported employment and outreach services for young people, adults, families and diverse communities. We value and celebrate diversity and are committed to providing housing and support services that are fully inclusive.

**Contact:**

Northern Community Hub, 175 Glenroy Road, Glenroy 3046  
Telephone: 9304 0100

### Disability services

#### Youth Disability Advocacy Service (YDAS)



Photo: The YDAS Steering Committee

The Youth Disability Advocacy Service (YDAS) is an advocacy organisation that works with disabled young people who are aged 12 to 25.

We work with disabled young people in Victoria to make sure you can speak up and are being treated fairly. You can access our free advocacy service if you need advice or support.

We talk with disabled young people about what matters most to you. We then help the

government and other organisations understand those issues so they can treat disabled young people fairly. You can find more information here:

<https://www.yacvic.org.au/ydas/advocacy/get-advocacy-support/>

For enquiries about our advocacy service, please contact:  
Natalie Voermans – Human Rights Advocacy & Intake Officer  
Email: [intake@ydas.org.au](mailto:intake@ydas.org.au)  
Phone: 0438 638 734

# SUPPORT SERVICES AND ASSISTANCE

## Young Leaders Program

The Youth Disability Advocacy Service (YDAS) runs the Young Leaders Program. Our free online leadership program is for young Victorians who identify as:

- Having a disability
- Having a health condition or chronic illness
- Neurodiverse or autistic
- Deaf, deaf or hard of hearing
- Blind or vision impaired
- Having lived experience of mental health issues.

You can find more information and sign up here:

<https://www.yacvic.org.au/ydas/get-involved/youngleaders/>

For questions or enquiries about the Young Leaders Program, please contact:

Haley Zilberberg

Email: [hzilberberg@ydas.org.au](mailto:hzilberberg@ydas.org.au)

Phone: 0476 287 414

## Map Your Future

The Youth Disability Advocacy Service (YDAS) has also created Map Your Future. Map Your Future is a free, fun and interactive online program for disabled young people. It will help you set goals and get the right support to achieve your goals.

You can find more information about Map Your Future here:

<http://www.yacvic.org.au/ydas/resources-and-training/map-your-future/>

### **Contact:**

If you have any questions about the Youth Disability Advocacy Service (YDAS), please contact:

YDAS Admin Officer

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

Mobile: 0455 621 849

Web: <https://www.yacvic.org.au/ydas>

## Youth Projects - Disability Employment Services (DES)

### Specialised Youth Disability Employment Services

Eligibility Criteria:

- Aged 16-25 years old Australian citizen or permanent resident
- Have a medical condition/disability
- Have capacity to work 8 hours per week

We have specialised youth coaches that have the primary responsibility of working with a young person to tailor their pathway and eventually lead them into a sustainable employment opportunity.

## SUPPORT SERVICES AND ASSISTANCE

Some of our key supports are:

- Identify goals and vocational pathways through educated career advice and using a strengths-based approach with each young person
- Write resumes, job interview preparation and teaching key employability skills
- Seek out employment and work experience opportunities
- Advocate and support external referrals
- Work related licensing, clothing and training
- Ongoing support while at work until a young person is comfortable to step away from services

### **Contact:**

If you want to find out more, please contact our Disability Employment Services Team on:

Ph: 9304 9100 or free call 1800 602 549

Visit: <http://www.youthprojects.org.au/disabilityemploymentservices>

## **Brite Services**

Brite Services (Brite) is a profit for purpose business providing ongoing supported employment to people with disability. The service provides employment, vocational development, education and training for people with a disability and/or vocationally disadvantaged, who are over the age of 17 years.

Brite has operated in Broadmeadows for over 40 years. We currently employ over 150 people with disabilities. In addition, we offer a wide range of support services to further develop our employees' capabilities to access improved social and economic opportunities in their community.

Brite has three operating divisions:

- **Plants** is an accredited wholesale nursery offering large scale contract growing to infrastructure project, developers/builders, landscape contractors, and government across Victoria.
- **Pak** is a highly responsive pick pack dispatch, warehousing, and mail-out service business providing a range of services to a large number of local and multi-national clients across Victoria;
- **Institute** is a registered training organisation providing high quality learning outcomes for clients across a range of qualifications. Institute also provides workforce development programs to many Victorian based businesses.

## **Brite Pathways**

Our Brite Pathways Course helps young people with a disability to transition from school into a job or training, preparing them for success in the next stage of their lives. It's a two-year, full time course that involves:

- Skill building (life skills and employment)
- Education
- Work experience
- Health and wellbeing.

We work closely with each young person (and families) to deal with barriers and develop a tailored action plan. Our goal is to make sure that young people graduating from the Brite

## SUPPORT SERVICES AND ASSISTANCE

Pathways Course are ready to move into open employment or further education opportunities that fit their interests. Brite offers support to students transferring from school into employment via the School Leavers Support Program, this is a customised SLES service that ensures each individual's goals are met and achieved.

**Contact:**

Ph: 03 9301 7300

E: [info@brite.com.au](mailto:info@brite.com.au)

Email: [briteinstitute@briteind.com.au](mailto:briteinstitute@briteind.com.au)

Website: <http://www.brite.com.au>

### School Leaver Employment Support (SLES)

Are you a Year 12 student? School Leaver Employment Support, or SLES, is a new NDIS support that may help you. SLES is about giving you the skills and confidence to help you move from school to employment. SLES offers you individualised support for up to 2 years after finishing year 12 to help you get ready for work and plan your pathway to employment.

#### SLES supports

SLES supports will be tailored to meet your individual employment goals. This may include:

- Work experience in open employment
- Job skills training
- Travel training

#### SLES and Education

The NDIS works with Education to support students with disability to make a smooth transition into SLES or other employment supports.

#### SLES and other service systems

The NDIS will be responsible for funding supports that assist people with disability prepare for, and take part in work where the person has work capacity but needs some more support before receiving ongoing employment support through existing systems.

Employment services and programs, including both disability-targeted and open employment services, will continue to be responsible for:

- Providing advice and support to people with disability to prepare for, find and maintain jobs
- Encouraging employers to hire and be inclusive of people with disability in the workplace (e.g. support, training and resources, funding assistance to help employers make reasonable adjustments, and incentives for hiring people with disability, such as wage subsidies).

**Contact:**

For more information:

<http://www.ndis.gov.au/participants/finding-keeping-and-changing-jobs/leaving-school>

To find your local provider:

<http://www.ndis.gov.au/participants/working-providers/find-registered-provider>

## SUPPORT SERVICES AND ASSISTANCE

### DPV Health Disability Services

DPV Health is registered under the NDIS to deliver multiple services that provide a 'one stop shop' for your health and social needs. We focus on you and your needs and provide services at home or in the community.

Our services are designed to support you to pursue your goals, objectives and aspirations, increase independence, increase social and economic participation, and develop your capacity to actively participate in the community.

Our workers will support you to learn new skills or maintain current skills and independence for your health and wellbeing. We also support you to make and maintain relationships, develop new friendships and engage in your community.

**Contact:**

To book an appointment to speak with a DPV Health Client and Services Connection worker, please telephone 9407 9699 or email [millpark@dpvhealth.org.au](mailto:millpark@dpvhealth.org.au).  
Location: 31A Morang Drive, Mill Park VIC 3082

### Multicultural and Refugee Services

#### Foundation House

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

The organisation:

- Provides services to clients in the form of specialist counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Offers professional and organisational development
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research and policy

**Contact:**

4 Gardiner Street, Brunswick VIC 3056  
Phone: 9389 8900  
Email: [info@foundationhouse.org.au](mailto:info@foundationhouse.org.au)  
Website: [www.foundationhouse.org.au](http://www.foundationhouse.org.au)

## SUPPORT SERVICES AND ASSISTANCE

### Centre for Multicultural Youth (CMY)

The Centre for Multicultural Youth is a not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia. CMY works to ensure that young people have every opportunity to succeed in Australia.

Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, CMY are working to remove the barriers young people face as they make Australia their home.

**Contact:**

304 Drummond St, Carlton VIC 3053

Phone: 9340 3700

Web: [www.cmy.net.au](http://www.cmy.net.au)

Email: [info@cmy.net.au](mailto:info@cmy.net.au)

### Brotherhood of St Laurence (BSL)

#### Integrated Family Services

Integrated Family Services (IFS) specialises in assisting families from a refugee or migrant background in Melbourne's north-east. IFS is delivered by BSL's Multicultural Communities Team (MCT). We are a team of professionals supporting families and specialising in assisting families from migrant and refugee families. The service engages families when there are issues with a child's safety, wellbeing and development. Services are available to support all families with children up to age 17 who live in the local government areas of Yarra, Darebin, Banyule, Nillumbik and Whittlesea.

**Contact:**

The Integrated Family Services team

Epping Community Services Hub, 713 High Street, Epping, Victoria 3076

Phone: 9422 5650

Email: [mct@bsl.org.au](mailto:mct@bsl.org.au)

Web: <https://www.bsl.org.au/services/family-support/integrated-family-services/>

### Creating Futures For Youth

The Creating Futures for Youth program supports young people of diverse backgrounds, aged between 15 – 25, who are wanting to engage in meaningful employment and education, and realise and achieve their goals.

Our team can help you with:

- identifying your career goals and creating a plan to achieve this
- planning your school, study, or university goals
- connecting you with employers or business professionals
- getting a job
- preparing for work
- finding work experience.

## SUPPORT SERVICES AND ASSISTANCE

For more information, visit us at Building 2, Level 2 – 1100 Pascoe Vale Road, Broadmeadows or contact Zeina Zogheib at [zeina.zogheib@bsl.org.au](mailto:zeina.zogheib@bsl.org.au) or call 0436 413 802

### Youth Transitions Support Program

The Youth Transitions Support program aims to help young people from refugee and vulnerable migrant backgrounds aged 15–25, to get the skills they need for a job, and take part in the community through work, education, and sport. The program offers work 'tasters' that include workplace tours, industry guest speakers and conversations with people from various industries. It also offers:

1. employment and education planning
2. career guidance
3. mentoring
4. work experience and volunteering opportunities
5. links to community organisations
6. ongoing coaching and guidance after the program.

You may be eligible to participate if you are a young person of refugee or migrant background aged 15-25, who arrived in Australia in the past five years.

For more information, visit us at Building 2, Level 2 – 1100 Pascoe Vale Road, Broadmeadows or contact Zeina Zogheib at [zeina.zogheib@bsl.org.au](mailto:zeina.zogheib@bsl.org.au) or call 0436 413 802.

### Spectrum Migrant Resource Centre

Spectrum provides a complete lifecycle of services to enable people of refugee and migrant backgrounds to feel at home in Australia.

#### **Contact:**

Level 5, 61 Riggall Street, Dallas VIC 3047

Phone: (03) 9977-9000, After hours: 1300 735 653

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

## Rainbow Support Services

### Minus18

Minus18 aims to improve the health and wellbeing of, and provide a safe environment for, same-sex attracted and gender diverse young people in Australia. Minus18 advocates for an Australia where all young people are safe, empowered, and surrounded by people that support them.

**Find out more at:** <https://www.minus18.org.au/>

### Rainbow Door

Rainbow Door is a free specialist LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual, BrotherBoys, SisterGirls) helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and family.

**Find our more at:** <https://www.rainbowdoor.org.au/>



## SUPPORT SERVICES AND ASSISTANCE

### QLife

QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

**Find out more at:** <https://qlife.org.au/>

### Switchboard

Switchboard provides peer-driven support services for lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQA+) people, their families, allies and communities.

**Find out more at:** <https://www.switchboard.org.au/>

### Queerspace

Queerspace is an LGBTIQ+ health and wellbeing support service established by LGBTIQ+ communities for LGBTIQ+ communities. Queerspace has a focus on relationships, families, parenting and young people and offers co-located services across the north- west metropolitan region of Victoria.

**Find out more at:** <https://www.queerspace.org.au/>

### Victorian Pride Lobby

The Victorian Pride Lobby works toward equality and social justice for the Victorian LGBTIQA+ community. To do this, we work constructively, cooperatively, and respectfully with trans and gender diverse, intersex, asexual, and other communities and organisations that support our mission and vision.

**Find out more:** <https://www.vicpridelobby.org/>

### Victorian Pride Centre

The Victorian Pride Centre is the first purpose-built centre for Australia's LGBTIQ+ communities. The Centre serves as a hub for LGBTIQ+ groups and organisations to share ideas and resources and to further their work in supporting equality, diversity and inclusion across the state.

**Find out more at:** <https://pridecentre.org.au/>

### headspace

headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25-year-olds.

headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

**Find out more at:** <https://headspace.org.au/>

## SUPPORT SERVICES AND ASSISTANCE

### BeyondBlue

Beyond Blue is an Australian mental health and wellbeing support organisation. They provide support programs to address issues related to depression, suicide, anxiety disorders and other related mental illnesses. Beyond Blue is committed to safe inclusive spaces, policies and services for people of LGBTQI+ communities and their families.

Find out more at: <https://www.beyondblue.org.au/>

### Aboriginal and Torres Strait Islander Support Services

#### Bert Williams Aboriginal Youth Services

The Bert Williams Aboriginal Youth Service aims to deliver proactive and preventative services to Koorie youth who reside in or visit the North and West Metropolitan Region (NWMR). The Bert Williams Aboriginal Youth Services operates three streams of operations:

##### Aboriginal Youth Hostel Crisis/Homelessness Short Term Accommodation

**Available for:** 12 week accommodation

**Target:** Aboriginal males aged 16-22

**Services/Supports:** safe and secure crisis accommodation, 24 hours a day, case management, independent living and life skills, networking, assistance to secure, medium-term accommodation and / or reconnect to family and/ or community.

##### Koorie Youth Justice Program (KYJP)

**Target:** Male and female aged 10-20 years of age

**Services/Supports:** Court advice, networking, case work, secondary consult, Aboriginal Cultural Support Plans, Community supports and linkages, early intervention and prevention programs

##### Early School Leavers Program (ESLP)

**Target:** Male and female aged 10-20 years of age

**Services/Supports:** Case work, Community Support and Linkages, Early Intervention, Networking and Community activities (i.e. Homework Classes)

**Contact:**

Phone: (03) 9484 5310

Web: <http://www.vacsal.org.au/programs/bert-williams-center.aspx>

### Victorian Aboriginal Legal Services Cooperative

The Victorian Aboriginal Legal Service Cooperative Limited (VALS) is an Aboriginal Community Controlled Organisation. VALS provides referrals, advice/information, duty work or case work assistance to Aboriginal and Torres Strait Islander peoples in the State of Victoria.

**Contact:**

Ph: 1800 064 865

Web: [www.vals.org.au](http://www.vals.org.au)

Email: [vals@vals.org.au](mailto:vals@vals.org.au)

## SUPPORT SERVICES AND ASSISTANCE

### Victorian Aboriginal Health Services

The Victorian Aboriginal Health Service (VAHS) provides a comprehensive range of medical, dental and social services for our community. Services include a medical clinic, as well as a visiting Diabetes Educator, Dietitian and Paediatrician.

The additional services below are available at the Fitzroy and Preston sites:

- Dental
- Family Counselling Service
- Women's and Children's
- Men's Unit
- Preventative Health Unit
- Community Programs

**Contact:**

The Hub, Showroom 15, 560-650 High Street, Epping VIC 3076

Ph: 8592 3920

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

Web: <https://www.vahs.org.au/>

### Victorian Aboriginal Child Care Agency

The Victorian Aboriginal Child Care Agency (VACCA) is a state-wide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members. We deliver more than fifty programs across Victoria.

Together with the Aboriginal community, we design, develop and deliver programs that build on peoples' strengths. We understand intergenerational trauma, and that healing occurs in the context of developing relationships, connection to culture, community, and Country.

Our services can also be accessed by non-Aboriginal people who have an Aboriginal family member, such as children or a partner. We deliver services for:

- Children and Families
- Youth Services and Programs
- Cultural Strengthening Programs
- Community Support
- Family Violence

**Contact:**

Phone: 9287 8800

<https://www.vacca.org>

### Koorie Youth Council (KYC)

KYC is the representative body for Aboriginal and Torres Strait Islander young people in Victoria. Guided by our Executive of 15 Aboriginal and Torres Strait Islander young people and our state-wide network, KYC values the diversity and strength of young people as decision makers. We advocate to government and community to advance the rights and representation of Aboriginal and Torres Strait Islander young people.

## SUPPORT SERVICES AND ASSISTANCE

We host events like the annual Koorie Youth Summit to bring Aboriginal and Torres Strait Islander young people together to amplify our voices for social change. The Koorie Youth Summit is the largest gathering in Victoria created for and by Aboriginal and Torres Strait Islander young people aged 18-28 years. Since 2014, Koorie Youth Council (KYC) has hosted the event to create a safe space for young mob to gather from around the state to connect with each other, discuss what is important to us, be proud, learn, share and celebrate our culture.

Learn more about KYC and join our state-wide network of deadly young people and supporters by visiting our website: [www.koorieyouthcouncil.org.au](http://www.koorieyouthcouncil.org.au). By signing up, you'll receive updates from Koorie Youth Council (KYC), events, and opportunities to connect.

Follow us on Facebook and Instagram @koorieyouthcouncil

Or visit our website: <https://www.koorieyouthcouncil.org.au/>

### Legal Services

#### Youth Support and Advocacy Service (YSAS)

YSAS is a state-wide community service providing a continuum of services for young people aged between 12 and 21 who are experiencing problems related to alcohol and other drugs.

**Contact:**

Level 3, 33 Lincoln Square South, Carlton Vic 3053

Phone: 9415 8881

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

Email: [reception@ysas.org.au](mailto:reception@ysas.org.au)

#### Legal Aid

If you need legal advice you can get this for free from Legal Aid. They help people with their legal problems. They focus on protecting the rights of Victorians and representing those who need it the most.

**Contact:**

Call 1300 792 387, weekdays from 8 am to 6 pm for free information about the law and how we can help you.

<https://www.legalaid.vic.gov.au>

### Disengagement support

#### Navigator Program

The Navigator Program supports disengaged learners, aged 12-17, to re-engage with an education or training pathway. Navigator actively works with young people and their support networks to provide the support required for a successful return to education. The program works intensively with young people, families and schools to help young people overcome barriers and successfully re-engage with an education or training pathway.

# SUPPORT SERVICES AND ASSISTANCE

## Who is eligible?

To be eligible, the young people must:

- Be between 12 and 17 years of age
- Have been disengaged from an education setting for more than 70 percent of the most recent school term
- Live in, or be enrolled in a school within an area that Navigator operates. In the North Eastern Melbourne areas that includes Darebin, Whittlesea, Banyule, Nillumbik and Yarra. In the Hume Merri-bek area this includes Hume and Merri-bek.

## What happens on the Navigator Program?

Navigator provides case management and intensive, assertive outreach to young people and their families. Our team assists each young person to create their own education re-engagement plan that:

- Expresses individual goals
- Addresses specific barriers to education
- Responds to issues underlying non-attendance
- Involves and works restoratively with families, carers, schools and community support by:
  - Expanding and coordinating the network of people that can provide ongoing support and oversight
  - Promote well-being, restore relationships and reduce further harm
- Navigator also works with education providers to ensure that each young person's reengagement into education best suits their needs.

## How can young people be referred to Navigator?

- All new referrals are submitted online via the [online referral form](#), and they are then allocated to the appropriate Navigator Program area.
- For more information about the Navigator program and referral system please visit our DET web page: <https://www.schools.vic.gov.au/navigator-program?Redirect=1#link60>
- If you would like to proceed directly with a referral to this program please do so using the following link: [https://surveyapac.deloitte.com/jfe/form/SV\\_cBJdthIUE7thpl](https://surveyapac.deloitte.com/jfe/form/SV_cBJdthIUE7thpl)

### Contact:

For support or more information, please contact your local Navigator Coordinator:

NEMA: Emma Couper

Ph: 7022 2446

E: [emma.couper@education.vic.gov.au](mailto:emma.couper@education.vic.gov.au)

HUMA: Karla Anderson

Ph: 8468 9319

E: [Navigator.HumeMerri-bek@education.vic.gov.au](mailto:Navigator.HumeMerri-bek@education.vic.gov.au)

## Operation Newstart

Operation Newstart engages students who are experiencing difficulties at school be part of a high challenge, outdoor adventure program that helps them to reach their potential. Operation Newstart is aimed at young people between the ages of 14-17 years.

## SUPPORT SERVICES AND ASSISTANCE

The program is made up of:

- Community project
- TAFE Tasters/vocational experiences
- Outdoor adventure activities and camps

**Contact:**

Brendan Delaney

7 Stanley Street, Collingwood

Phone: 9419 0369

Email: [delaney.brendan.b@edumail.vic.gov.au](mailto:delaney.brendan.b@edumail.vic.gov.au)

Website: [www.opnewstart.org](http://www.opnewstart.org)

## Healthcare and mental health services

### DPV Health

DPV Health offers health care services to people of all ages. Our vision is ensuring the health and wellbeing of our community. Our professional staff deliver a wide variety of clinical, support and community services that focus on integrated health promotion, treatment and prevention of illness. These include medical, child and adult NDIS and disability, and dental services.

We also deliver a wide range of health and wellbeing services, including: Occupational Therapy, Paediatrics, Physiotherapy, Diabetes Care, Dietetics, Exercise Physiology, Podiatry, Psychology, Refugee and Settlement Health, Speech Pathology, Counselling, Housing / Homelessness, Family Violence, Chronic Disease, Women's Health, Pre and Post Pregnancy Support for Families and more.

DPV Health is an inclusive organisation that celebrates the diversity of all people within our communities. We are passionate about helping to support people to lead happy healthy lives. We are dedicated to working with the Aboriginal and Torres Strait Islander, Disability, LGBTIQ, and newly arrived communities.

DPV Health is committed to the Victorian Child Safe Standards in policy and in practice, to promote and protect the best interests of all children involved in our services.

We proudly acknowledge the traditional Custodians, Elders and lands of the Wurundjeri people.

**Contact:**

Please refer to our locations page on our website: <https://dpvhealth.org.au/contactus/locations> or visit our contact form: <https://dpvhealth.org.au/contact-us/>

DPV Health: Ph. 1300 234 263 (all locations)

Dental services: 9409 8766

Disability services: 9407 9699

Mill Park GP Super Clinic: 8401 7373

# SUPPORT SERVICES AND ASSISTANCE

## headspace

headspace is the National Youth Mental Health Foundation for young people aged 12-25 and their families. We are a youth friendly service that provides health advice, support and information. It's free, voluntary and confidential.

headspace helps with:

- General health
- Mental health and counselling
- Education, employment and other services
- Alcohol and other drug services

headspace can help young people if they:

- Are feeling down, stressed or can't stop worrying
- Can't deal with school or finding it difficult to concentrate
- Are feeling sick or worried about their health
- Want to cut down on drinking or drug use
- Want to talk about sexuality, identity or relationships
- Are having difficulties with friendships
- Have sexual health concerns or want to find out about contraception
- Are being bullied, hurt or harassed
- Are worried about work or study or if they're having money trouble

**For online and telephone mental health support:** visit <http://eheadspace.org.au>

### headspace office locations:

#### **headspace Greensborough**

Suite 5, Level 1

78 Main Street, Greensborough VIC 3088

Phone: 03 9433 7200

Email: [headspacegreensborough@mindaustralia.org.au](mailto:headspacegreensborough@mindaustralia.org.au)

Website: [www.headspace.org.au/Greensborough](http://www.headspace.org.au/Greensborough)

Facebook: [www.facebook.com/headspacegreensborough](https://www.facebook.com/headspacegreensborough)

#### **headspace Plenty Valley**

Westfield Plenty Valley, McDonalds Rd - Located at The Edge, Baseline for Young People

Phone: 03 9938 1940

Email: [headspaceplentyvalley@mindaustralia.org.au](mailto:headspaceplentyvalley@mindaustralia.org.au)

Website: <https://www.headspace.org.au/headspace-centres/plenty-valley/>

Facebook: <https://www.facebook.com/headspacePlentyValley/>

Headspace Plenty Valley are operational on Tuesday/Wednesday/Thursday - 9am to 5pm.

## SUPPORT SERVICES AND ASSISTANCE

### *headspace Craigieburn*

Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Rd, Craigieburn

Phone: 03 8338 0919

Website: [www.headspace.org.au/Craigieburn](http://www.headspace.org.au/Craigieburn)

Facebook: [www.facebook.com/headspaceCraigieburn](http://www.facebook.com/headspaceCraigieburn)

Instagram: [www.instagram.com/headspace\\_Craigieburn](http://www.instagram.com/headspace_Craigieburn)

### *headspace Collingwood*

Level 1, 16 Lulie st, Abbotsford, 3067

headspace Collingwood is located next to Victoria Park Station on the Mernda Line.

Phone: (03) 9417 0150

Email: [reception@collingwoodheadspace.org.au](mailto:reception@collingwoodheadspace.org.au)

Facebook: [www.facebook.com/headspacecollingwood](http://www.facebook.com/headspacecollingwood)

## headspace Work and Study Service

Do you need help with looking for a job? Or support in starting a career? Or advice on study options? No matter where you're at, headspace Work & Study is here to help you.

We offer different ways of helping because we want you to choose which works best for you. It doesn't matter who you are or where you live. We're here for you.

Everything is private and confidential, and there's absolutely no cost.

Get in touch:

Ph: 1800 810 794

Email: [help@headspace.org.au](mailto:help@headspace.org.au)

Website: <https://headspace.org.au/services/work-and-study-support/>

### **Work & Study Online**

If you're 15-25, we can support you to connect with a Work & Study specialist to get tailored 1:1 support and advice on everything from study and education options to job hunting.

Access online resources and talk to other young people in group chats. And, if you want, you can also get one-on-one support from a mental health clinician.

The headspace Work & Study Online support is tailored to your needs and can support you in developing the skills and confidence to reach your work or study goals. It's all online - we use webchat, video, email, or phone – so you don't need to travel and it's totally free!

We can help you with:

- Looking for & applying for jobs
- Writing a resume and cover letter
- Preparing for a job interview
- Exploring your study options



## SUPPORT SERVICES AND ASSISTANCE

- Enrolling in study
- Understanding your workplace rights
- Balancing your mental health and wellbeing with work or study

For more information visit:

<https://headspace.org.au/services/work-and-study-support/online/>

### Work & Study Centre support

Access face to face vocational support through select headspace centres.

For more information, visit:

<https://headspace.org.au/services/work-and-study-support/centres/>

### Career Mentoring

Our program matches 18 – 25 year olds with an industry mentor online. Think of them as personal coaches that help you get ready for the career you want. They'll work with you to help you develop the right skills. You'll get valuable advice and support to build your confidence as you start out on your career journey.

A mentor is someone who gives advice and guidance to help someone reach their goals. An industry mentor will help you reach your career goals by working with you to:

- Provide industry specific advice around work, employer expectations and career progression
- Help you to understand the recruitment process in your industry and improve your application and interviewing skills to help you find work.
- Support you with the move into work, improving your professional communication skills and understanding your rights and responsibilities at work
- Help you grow your professional network and teach you how to connect and reach out to other professionals in your chosen area of work to understand the recruitment process in your industry and improve your application and interviewing skills to help you find work

For more information visit:

<https://headspace.org.au/services/work-and-study-support/career-mentoring/>

### Child and Youth Mental Health Service (CYMHS)

Northern Community Outpatient Team - Austin Health, provides assessment and treatments/ care coordination for young people aged 0-18 years and their families/carers.

#### **Contact:**

For new referrals contact:

Austin Health Mental Health Triage: 1300 859 789 (Option 1).

For other enquiries contact: 9496 5108

# SUPPORT SERVICES AND ASSISTANCE

## cohealth Youth Residential Recovery

The cohealth Youth Residential Recovery Program is for young people between the ages of 16 to 25 who have complex needs or are diagnosed with a mental illness.

The support is focused on recovery in an independent living residential environment and assists young people to gain the necessary skills needed to be a contributing member of the community.

Staffed hours are from 8am - 7pm Monday - Friday, 9am to 5:30pm Saturday & Sunday

The program is strength and recovery focused, working collaboratively to achieve your goals, such as:

- Building better relationships and social connections
- Getting involved in sport and recreation
- Overcoming alcohol and drug issues
- Exploring education, training and work options
- Finding permanent housing

We also develop a range of support groups as required such as:

- Young person's hearing voices
- Health and wellbeing
- Mindfulness
- Fitness and exercise
- Cooking and nutrition
- Music and art
- Work readiness

### What do I need to do?

Interested in checking out our programs? For more information, visit:

<http://www.cohealth.org.au/health-services/young-people/youth-residential-rehabilitation/>

or feel free to call us to arrange a site visit:

**Essendon:** Ph 9448 5516

**Reservoir:** Ph 9448 5525

**St Albans:** Ph 9448 5504

Referrals to cohealth YRR can be made via the following services:

For Reservoir YRR – contact EACH Intake and Assessment on 1300 785 358

For Essendon or St Albans YRRs – contact NEAMI Intake and Assessment on 1300 379 462

### What will it cost me?

A fortnightly service fee of \$140 is charged to cover utilities, wi-fi access and some living expenses and group costs. Service fees are waived for young people with no income.

## Kids Help Line

Kids Help Line is a national telephone counselling service for young people aged 5 to 18 years. It is free, anonymous and confidential.

Professional counsellors are available to talk to you over the phone 24 hours a day.

Free call: 1800 55 1800

## SUPPORT SERVICES AND ASSISTANCE

### Sexual and reproductive health

#### Sexual Health Victoria (SHV)

At Sexual Health Victoria we embrace diversity and welcome everyone of all genders, sex, age, cultural background, sexual orientation, religion and ability. SHV bulk bills health services for young people under the age of 21 years.

SHV also has a free sexual health app for young people: <http://shvic.org.au/app>

**Contact:**

You will find SHV clinics at:

- **SHV Melbourne** - Level 1, 94 Elizabeth Street, Melbourne (near Flinders St Station)
- **SHV Box Hill** - 901 Whitehorse Road, Box Hill (near Box Hill Station).

Phone: 03 9257 0100

Email: [shv@shvic.org.au](mailto:shv@shvic.org.au)

Website: [shvic.org.au](http://shvic.org.au)

Instagram: [sexualhealthvictoria](https://www.instagram.com/sexualhealthvictoria)

### Sexual assault

#### Northern Centre Against Sexual Assault (Northern CASA)

Provides counselling, referrals, advocacy, group work and information for victims/ survivors of sexual assault. We work with survivors of recent or childhood sexual assault aged 12 and up.

**Contact:**

For all referrals and info, contact NCASA intake, Mon-Fri between 9am - 5pm on 9496 2240.

#### The Sexual Assault Crisis Line

The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault. SACL operates between 5pm weeknights through to 9am the next day and throughout weekends and public holidays.

**Contact:** Free call - 1800 806 292

### Homelessness and housing support

#### Uniting Reconnect

Reconnect provides early intervention and outreach support to young people aged 12 to 18 who are homeless, or at risk of homelessness in the City of Whittlesea, City of Darebin and City of Yarra. Reconnect offers case management, advocacy and mediation; to assist young people to stabilise their living situation and improve their level of engagement with family, work, education, training and their local community.

**Contact:** Call the Epping Office on 8401 0100 and ask to speak to a Reconnect worker.

# SUPPORT SERVICES AND ASSISTANCE

## DPV Health Homelessness Service

The DPV Health Homelessness Service is a case management service funded to support people at risk of or experiencing homelessness, and currently living in or have links to the Whittlesea Local Government area. We provide information and advice on housing options. We can offer assistance with obtaining and maintaining private rental accommodation.

Our team is also experienced in advocacy issues, as well as providing assistance with the Office of Housing and other services. We can help you with access and referral to Transitional Housing, where appropriate. We can also assist with Outreach Support. Our team can also provide you with referrals to other agencies including:

- Crisis accommodation
- Financial assistance
- Counselling
- Parenting support
- Drug and alcohol
- Education and employment
- Family/domestic violence

There are no fees for this service.

**The Homelessness Access Point Service in the Northern Region is Haven Home Safe, telephone number 9479 0700.**

The DPV Health Homelessness Service does not take direct referrals. If you are experiencing homelessness or worried that you might become homeless soon, you can call 1800 825 955 and speak with an Initial Assessment and Planning staff member about your situation. Calls are free from landlines and most mobiles (but not from all smaller providers). When you call the number you will be connected to the nearest Homelessness Access Point Service.

## Frontyard Youth Services

Frontyard Youth Services is a specialist youth service located in Melbourne's CBD that works with young people 12-24 who are at risk of or are experiencing homelessness. Frontyard provides an integrated service model with specialist teams supporting young people to meet their physical, emotional, and social needs to develop pathways out of homelessness.

Young people of all backgrounds can attend Frontyard if they are at risk of or are experiencing homelessness in Melbourne's CBD, Greater Melbourne and throughout Victoria. As an integrated service Frontyard will provide the appropriate response, via our co-located services, immediate response and ongoing support or information and referral pathways to the local housing access points and community-based supports.

We offer a wide range of services to cater to young people's needs, including:

- State-wide homelessness access point
- Case Management
- Circuit Breaker Accommodation Program
- Youth and Community Participation
- Health and Wellbeing
- Legal and Financial Services

## SUPPORT SERVICES AND ASSISTANCE

Frontyard Youth Services is a state-wide homelessness access point and provides information, short-term support and referrals for young people experiencing or at risk of homelessness. This support can be provided face to face at Frontyard or over the phone.

FYS is the primary means for young people experiencing homelessness to gain assistance with:

- where possible, maintaining current housing
- accessing emergency housing
- accessing support programs and short-term focussed support
- assistance with applications for longer term housing, such as private rental or public housing
- accessing medium-term transitional housing that provides affordable accommodation until longer-term housing is secured.

Our Access Point is open Monday to Friday from 9am to 8pm and Saturday, Sunday, and public holidays from 10am to 6pm. For more information, please call 03 9977 0077.

Drop ins are always welcome here for housing supports. No need for appointments or referrals. We are open 9-8pm weekdays and 10-6 weekends and public holidays.

Young people experiencing homelessness who are engaged with Frontyard can have a shower, wash clothes, or grab some toiletries, underwear, or socks and charge your mobile. While accommodation may bring comfort to young people left without a home, it's not enough to stop the cycle of homelessness in the community. We support an integrated approach, which provides young people with holistic, trauma-informed and healing orientated support.

Our services seek to understand the deeper issues that put young people at risk of homelessness to begin with. Through this integrated support we aim to prevent people becoming entrenched the homeless service system.

### **Contact:**

19 King St Melbourne  
Ph: 03 9977 0077

## Hope Street Whittlesea

Hope Street Whittlesea is a supported accommodation program for the young people of the Whittlesea local government area.

To access this program the young person must be:

- 16-25 years of age
- linked or willing to be linked with education or employment
- homeless or at risk of homelessness
- have the ability to receive an income that allows for independent living
- able to perform a basic level of independent living skills in activities such as cooking, cleaning, shopping
- self regulated routine
- willing and have the capacity to participate in the program.

## SUPPORT SERVICES AND ASSISTANCE

The program provides intensive case management with the capacity to work with singles, siblings, couples and families. The program uses a holistic approach and works with young people on any issues that may arise during their transition into independent living.

### **Contact:**

Program Manager or Case Managers

Phone 8311 9610

Hours: 9.00am - 5.00pm Monday to Friday

Web: <https://www.hopest.org/programs/whittlesea/hope-street-in-whittlesea>

## Drug and Alcohol Services

### **The Youth Northern Outreach Team (YNOT)**

The Youth Northern Outreach Team (YNOT) at Youth Projects provides confidential and non-judgmental outreach counselling, support, education and referrals for young people dealing with alcohol and other drug issues aged between 12 - 25 years.

Our experienced team understands that every individual has different needs and therefore take a personalised, tailored approach to developing goals and Individual Treatment Plans with each young person.

As a Youth Projects program, YNOT has direct links with our complete range of support services that make it easier to get help. This includes referrals for withdrawal (detox), rehabilitation and pharmacotherapy, health care, mental health, education, employment and training.

### **Contact:**

To make a referral or find out more information on this service, please contact our office

Ph: (03) 9304 9100, or visit:

<http://www.youthprojects.org.au/youth-outreach-drug-counselling>

## Gambling support

### **Gambler's Help**

Gambler's Help North and North West provides free services to people experiencing harm from gambling. We aim to deliver services and activities that minimise the individual, personal, health, social and financial harms that arise from gambling and improve individual and community capacity to reduce gambling related harm. Our services include:

- Therapeutic Counselling
- Financial Counselling
- Peer-led support programs
- Health Promotion

All services are free and are available for those who are experiencing harm from gambling or are affected by someone else's gambling. For further information, call us on 1300 133 445 to make an appointment or to speak with a member of our team, or visit:

<https://bchs.org.au/services/gambling-support/gamblers-help>

## SUPPORT SERVICES AND ASSISTANCE

### Support with Acquiring your Probationary Licence

#### TAC L2P Program

L2P supports learners who do not have access to a supervising driver or vehicle, to gain the 120 hours of driving experience required to apply for a probationary license. Young people are matched with fully trained volunteer mentors and have access to use a sponsored vehicle to gain supervised driving experience.

The Whittlesea TAC L2P program is a community-based partnership program involving TAC, the department of transport and planning (DTP) and Whittlesea Community Connections. Community members are involved as advisory group and as volunteer driver mentors.

You can submit your application online through the [L2P Page on the VicRoads website](#)

#### Contact:

Phone: 9401 6666

Email: [ebabatunde@whittleseacc.org.au](mailto:ebabatunde@whittleseacc.org.au)

Website: <https://www.vicroads.vic.gov.au/licences/your-ps/get-your-ps/preparing-for-your-licence-test/l2p-learner-driver-mentor-program>

### Yarra Plenty Regional Library

Yarra Plenty Regional Library (YPRL) operates library services for the Cities of Banyule, Whittlesea and Shire of Nillumbik. Service delivery is provided through nine branch libraries located at Greensborough (known as Diamond Valley Library), Eltham, Ivanhoe, Lalor, Mill Park, Thomastown, Watsonia and Whittlesea, 13 Mobile Library stops, and through 3 innovative Click & Collect Hubs at Hurstbridge, Galada and Donnybrook. YPRL also provides computer services to Murrindindi Library Service, including full access to the library's database.

#### Library Locations

##### Diamond Valley Library

Civic Drive, Greensborough 3088

Phone: 9434 3809

[www.yprl.vic.gov.au/locations/diamond-valley-library/](http://www.yprl.vic.gov.au/locations/diamond-valley-library/)

##### Ivanhoe Library and Cultural Hub

275 Upper Heidelberg Road, Ivanhoe 3079

Phone: 9497 5780

[www.yprl.vic.gov.au/locations/ivanhoe-library-and-cultural-hub/](http://www.yprl.vic.gov.au/locations/ivanhoe-library-and-cultural-hub/)

##### Mill Park Library

394 Plenty Road, Mill Park 3082

Phone: 9437 8189

[www.yprl.vic.gov.au/locations/mill-park-library/](http://www.yprl.vic.gov.au/locations/mill-park-library/)

##### Eltham Library

Panther Place, Eltham 3095

Phone: 9439 9266

[www.yprl.vic.gov.au/locations/eltham-library/](http://www.yprl.vic.gov.au/locations/eltham-library/)

##### Lalor Library

2A May Road, Lalor 3075

Phone: 9465 2353

[www.yprl.vic.gov.au/locations/lalor-library/](http://www.yprl.vic.gov.au/locations/lalor-library/)

##### Thomastown Library

52 Main Street, Thomastown 3074

Phone: 9464 1864

[www.yprl.vic.gov.au/locations/thomastown-library/](http://www.yprl.vic.gov.au/locations/thomastown-library/)

## SUPPORT SERVICES AND ASSISTANCE

### **Watsonia Library**

4-6 Ibbotson Street, Watsonia 3087

Phone: 9435 2397

[www.yprl.vic.gov.au/locations/watsonia-library/](http://www.yprl.vic.gov.au/locations/watsonia-library/)

### **Mobile Library**

13 stops across, Whittlesea, Nillumbik, Banyule

Phone: 0419 883 159

[www.yprl.vic.gov.au/locations/mobile-library/](http://www.yprl.vic.gov.au/locations/mobile-library/)

### **Click & Collect Hurstbridge Community Hub**

50 Graysharpes Road, Hurstbridge 3099

Phone: 9439 9266

[www.yprl.vic.gov.au/locations/hurstbridge-community-hub-click-collect-service/](http://www.yprl.vic.gov.au/locations/hurstbridge-community-hub-click-collect-service/)

### **Whittlesea Library**

57-61 Laurel Street, Whittlesea 3757

Phone: 9716 3028

[www.yprl.vic.gov.au/locations/whittlesea-library/](http://www.yprl.vic.gov.au/locations/whittlesea-library/)

### **Click & Collect Donnybrook Pop-up Hub**

995 Olivine Boulevard, Donnybrook 3064

[www.yprl.vic.gov.au/locations/donnybrook-pop-up-hub-click-collect-service/](http://www.yprl.vic.gov.au/locations/donnybrook-pop-up-hub-click-collect-service/)

### **Click & Collect Galada Community Centre Hub**

10A Forum Way, Epping 3076

[www.yprl.vic.gov.au/locations/galada-community-centre-hub-click-collect-service/](http://www.yprl.vic.gov.au/locations/galada-community-centre-hub-click-collect-service/)

## **Becoming a library member**

It's free to join and free to borrow at YPRL, you can sign up at any of our branches or online at [www.yprl.vic.gov.au](http://www.yprl.vic.gov.au). Users under 18 require a guardian.

## **Programs and activities**

The library runs many programs and activities for all age groups (including young adults). Visit your local branch or the website to discover what's on. Regular events include computer classes, writing groups, tabletop games and homework help programs.

## **Services**

YPRL offer a range of services from loaning up to 30 items (DVDs, audio visual, magazines, books); free Wi-Fi and computer access, photocopying, reference and information services, and online databases. Staff can answer questions in person, over the phone, via email, or through the website. The library also holds items in over 15 community languages. Library services are provided free of charge. YPRL are a fine free library.

### **Contact:**

General enquiries: 9408 7888

Website: [www.yprl.vic.gov.au](http://www.yprl.vic.gov.au)

Regional service: Mobile Library Schedule is available at all libraries and online. Hubs are located at Hurstbridge, Galada and Donnybrook.

Follow on:

Facebook [@YarraPlentyRegionalLibrary](https://www.facebook.com/YarraPlentyRegionalLibrary)

Twitter [@YarraPlentyLib](https://twitter.com/YarraPlentyLib)

Instagram [@yprlibrary](https://www.instagram.com/yprlibrary)



## PHONE DIRECTORY

### A

Ai Group Apprentice & Trainee Centre	1300 761 944
AMES Employment	13 26 37
Anglicare Victoria	1800 809 722
Australian Apprenticeship Support Network	13 38 73

### B

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Baseline for Young People, Council's Youth Service	9404 8800
Bert Williams Youth Centre	9484 5310
Brite Institute	9301 7300
Brotherhood of St Laurence	9483 1183

### C

Centre for Multicultural Youth (CMY)	9340 3700
Centrelink - Indigenous Call Centre	1800 136 380
Centrelink - Jobseekers	132 307
Centrelink - Employment Services	13 28 50
Child and Youth Mental Health Service (CYMHS)	9496 5108
City of Whittlesea - Youth Services	9404 8800
Cohealth Community Mental Health	9448 5536
Creeds Farm Living & Learning Centre	9023 4606

### D

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Deakin College	9244 5197
Deakin Learning Centres	1300 DEGREE (334733)
Deakin University	1300 DEGREE (334733)

### F

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Fair Work Commission	1300 799 675
Foundation House	9388 0022

## PHONE DIRECTORY

### G

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Gamblers' Help	1300 133 445
Greenbrook Community House	8401 6261

### H

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headspace	1800 650 890
headspace Work and Study Service	1800 810 794
Hester Hornbrook Academy	1800 517 218
Holmesglen Institute	1300 639 888
Hope Street	8311 9610
Hume Whittlesea Local Learning and Employment Network	0435 653 912

### J

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JMC Academy	9624 2929
jobactive	136 268
Job Prospects	8401 4801
JobWatch	9662 1933

### K

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Kangan Institute	13 TAFE (13 8233)
Kangan Institute Skills & Jobs Centre	1300 100 606
Kids Help Line	1800 551 800

### L

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La Trobe University	1300 135 045
Lalor Living and Learning Centre	9465 5162 or 9465 6409
Lynall Hall Community School	9428 4421
L2P Program	9401 6666

# PHONE DIRECTORY

## M

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MAS National	1300 627 628
MEGT	13 63 48
Melbourne City Mission	9977 0000
Melbourne Polytechnic	9269 8400
Melbourne Polytechnic Department of Work Education	9269 8390
Melbourne University	136 352
Mental Health (CYMHS)	9496 5108
Mill Park Community House & ATSS	9404 4565
Mission Australia	1800 88 88 68
Monash University	1800 666 274
Montague Continuing Education Centre	9690 3535

## N

New Futures Training	9383 2533
Northern Centre Against Sexual Assault	9496 2240
Northern College of the Arts & Technology (NCAT)	9478 1333

## O

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Operation New Start	9419 0369
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## P

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Plenty Valley Community Health	9407 6118
Police Youth Resource Officers	9407 3333
Peter Lalor Vocational College	9464 0122
Prace	9462 6077

## R

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RMIT University	9925 2000
RMIT University Skills & Jobs Centre	9925 2552
RMIT Vocational Study - Trades	9925 4372

## PHONE DIRECTORY

### S

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Salvation Army Emergency Relief	8339 4987
Sarina Russo Apprenticeships	1300 178 776
Sarina Russo Job Access (Epping)	8405 9500
Sexual Assault Crisis Help Line (after hours)	1800 806 292
Sexual Health Victoria	9660 4700
Skillinvest	1300 135 008
Spectrum Migrant Resource Centre	1300 735 653
Superannuation Hotline	13 10 20
Swinburne University of Technology	1300 794 628

### T

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The Hester Hornbrook Academy	1800 517 218
The Pavilion School	9401 3900
Thomastown Neighbourhood House	0488 224 439
Transition to Work	1800 314 677

### U

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Uniting	8401 0100
University of Melbourne	136 352

### V

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Victorian Aboriginal Child Care Agency	9287 8800
Victorian Aboriginal Health Services	9419 3000
Victorian Aboriginal Legal Services Cooperative	9418 5999
Victoria University	1300 842 864
Victoria's Equal Opportunity & Human Rights Commission	1300 292 153
VincentCare	9611 9200

# PHONE DIRECTORY

## W

Whittlesea Community Connections	9401 6666
Whittlesea Community House	9716 3361
Whittlesea Youth Commitment / HWLLEN	0435 653 912
Whittlesea Youth Services	9404 8800
William Angliss Institute	1300 ANGLISS (2645477)
WISE Employment	8481 3500

## Y

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Yarra Plenty Regional Library	9408 7888
Youth Disability Advocacy Service (YDAS)	0455 621 849
Youthworx Media	9386 1232
Youth Support & Advocacy Service (YSAS)	9415 8881

# WHITTLESEA YOUTH COMMITMENT / HUME WHITTLESEA LLEN

Please visit our website: <http://hwllen.com.au>  
or contact us for information about our events,  
programs and online resources:

- Career networking for young people
- VET Discovery Day
- Real Industry Job Interviews
- Industry Tours
- School Industry Guest Speaker Program
- Videos, podcasts and publications
- Network meetings, community forums and more...

PH: 0435 653 912  
E: [HWLLEN@HWLLEN.COM.AU](mailto:HWLLEN@HWLLEN.COM.AU)

