

Hume School Leavers' Guide 2023-2024

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



Hume Youth Commitment



The HWLLEN is supported by the Victorian Government

Hume Whittlesea LLEN
Hume Youth Commitment

WHAT'S IN THE GUIDE?

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 if I leave school?
- How do I do an apprenticeship?
- How can I get to TAFE?
- How can Services Australia (Centrelink) 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.

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Good luck on your journey for a career!

ACKNOWLEDGEMENTS

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

The Hume 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.

Who we are?

The LLEN are trusted independent brokers supporting key stakeholders to achieve optimum outcomes for young people in Hume and Whittlesea.

Our Vision

Optimising the social and economic participation of young people by:

- Supporting young people in their career and pathway development
- Creating and strengthening connections between young people, education providers, industry partners, community agencies and Governments
- Raising young people's aspirations and broadening their scope of opportunities and choices.

If when 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:

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Disclaimer

The information in this booklet is intended as a guide only and is current as of 1st October 2023. Please check information with the relevant organisation. The Hume Whittlesea LLEN disclaims any liability for errors or omissions and for any liability to any person in respect to any action taken or not taken in reliance on the contents of this publication.

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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 ME?

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 you are? 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. Good advice is available; you just need to look for it.

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 work placement, volunteer work or a training course.

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.

CHOOSING A CAREER PATH

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>

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, the computer may be able to suggest some job options for you.

- www.myfuture.edu.au
- www.seek.com.au
- www.careerone.com.au
- www.jobsearch.gov.au
- www.skillsroad.com.au
- www.youthcentral.vic.gov.au
- www.gooduniversitiesguide.com.au
- www.joboutlook.gov.au
- www.jobjumpstart.gov.au

CHOOSING A CAREER PATH

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.

Helpful places to start looking for the job you want:

Services Australia - Centrelink – www.servicesaustralia.gov.au/individuals/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 or JVES – www.jobsearch.gov.au

Jobactive or JVES 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 or JVES 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.

Hume JobLink – www.humejoblink.com.au

The Local Employment Partnerships Team at Hume City Council is working with local businesses to find jobs for local people. Connect with local employers and access exclusive local job opportunities and support using the following online Talent Communities

Friends, relatives & acquaintances – Use 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.

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
www.adzuna.com.au
www.business.gov.au
www.seek.com.au

www.defencejobs.gov.au
www.jobsearch.gov.au
www.careerone.com.au
www.careersonline.com.au

CHOOSING A CAREER PATH

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 you are 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 s/he knows 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

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 Sir/Madam" or "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.

CHOOSING A CAREER PATH

Don't be afraid of writing a covering 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 | Epping Vic 3076

4 June 2023

Ms. Samantha Chapman
Personnel Manager
Lightning Logistics
Via Email

Dear Ms. Chapman,

Re: Operations Assistant, Position No: 2020/035

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 page 15). 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 resume page 15).

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 resume page 15).
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.

CHOOSING A CAREER PATH

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 next page. 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 include ways you can demonstrate that you are reliable, honest, trustworthy or quick to learn new things. Check out the www.youthcentral.vic.gov.au/jobs-and-careers/plan-your-career/8-job-skills-you-should-have page to see a few of the things that employers are commonly looking for.

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 Licence; Construction Induction Card; or First Aid qualification.
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.

CHOOSING A CAREER PATH

An example of a resume

Alex Green

0408 235 647 | alex.green@gmail.com | Epping Vic 3076

Education

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

Employment

A & S TRANSPORT DISTRIBUTORS

Administration / Operations Assistant | Jan 2013 – 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.

Industry Placements

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.

CHOOSING A CAREER PATH

Key Skills & Abilities

- 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

Personal Qualities

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

Further Qualifications

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

IT Skills

Microsoft:

- Word processing
- Excel spreadsheets
- PowerPoint

Other Information

- I am fluent in Mandarin.

Referees

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

Mr. Robert Spark – Course Co-ordinator, South Morang TAFE
Phone: 9467 8963
Email: robert.spark@smtafe.edu.au

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 the time to get their resume up to date and to spend days addressing 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 covering 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 Covering Letter

To write a covering 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.

On the following page is an example.

CHOOSING A CAREER PATH

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

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0408 235 647 | 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: 2020/035

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 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

CHOOSING A CAREER PATH

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.

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.
 - 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. For example, other examples of my ability to deliver jobs on time included finding items within a very short time and therefore assist 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 reding 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 | Epping Vic 3076

Key Selection Criteria

Operations Assistant, Position No: 2020/035

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.
- ✓ **Organise your trip well before leaving.** Make sure you check bus/train timetables or Google maps 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.

CHOOSING A CAREER PATH

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 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.
- **Sit** only when asked to.
- **Be relaxed** but not too relaxed. You want to look alert and interested in what's going on around you.
- **Avoid being overfamiliar** 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 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 did not get the job. This may assist you to improve for your next interview.

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

SERVICES AUSTRALIA (CENTRELINK)

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 Eligibility Basics

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

Services Australia – Payments for students and trainees or Australian Apprentices

<https://www.servicesaustralia.gov.au/individuals/subjects/payments-students-and-trainees>

Services Australia – Service & Payment Finder

[Payment and Service Finder - Services Australia](#)

Department of Social Services Website - Disability

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/disability-employment-services>

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 Services Australia Offices in and around the City of Hume

Coolaroo

1640 Pascoe Vale Road
Coolaroo VIC 3048
Hours: 8:30am – 4:30pm

Airport West

29-35 Louis St,
Airport West VIC 3042
Hours: 8:30am – 4:30pm

Epping

Shop 10, 560 High Street
Epping VIC 3076
Hours: 8:30am-4:30pm

Darebin

251 Murray Rd
Preston VIC 3072
Hours:8:30am – 4:30pm

Sunbury

13/31-33 Evans St,
Sunbury VIC 3429
Hours: 8:30am -4:30pm

Moreland

172-186 Moreland Rd
Brunswick VIC 3056
Hours: 8:30am – 4:30pm

EMPLOYMENT SUPPORT PROGRAMS

Jobs Victoria

Jobs Victoria helps Victorians into work through an integrated system of employment supports. It provides jobseekers with advice and support to navigate their pathway back to work. It also connects employers with a local, job-ready workforce. Jobs Victoria Programs include:

Jobs Victoria Employment Services (JVES)

Jobs Victoria Employment Services employ expert Jobs Victoria Mentors who provide flexible and tailored assistance to eligible jobseekers. Jobs Victoria Mentors work with jobseekers to develop their skills and get job ready. They also engage with local employers and connect them to high quality jobseekers that meet their business needs.

JVES Mentors:

A Jobs Victoria Mentor can support you with a more personalised approach. Mentors work with people who have been looking for work for a while, or who are facing challenges that are making it harder to find a job.

Mentors can assist you to prepare for work, apply for jobs, prepare for an interview and land a job. A Mentor can also support you during your first six months in the job. [Mentors | Jobs Victoria](#)

Brotherhood of St Laurence

Broadmeadows: Hume City Hub, Level 2, 61 Riggall Street, Broadmeadows VIC 3047. Email: ivesbroadmeadows@bsl.org.au

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

Craigieburn: Craigieburn Community Services Hub, 120 Hothlyn Drive, Craigieburn VIC 3064. Email: ivescraigieburn@bsl.org.au

CVGT Australia: Email: contact@cvgt.com.au Phone: 132 848

Broadmeadows: Suite 11, 11-17 Pearcedale Rd, Broadmeadows 3047.

Craigieburn: Shop 7, 10 Craigieburn Rd, Craigieburn 3064.

Sunbury: 14/106-110 Gap Road, Sunbury 3429.

Max Employment: Email: ives@maxemployment.com.au Phone: 1800 156 485

Craigieburn: Suite D20-03, Level 2, Craigieburn Central Shopping Centre, 333 Windrock Ave, Craigieburn VIC 3064.

Sunbury: 72 O'Shaughnessy Street, Sunbury 3427.

The Salvation Army Employment Plus Email: info@salvationarmy.org.au Phone: 136 236

Craigieburn: 75 Interlink Drive Craigieburn VIC 3064.

Jobs Victoria Advocates

Jobs Victoria Advocates can:

- Refer you to a local Jobs Victoria Partner who can help you update your resume, prepare for job interviews, and connect you with local employers
- Connect you to local skills and training opportunities through Work and Learning Centres, TAFE Skills and Jobs Centres, and apprenticeship programs
- Help you apply for jobs in your local area through the [Jobs Victoria online hub](#).

Jobs Victoria Career Counsellors

Jobs Victoria Career Counsellors provide personalised career guidance to Victorians who are looking for work, underemployed, or working but looking for a career change. They help Victorians understand their career options and give them the tools and confidence they need to pursue them. This quality, professional career counselling service expands and complements existing services.

Jobs Victoria Career Counsellors are available across Victoria, with resources allocated in proportion to population needs. Funded organisations are required to deliver services to a diverse range of clients including people with a disability, multicultural communities, and Aboriginal people through the provision of culturally safe, inclusive, and responsive services.

Working for Victoria Youth Employment Program

Jobs Victoria's Work and Learning Centres can connect you with training and work experience and also support you into a job. They support people living in public housing or experiencing homelessness.

Work and Learning Centres

If you're looking for work, a Work and Learning Centre can assist you by:

- connecting you with local training opportunities, work experience and jobs
- providing advice on different ways to job search
- providing assistance with job applications and career development
- helping you develop your own work and learning plan
- connecting you with other support services if you need, including health and mental health services, drug and alcohol support and childcare.

Jobs Victoria works in partnership with the Brotherhood of St Laurence and other local community agencies to run Work and Learning Centres across Victoria.

For all other Work and Learning Centre locations, please visit the [Work and Learning Centres | Jobs Victoria](#)

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 facilities, maintenance, security, banking and finance, health care, call centres, administration, aged care and children's services.

Contact:

Ph: 0427 258 521

Email: GTCrecruitment@bsl.org.au

Web: www.giventhechance.bsl.org.au

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

Brotherhood of St Laurence – Jobs Victoria

The Brotherhood of St. Laurence will be delivering Jobs Victoria Employment Services which is a personalised employment service for jobseekers across the state. Jobs Victoria Employment Services utilise expert Jobs Victoria Mentors who provide flexible and tailored assistance to eligible jobseekers.

Our Jobs Victoria Mentors work with jobseekers to develop their skills and get job ready. We also engage with local employers and connect them to high quality jobseekers that meet their business needs.

Broadmeadows: Hume City Hub, Level 2, 61 Riggall Street, Broadmeadows VIC 3047. Email: ivesbroadmeadows@bsl.org.au

Craigieburn: Craigieburn Community Services Hub, 120 Hothlyn Drive, Craigieburn VIC 3064. Email: ivescraigieburn@bsl.org.au

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

Your local Workforce Australia providers, are listed here:

- [Workforce Australia Providers – Broadmeadows](#)
- [Workforce Australia Providers – Craigieburn](#)
- [Workforce Australia Providers – Sunbury](#)

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: 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 in a labour market affected by COVID-19. 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.

FINDING A JOB, APPRENTICSHIP OR TRAINEESHIP

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

Job Trainer

The Australian Government is partnering with participating state and territory governments to deliver more training for jobs in demand. If you are aged 17-24 or looking for work, see how you can study a free or low-fee course through JobTrainer. Go to: [My Skills | Your Career](#)

YHOP – YOUTH PROJECTS

YHOP is an assertive outreach service that engages and connects at-risk young people aged 12 to 25 years to individualised housing, mental health, education, training, employment and crisis supports in Hume and Merri-bek.

We work with young people for up to 6-months to overcome barriers and provide tailored support based on the outcomes, goals and aspirations of each young person.

What we do

- Work with young people aged 12-25 years for up to 26-weeks
- Actively listen to help you identify your goals and create an individualised mentoring and support plan
- Work closely with General Practitioners, Mental Health Services, Housing Support, Centrelink, Education and Employment Services (and heaps more) to connect you to everything you might need
- Link you up with the right supporting people or organisations to ensure long-term support
- Treat you fairly, respectfully and with cultural sensitivity at all times
- Keep you informed and involved in whatever we do for and with you in whatever way works best (phone, video calls, email or even texting!)

Offering links to

- Youth Workers
- Mental Health and Well-being Supports
- Housing Supports
- Family Violence Supports
- LGBTIQ+ safe Supports
- Aboriginal and Torres Strait Islander Supports
- Culturally And Linguistically Diverse Supports
- Alcohol and Other Drug Supports
- Legal assistance
- Referrals to employment pathway programs
- Re-engaging with school
- Social engagements

For any other info (including how to access the YHOP service) **please contact our YHOP team on:**

Website: [Youth outreach | Youth Projects Ltd](#)

Phone: 9304 9100

WCIG – TRANSITION TO WORK

Our Workforce Australia - Transition to Work services offer young people pre-employment support and assistance to engage in further education and employment. If you are 15 to 24 years old, we can assist you in taking your first steps to prepare for a positive future.

Unemployment, entering the workforce and engaging in education can be challenging. Sometimes all that is needed to start your journey is the right support. Our transitional to work staff all have a passion for working with young people, like yourself.

FINDING A JOB, APPRENTICSHIP OR TRAINEESHIP

Our youth coaches are very experienced and have strong connections with employers, community services and schools within your local community. They understand what you need to do to achieve your career and study goals.

Their first step is to get to know you. They will discuss your interests, aspirations and skills so together you can create a pathway that's right for you, whether it's getting a job, studying or combining study and work.

Together we can make your journey easier.

Contact WCIG:

Email: info@wciq.org.au

Broadmeadows: Phone: 9731 0477
Shop 9, 70-80 Pearcevale Parade,
Broadmeadows 3047

Craigieburn: Phone: 9689 3437
Craigieburn Central,
Shop D00-07 Craigieburn Rd,
Craigieburn 3064

Roxburgh Park: Phone: 9689 3437
1510 Pascoe Vale Rd,
Coolaroo 3021

Sunbury: Phone: 9731 0477
30A Station St,
Sunbury 3429

LOCAL JOBS FOR LOCAL PEOPLE

Are you looking for a job? The Local Employment Partnerships Team at Hume City Council is working with local businesses to find jobs for local people. Connect with local employers and access exclusive local job opportunities and support using the following online Talent Communities:

- Hume Joblink - www.humejoblink.com.au
- Melbourne Airport Joblink – www.melbourneairportjoblink.com.au/

By joining these talent communities, you can:

- Search and apply for local jobs
- Receive job alerts via email
- Access the Knowledge Centre to get information on job search and interview tips
- Keep up to date with local workshops, programs and events on offer via the noticeboard
- Access useful links related to employment and learning

The above Talent Communities are web and mobile ready so you can access them from your computer or mobile device.

The Hume Joblink Talent Community has an App that you can download from the Apple Store or Google Play. Our team can also provide you with one on one job support by contacting joblink@hume.vic.gov.au

HUME MULTIVERSITY

Hume Multiversity is a Hume City Council initiative that aims to develop and promote partnerships between business, education and community. Hume Multiversity partners with leading training institutions and industry bodies to help residents develop the skills needed for the jobs of the future.

Hume Multiversity delivers programs under six pillars:

1. Collaboration and problem solving
2. Staff training and development
3. Access to courses and tertiary pathways
4. Internships and work integrated learning
5. Community research
6. Entrepreneurship

FINDING A JOB, APPRENTICSHIP OR TRAINEESHIP

To find out more about our current programs, scholarships, course opportunities and partnerships visit:

www.multiversity.hume.vic.gov.au

Email: Multiversity@hume.vic.gov.au

Phone: 0416 023 007

HEADSPACE – WORK AND STUDY



headspace Work and Study Online can help

Are you unsure about what's next in your work or study journey after school?

headspace Work and Study Online Support is a free online service delivered over the phone, webchat or video chat to support 15-25 year olds with planning and achieving their work and study goals. We can support you to identify post school options and to transition from school to employment, further study or training.

Our team is made up of Work and Study Specialists as well as Mental Health Clinicians who can support you with any mental health related barriers to their work and study.

We can help with:

- Further education planning, course selection and enrolment
- Career, industry and labour market research
- Job seeking skills and tools
- Resume and job application support to find work
- Support starting work or further study
- Balancing mental health and wellbeing with work or study
- Navigating Centrelink and other government support options

To register:

Visit the website below to register online or call 1800 810 794. If you have any questions, feel free to call this number too.



Website: headspace.org.au/workandstudy

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health and Aged Care

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

SKILLS AND JOB 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,

Office 121 Pearcedale Parade, Broadmeadows

Phone: 1300 100 606

Email: skills&jobscentre@kangan.edu.au

Web: skillsandjobs.com.au

Melbourne Polytechnic

Preston campus

Library, Building C, 77 St Georges Rd, Preston VIC 3072

Phone: 03 9269 8400

Web: www.melbournepolytechnic.edu.au/locations/skills-and-jobs-centre

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

Web: www.rmit.edu.au/students/work-study-opportunities/jobs-and-career-advice/rmit-skillsand-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

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

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.

Australian Apprenticeship Support Network

What is the new Australian Apprenticeship Support Network?

The Australian Apprenticeship Support Network (AASN) helps individuals to find an apprenticeship or suitable training pathway, stay in training and complete an apprenticeship or traineeship.

How will the AASN help me get an apprenticeship?

The AASN provider can provide individualised screening, 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.

AASN providers also can 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 the AASN help me stay in training?

AASN providers will be a source of information and advice on matters relating to your apprenticeship. 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 AASN providers as the Australian Apprenticeship progresses and you can contact the provider any time you need help. The focus will be on supporting apprentices and employers to complete the apprenticeship.

How will the AASN 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 the AASN?

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 Apprenticeship Network providers in your area, call 1800 020 108 or go to www.australianapprenticeships.gov.au.

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

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

Web: www.apprenticeshipsupport.com.au

Local Apprenticeship Network providers:

Apprenticeship Support Australia Level 3, 150 Collins St, Melbourne 3000 Ph: 1300 363 831 Email: info@apprenticeshipsupport.com.au Web: www.apprenticeshipsupport.com.au	AGA Suite 4, 763 High Street Epping VIC 3076 Ph: 1300 627 628 Website: www.aga.com.au
CVGT 10/11-17 Pearcedale Parade Broadmeadows VIC 3047 Ph: 132848 Web: www.cvgt.com.au	MAS National 713 High St, Epping Vic 3076 Ph. 1300 627 628 Email: info@masnational.com.au Website: www.masnational.com.au
MEGT Melbourne Polytechnic, Epping Campus Building A, Room EA-149 Cnr Cooper St & Dalton Rd, Epping 3076 Ph. 9401 3666, 9219 8305 or 136 348 Email: aasninfo@megt.com.au Web: www.megt.com.au	Sarina Russo Jobs Access 9/70-80 Pearcedale Parade Broadmeadows PH: 131559 Email: apprenticeships@sarinarusso.com.au Web: www.sarinarusso.com

AGA

AGA is one of the largest providers of employment and training services in Australia. We offer a wide range of workforce development solutions, which can be tailored to many different industries or professions.

Surpluses generated are reinvested to create future opportunities in our communities. We have a significant footprint across Victoria and South Australia, with future opportunities around expansion being considered where they align to our organisational values and strategic direction.

We are a trusted partner of government at the federal, state and local levels and have a proud history of nearly 40 years' quality service delivery to our communities and stakeholders.

AGA can take care of the apprentice and trainee recruitment requirements for businesses of all sizes. We also provide flexible training solutions for apprentices, trainees and business staff.

Contact:

Phone: 1300 000 AGA (242)

Website: www.aga.com.au

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

CVGT

CVGT Employment has a proud history of being a not-for-profit, for-purpose employment services provider. We are Australia-owned and doubly proud to say we are person-centric and community focused.

For 40 years we have been helping individuals secure sustainable and meaningful work, and employers secure the right staff.

CVGT Employment delivers both state and federally funded government programs. These include the Department of Education, Skills and Employment's Workforce Australia, Transition to Work and ParentsNext contracts, the Department of Social Services Disability Employment Services programs.

Contact:

Ph: 132848

Web: www.cvgt.com.au

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 3071

Phone: 1300 627 628

MEGT (Australia) Ltd

Thinking about the future? If you 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 that teaches you skills you can use straight away. You'll also be working which means you're 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 qualification you need to take the next step in your career or to further your education.

Benefits of becoming an apprentice or trainee:

- 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 potential Government financial support and personal benefits.
- 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 and download free resume and cover letter templates.

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

Prefer to speak to a real person? Our Career Hub team is here to help you find your way around Career Hub. You can also chat to a Career & 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 or contact our Career Hub team by emailing: careerhub@megt.com.au or calling 1300 562 482.

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:

9/70-80 Pearcedale Parade

Broadmeadows

PH: 131559

Email: apprenticeships@sarinarusso.com.au

Web: 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 are a Group Training Organisation that makes it easier for companies to take on apprentices and trainees. We currently employ approximately 500 apprentices and trainees and host them to some of Australia's leading organisations, as well as many local and state government departments. Ai Group ATC can help you kick start your career in an apprenticeship, or traineeship.

What's in it for you?

- **Get paid from day one.** You don't have to wait until you finish study to get paid and no big HECS debt at the end.
- **Fully Supported.** You will have a mentor assigned to you throughout your journey. Your odds of completing an apprenticeship are higher when going through an Apprentice employment provider like us.
- **A career path to your own business.** Lots of tradespeople set up on their own after they learn the ropes. Apprenticeships and traineeships can be a great path to genuine independence and autonomy.
- **Be part of the high-tech revolution.** Trade jobs are no longer about just driving around a ute or working in a dirty factory. They are at the cutting edge of the digital and high-tech evolution.
- **Learn on the job and make things.** Apprenticeships are at the heart of the "maker movement". Building and fixing things can be highly satisfying and learning as you are doing is the best way to acquire high level skills.
- **Many jobs require formal trade qualifications.** A trade is a highly valued, broadly recognised skills that sets you up for life.
- **Ride the wave of growth.** Demand for technical skills is tipped to rise exponentially over the next 10 years. It pays to be part of the action.

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

What kind of jobs do these apprenticeships and Traineeships lead to?

- Electronics Technician
- Electrician-Industrial
- Fitter/Machinist Maintenance Fitter/Mechatronics
- Diesel Mechanics and Heavy Vehicle Mechanical
- Heavy Fabrication (Boilermaker)
- Light Fabrication (Sheet Metal Worker)
- Air conditioning/Refrigeration Mechanic
- Traineeships – Business Administration, Advanced Manufacturing,
- Higher Apprenticeships (Advanced manufacturing, Robotics, Automation)
- Warehousing and Logistics

General Apprenticeship applications and enquiries, please go to

<https://www.aigroupapprentices.com.au/all-jobs/>

We are also looking at promoting more opportunities for work experience and school based apprenticeships. Find out more at: www.aigroupapprentices.com.au

Contact:

Craig Hilton

Manager – Recruitment & Stakeholder Engagement

Phone: 9867 0201, 0407 300 702 or 0417 243 444

Email: craig.hilton@aigroup.com.au

Website: www.aigroupapprentices.com.au

NECA Education & Careers

NECA Education and Careers is not your 'run of the mill' Trade School or Group Training Organisation (GTO)... it is a smallish business which thrives on delivering great customer service to everyone who walks through our doors.

We let companies focus on getting the job done by being a leading provider of tertiary education, direct employment and career opportunities across the electrical industry. We educate students to be the best they can be. In work, their personal life and the wider community. We know you can attend trade school anywhere or use any GTO, we don't pretend to know everything and we own up when we make mistakes. What we also know is that we are different. We are a family, we all connect to our purpose and we are dedicated to making you part of our family too.

Our customers range from pre-apprentices/apprentices to trainees to top tier electrical contractors.

The entire team is enthusiastic and absolutely passionate about making a difference in the lives of young men and women.

We are 26 years young this year! And provide employment and training opportunities for many. We provide employment opportunities through traineeships and apprenticeships.

We partner with employers to determine the skills they need and manage all their recruitment, employment, training, mentoring, payroll, and administration along the journey to ensure the apprentice/trainee successfully completes and ideally continues on within their business.

NECA Education & Careers also provides training to the Electrical industry as a Registered Training Organisation (RTO) in our purpose built facilities. This includes pre-apprenticeship, apprenticeships and industry short courses and qualifications.

NECA Education & Careers is compliant with the National Standards for Group Training Organisations (GTOs), Australian Qualification Training Framework (AQTF) and Victorian Registration and Qualifications Authority (VRQA) RTO Standards.

NECA Education & Careers

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

1024 Lygon Street Carlton North 3054

Phone: 9381 1922

Email: info@necaeducation.com.au

Web: www.necaeducation.com.au

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

TRAINING CHECKLIST FOR CONSUMERS

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:	✓
The training provider must be registered to deliver the course they are providing.	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 www.training.gov.au or www.vrqa.vic.gov.au or go to www.iteca.edu.au the Independent Tertiary Education Council Australia.	<input type="checkbox"/>
Make sure the Qualification is nationally recognised	Is the qualification nationally accredited? For further information visit: www.studyinaustralia.gov.au	<input type="checkbox"/>
Check if you require a specific licence for this occupation	Does the person delivering training hold a TAE 40110 AND the appropriate industry accredited qualification?	<input type="checkbox"/>
Check with the training provider what knowledge and skills the course will provide.	Will I need a licence to practice this occupation? For further information on licensing requirements visit www.worksafe.vic.gov.au	<input type="checkbox"/>
	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"/>
Make sure the training is not affecting future studies.	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.	<input type="checkbox"/>
	Does this training preclude students from undertaking a traineeship/ Apprenticeship in a related field or any other field?	<input type="checkbox"/>

FINDING A JOB, APPRENTICSHIP OR TRAINEESHIP

Things to consider	Find out the following:	✓
<p>Shop around for a course and training provider that meets your needs.</p> <p>(Continued over page...)</p>	<p>I have been told that there are no upfront costs? Does this mean I am using VET Student Loans? 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? www.studyassist.gov.au is a good website to check as VET Student Loans – they are NOT FREE!)</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 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? Students can often buy the kits at a cheaper rate from wholesalers.</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. Will I still incur a debt?</p>	<input type="checkbox"/>
	<p>How will the course be delivered? (e.g. part time, full time, online, onsite, classroom) and what support is available if online?</p>	<input type="checkbox"/>
	<p>What are the hours of attendance and total hours of course delivery? Check this against nominal hours recommended on www.training.gov.au. (Beware of courses that offer low hours as these are often not recognised by relevant industries or employers. Beware: 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 full 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 full nationally accredited qualification in their entirety.) Very important to check this.</p>	<input type="checkbox"/>

FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

Things to consider	Find out the following:	✓
<p>Shop around for a course and training provider that meets your needs.</p> <p>(....Continued from previous page)</p>	<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. This may be critical when applying for a job or credit transfer.</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>Be cautious about paying large sums of money up-front.</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"/>
<p>Read the contract.</p>	<p>Read the contract/enrolment form carefully before signing or paying any money.</p>	<input type="checkbox"/>
	<p>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.</p>	<input type="checkbox"/>
	<p>Ensure you understand and agree with any cancellation and refund conditions.</p>	<input type="checkbox"/>
	<p>Do not commit to anything over the telephone.</p>	<input type="checkbox"/>
	<p>Remember, training is NOT free.</p>	<input type="checkbox"/>

Disclaimer: This checklist is produced by the Hume Whittlesea Local Learning and Employment Network (HWLLEN) which has used its 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.

YOUR EDUCATION AND TRAINING OPTIONS

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.

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

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

SUPERANNUATION

Superannuation, or 'super', is money put aside by your employer over your working life for you to live on when you retire from work.

Super is important for you, because the more you save, the more money you will have for your retirement.

You can only withdraw your super money in certain circumstances – for example, when you retire or turn 65 years old.

How do I save super?

For most people, your employer pays money – 'contributions' – into a super account for you. This is called the 'super guarantee'. They pay these contributions on top of your salary and wages. There are laws about how much super your employer must pay.

From 1 July 2022, your employer may need to contribute to your super regardless of how much you are paid per month. If you're under 18, you need to work more than 30 hours in a week to be eligible.

Your eligibility is determined when you are paid salary and wages, not when the income is earned. This means if you are paid on or after 1 July 2022, you will be paid super regardless of how much you have earned. This applies even if some of the pay period is before 1 July 2022.

Up until 1 July 2022, you needed to be paid \$450 or more (before tax) in a calendar month to be paid super.

YOUR EDUCATION AND TRAINING OPTIONS

This applies whether you work casual, part-time or full-time hours, and if you are a temporary resident. You may also be eligible if you are a contractor who is paid primarily for labour, even if you have an Australian business number (ABN).

Further Superannuation Information: www.ato.gov.au

Contact:

Phone: 13 10 20 (Superannuation Hotline)

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
- Construction: <https://vic.cfmeu.org/join>
- Electricians: https://www.etuvic.com.au/ETUV/Membership/Join/00_Intro.aspx
- Plumbers: <https://www.ppteu.asn.au/members/join-the-ppteu>
- Hairdressers: <https://hairstylistsaustralia.com.au/members/join>

Contact:

ACTU Workers' Hotline

Phone: 1300 486 466

Email: help@actu.org.au

Website: www.actu.org.au

School Leavers

For school leavers, Worksite for schools 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/>

YOUR EDUCATION AND TRAINING OPTIONS

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?](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

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
Website: www.humanrights.vic.gov.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:

Fair Work Commission
Email: melbourne@fwc.gov.au
Website: www.fwc.gov.au
Ph: 1300 799 675

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
Website: www.jobwatch.org.au

YOUR EDUCATION AND TRAINING OPTIONS

FURTHER STUDY

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
- VICAL
- Automotive
- Health and Community Services
- Justice and Legal
- Business, Accounting and IT
- Hair, Barbering and Beauty
- Hospitality, Retail Baking and Commercial Cookery
- Fashion
- Animal Care, Horticulture, Agriculture, Laboratory Sciences, Landscaping and Environment
- Apprenticeships and Pre- Apprenticeships training
- English, Numeracy, TESOL, AMEP and Training and Assessment
- Apprenticeships & 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 Skills and Jobs Centre offers free career advice and employment preparation skills by our qualified and experienced career advisors. Call us on 1300 100 606 or contact us on skills&jobscentre@kangan.edu.au

Our free **NEXT STEP** service provides advice on study options 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.

Campuses: Broadmeadows, Cremorne, Docklands and Essendon

For further information:

Phone: 13TAFE (13 82 33)

Website: www.kangan.edu.au

Email: enquiries@kangan.edu.au

KANGAN - INDIGENOUS EDUCATION CENTRE

The Indigenous Education Centre (IEC) at Kangan Institute is an innovative environment that fosters and promotes Indigenous learning, while supporting indigenous students undertaking study and training in a wide array of courses across the institute.

Honouring the traditional landowners of the area, Gunung-Willam – Balluk, Boonwurrung and Wurrundjeri Peoples, the centre merges the cultural heritage and values of these landowners with contemporary Aboriginal culture and strong networks with key Aboriginal organisations to ensure that our students are supported through their time with us.

If you are interested in hearing more about Indigenous education training options available at Kangan Institute, give us a call on 13TAFE.

The Indigenous Education Centre plays an important role in supporting our Aboriginal students by providing them with a welcoming environment at all times and assisting them where required to find the TAFE course of their choice, getting enrolled and starting their training.

A majority of the students engage in the TAFE course of their choice at the institute and use the IEC for social activities or for support (if required). We also conduct a number of events through the year, celebrating Aboriginal and Indigenous culture and key milestones to which all the students are invited to along with their friends and Family.

We have dedicated Koorie Liaison Officers, Koorie Student Support Officers and a Koorie Engagement Mentor at the IEC to assist students in accessing a full range of support services. To speak with one of our staff please contact us on 1300 328 329.

YOUR EDUCATION AND TRAINING OPTIONS

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

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/

Contact: Ph: 1300 639 888

Email: info@holmesglen.edu.au

Website: www.holmesglen.edu.au

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

Ph: 03 9464 0122

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

YOUR EDUCATION AND TRAINING OPTIONS

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

For more information on courses, visit the website: 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:

Work Education Programs, Melbourne Polytechnic

Ph: 9269 8390 or 9269 8391

Email: workeducationcentre@melbournepolytechnic.edu.au

Website: www.melbournepolytechnic.edu.au/wec

YOUR EDUCATION AND TRAINING OPTIONS

MELBOURNE POLYTECHNIC - BRIDGING AND 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.

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/

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

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 pre-apprenticeships 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 apprenticeships enquiries

Phone: 0418 717 249

YOUR EDUCATION AND TRAINING OPTIONS

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.

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@edumail.vic.gov.au

Website: www.ncat.vic.edu.au

YOUR EDUCATION AND TRAINING OPTIONS

SWINBURNE UNIVERSITY OF TECHNOLOGY

Swinburne University of Technology provides a range of vocational education options in study areas such as:

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

Contact:

W: www.swinburne.edu.au

Ph: 1300 794 628 (option 2)

Email: Use the online contact form: www.swinburne.edu.au/study/options/connect/email

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

Website: www.angliss.edu.au

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:

Phone: 1300 82 33 87

Web: www.vupolytechnic.edu.au/

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

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.

YOUR EDUCATION AND TRAINING OPTIONS

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.studyinaustralia.gov.au/English/Australian-Education/Universities-Higher-Education/list-of-australian-universities>

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. Study with us and become a highly sought-after professional; we're ranked first in Australia for graduate employment¹.

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

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

Want to receive an early 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>

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

Contact:

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

Phone: 1300 ASK ACU (1300 275 228)

Web: 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>

YOUR EDUCATION AND TRAINING OPTIONS

DEAKIN UNIVERSITY

Join a world-class university and be ready to take on 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 touch of a button. Connect and learn in a dynamic community of 60,000+ students online 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 www.deakin.edu.au.

** Australian Graduate Survey, 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 the great academic support with more contact time with lecturers. Students get full access to all facilities and services the University provides.

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

Location: Deakin College has four campus locations - Melbourne Burwood Campus, Geelong Waurn Ponds Campus, 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

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

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: www.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/gilt>

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:

Phone: 1300 135 045

Email: study@latrobe.edu.au

Web: 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 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

YOUR EDUCATION AND TRAINING OPTIONS

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

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.

- 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 including 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

Website: www.monash.edu.au

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: www.pathways.rmit.edu.au

Contact:

Phone: 9925 2000

Website: www.rmit.edu.au

YOUR EDUCATION AND TRAINING OPTIONS

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.

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/

Contact:

Ph: 1300 SWINBURNE

Website: <http://www.swinburne.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

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.

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

YOUR EDUCATION AND TRAINING OPTIONS

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

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

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

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 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 preapprenticeships, certificates, diplomas, advanced diplomas, and short courses.

Visit www.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

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

YOUR EDUCATION AND TRAINING OPTIONS

WHAT OTHER OPTIONS DO I HAVE?

GATEWAY SCHOOL

The Gateway School is a flexible learning school designed to accommodate the educational, behavioral, and the social needs of a young person who cannot be adequately addressed in a mainstream school environment. The Gateway School in conjunction with other service providers, aims to re-engage the young person by providing a holistic support program that explicitly targets key 'Essential Learning Strands', leading into the attainment of the Victorian Certificate of Applied Learning (VCAL) and Vocational Education Training (VET) certification. The mode of delivery is flexible and staff will work closely with trained counselors and outreach workers to see that each student has connection to learning that is real and maintained through collaboration and support of the student's personal, social and academic development.

The Gateway School is auspiced by Roxburgh College and based on the Pavilion School Model, an alternative setting founded in 2007. Its aim will be to meet the needs of children and adolescents who cannot learn effectively in a traditional school environment and have disengaged from schooling. In the Hume municipality we face a growing number of young people being disengaged and marginalised from government and non-government schools due to the critical circumstances they face such as; financial, physical, psychological and behavioural.

Currently within Hume, young people unable to participate in mainstream education, either by choice or by circumstance would be referred to existing alternative education providers including:

- St Joseph's North Melbourne
- The Pavilion School
- Coburg Island
- Sydney Road Community School
- Kensington Community
- Harvester Technical College Sunshine

The Gateway School provides an accessible option for young people in Hume.

The Gateway School aims to re-engage young people who are currently disengaged from any form of education, by providing students with a relevant and individually tailored education program. The Gateway School aims to provide students with a learning environment that is supportive and productive and seeks to create literate, numerate and curious learners. The Gateway School staff members achieve this by creating and maintaining an environment that is conducive to psychosocial rehabilitation so that the whole young person can develop safely. Teachers and support staff primarily seek to create and maintain a positive environment by following a student centred approach that is consistent and reliable whilst adhering to the fundamental principles of unconditional positive regard, respect, congruence, sincerity, honesty and empathy.

The Gateway School aims to provide its students with the opportunity to enhance their education in tandem with their social development, and to negotiate their transition into further education, employment or training at their own pace. The Gateway School value the importance of setting high expectations which are both realistic and challenging in order to offer all students equal opportunities.

For more information, contact the Gateway School
Campus Manager: Damian Rider - 0417 291 250 or gateway.roxburghcollege.vic.edu.au

YOUR EDUCATION AND TRAINING OPTIONS

BANKSIA GARDENS COMMUNITY SERVICES

BROADMEADOWS COMMUNITY YOUTH JUSTICE ALLIANCE

Led by Banksia Gardens Community Services, the Broadmeadows Community Youth Justice Alliance (BCYJA) is an innovative program providing young people living in the Broadmeadows area access to holistic supports services.

Funded by the Department of Justice and Regulation, the program is both a preventive and early-intervention measure to reduce criminal activity within our local community and also address the social challenges young people face.

Program Eligibility:

- Resident of Broadmeadows or surrounding suburbs
- Aged between 10 – 24 years

Services provided:

- Individual Case Support – tailored towards the participant's circumstances / needs
- General mentoring and youth engagement
- Specialist services such as counselling, medication, drug and alcohol, legal, employment and educational support
- Engagement in various sporting and youth-specific activities
- Access to various referral pathways and assistance with navigation of support services
- Collaborative / holistic support to both young participants and their family

Partner agencies:

The program is led by Banksia Gardens Community Services and includes partner agencies such as Jesuit Social Services, Headspace, Melbourne Victory, Northern Community Legal Centre, FMC Counselling and Family Mediation, Victoria Police, YSAS and various other agencies.

Contact:

For more information on BCYJA, contact Paul Atkinson:

Office: 9309 8531

email: paul.a@banksiagardens.org.au

Project REAL (RE-ENGAGEMENT IN EDUCATION AND LEARNING)

Project REAL is a re-engagement program for 9-12 year-olds who have disengaged from mainstream education. It aims to support children, their families and schools to develop skills that foster positive school engagement.

Project REAL is a Flexible Learning Option (FLO) for Tier 3 students ages 9-12 from schools. Commenced in 2017, Project REAL has undergone extensive evaluation, and is now regarded as a benchmark of effective practice in the FLO space. Project REAL accepts 6-7 students per annum, for 3 days per week at school, and provides 1:1 teaching and learning with Department of Education and Training registered teaching and learning staff, as well as family support services.

For the duration of students' enrolment at Project REAL, our team provides intensive family or caregiver support, including referrals and collaboration with community agencies and allied health professionals, coaching to referring schools, and professional development on key areas of our practice.

It is through a holistic and collaborative approach with students, families, mainstream schools, Project REAL and community organisations that we achieve the best outcomes for children and successfully re-engage them back into their mainstream schools.

Project REAL theoretical underpinnings

YOUR EDUCATION AND TRAINING OPTIONS

The Project REAL approach with our students, families and schools represents a local adaptation of theoretical and practice-based components from a range of fields, including:

- Trauma-informed practices (and Trauma-Informed Positive Education)
- The Attachment, Regulation and Competency (ARC) Framework
- Social and Emotional Learning – CASEL Framework
- Restorative Practices
- Intensive Family Work

An in-depth summary of our theoretical underpinnings is forthcoming in the NCESE's soon-to-be published *Building Blocks for School Engagement*.

Contact:

Seral Fehmi

Lead Teacher, Project REAL

71-81 Pearcedale Pde

Broadmeadows 3047

Phone: 9309 8531

Email: seral.f@banksiagardens.org.au

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.lynellhall.vic.edu.au.

Enrolment enquiries may be directed to enrolment@lynellhall.vic.edu.au.

Contact:

Website: www.lynellhall.vic.edu.au

Phone: 9428 4421

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

YOUR EDUCATION AND TRAINING OPTIONS

- 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.

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

YOUR EDUCATION AND TRAINING OPTIONS

MELBOURNE TRAINING OPTIONS (MTO)

Melbourne Training Options is a Registered Training Organisation that delivers nationally accredited courses designed to help people seek paths into a new career or to build their skills in an existing career. Our courses follow a specialised curriculum and are all delivered by qualified industry professionals.

Students have access to classroom based learning opportunities supported by highly skilled, industry professionals. Our resource hub also provides helpful links to information about professional development, recognition, strategy and policy, curriculum and teaching resources.

Melbourne Training Options deliver a complete model of service that lowers barriers to access and boosts engagement and inclusion. We help empower people to reach their goals and move into meaningful employment opportunities.

Short Courses:

- Responsible Service of Alcohol (RSA)
- Barista training
- Food handling

Pre-accredited training:

- 'Best Foot Forward' - preparing for job interviews
- Introduction to Hospitality

Employability Skills Training and Pre-Employment Training

Youth Jobs PaTH is an Australian Government initiative with Youth Projects delivering the 'Prepare' component of the initiative in the North West Melbourne region. Training focuses on communication, teamwork, time management, problem solving, career development and job preparation – all key skills required by employers. Students can also explore different career paths that match individual interests.

In addition to the Youth Jobs PaTH programs, Melbourne Training Options provides a range of training workshops designed to assist people of all ages in finding a job. Contact Melbourne Training Options to learn more about the programs currently available.

Contact:

Ph: 9304 9100

Email: training@youthprojects.org.au

Web: <https://www.youthprojects.org.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
Website: www.youthworx.org.au

YOUR EDUCATION AND TRAINING OPTIONS

NAVIGATOR PROGRAM

The Victorian Government aims to increase the numbers of young people connected to school and engaged in learning with the Navigator program. Navigator supports young people aged 12-17 years who are not connected to schools at all or at risk of disengaging. It aims to increase the numbers of young people connected to school and engaged in learning.

Navigator is a hands-on, proactive service delivered by community agencies in collaboration with the Department of Education and schools. Services will be tailored to the needs of the local community. Providers will be responsible for improving outcomes for young people, linking them to support services and interventions, and supporting them to re-engage with education and training.

Navigator will support the most disengaged young people to get back on the education path and achieve their potential. Jesuit Social Services is delivering Navigator in the Hume Merri-bek and North-Eastern Melbourne areas and will be working closely with local schools and services and the regional Department of Education office.

Contact:

Hume Merri-bek

Karla Anderson

Department of Education

North-West Victoria Region

Phone: 8468 9319

Email: Navigator.HumeMerri-bek@education.vic.gov.au

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 VCAL 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 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 VCAL 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 VCAL through Prace College contact Jane Davey at the Prace office phone: 9462 6077 or via email jane@prace.vic.edu.au.

Reconnect

Reconnect is a free service funded by the Department of Education and Training 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.

YOUR EDUCATION AND TRAINING OPTIONS

For more information about Reconnect, contact Adriana Pugliese on 0457 892 893 or email 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
Phone: 9462 607

OPERATION NEWSTART

Operation New Start is a re-engagement program for young people experiencing difficulties at school. It offers a high challenge, outdoor adventure and life skills program that provides positive outcomes in wellbeing and school engagement. Operation New Start is aimed at young people between the ages of 14-17 years.

The program is made up of:

- Outdoor adventure activities and camps
- TAFE Tasters/vocational experiences
- Life Skills and personal development activities

Contact: Brendan Delaney 7 Stanley Street, Collingwood

Phone: 9419 0369

Email: brendan.delaney@education.vic.gov.au

Website: www.opnewstart.org

ST JOSEPHS FLEXIBLE LEARNING CENTRE

St Joseph's Flexible Learning Centre is part of EREAFSN, an initiative of Edmund Rice Education Australia. Youth+ services including 20 Flexible Learning Centres located Australia-wide, which offer full-time and multi-year secondary education and social inclusion programs for young people who are disengaged/disenfranchised from mainstream education.

Commencing operations as a registered school in 2012, St Joseph's Flexible Learning Centre (SJFLC) is a long-term secondary school program that also offers the Victorian Certificate of Applied Learning (VCAL).

SJFLC offers an inclusive and non-discriminating learning community to young people, who for a variety of reasons, are disenfranchised from mainstream education. Young people are enrolled from a variety of genders, sexualities, language, cultural and religious backgrounds, with particular sensitivity to indigenous culture and from backgrounds of socio-economic disadvantage.

SJFLC services provide young people with a varied and holistic set of learning experiences supporting them to identify and pursue an individual transition to adulthood, employment, further education and training and social connectedness.

Young people are exposed to learning experiences that develop understanding and an appreciation of diverse cultural values that constitute Australian society and learning is focused on the individual needs of students. Progress is carefully documented and monitored.

Guided by the vision of Edmund Rice about the empowering service of education, to achieve personal and community liberation through educational experiences that enable transformation, SJFLC seeks to respond to the needs of young people by providing a place and an opportunity for young people to re-engage in a suitable, flexible learning environment.

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The philosophy of the program has a practical focus, based in the application of four core principles of:

- Respect (self, others and environment);
- Safe and Legal;
- Participation; and
- Honesty

The principles apply to all participants of the SJFLC community and are a significant point of difference from mainstream schooling. The principles establish a “common ground” among staff, young people, and families where the means to resolve conflict, negotiate learning, recognise rights and responsibilities are modelled and explored, both within the group and individually.

For further information or to make a referral, please contact:

Network Principal: Chloe Hand

Phone: 03 9269 6900

Email: NorthMelbourneAdmin@ereafsn.edu.au

VICSEG New Futures Training

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

Web: www.vicsegnewfutures.org.au

Facebook: @ VICSEG.New.Futures

Instagram: @ vicseg_nf

Address: Epping Campus 1E/560 High Street, Epping Vic 307

YOUR EDUCATION AND TRAINING OPTIONS

LAUNCH HOUSING - EDUCATION FIRST YOUTH FOYER

What is an Education First Youth Foyer?

Education First Youth (EFY) Foyers works to break the cycle of homelessness by supporting young people, aged 16 to 24, to build a secure and sustainable livelihood.

By providing young people supported student housing, dedicated coaching, and a suite of opportunities and resources, EFY Foyers help youth to build the skills they need to lead fulfilling, independent and productive lives.

Launch Housing currently operates two Education First Youth Foyers – Holmesglen EFY Foyer, based at Holmesglen Institute's Glen Waverley campus, and Kangan EFY Foyer, based at the Kangan Institute, Broadmeadows.

Services

The **6 Service Offers of the EFY Foyer model** – Education, Employment, Health and Wellbeing, Social Connections, Civic Participation, and Housing and Living Skills – are the very heart of what we do.

By partnering with those outside the homelessness sector, EFY Foyers works to create opportunities for young people around each of the service offers.

These offers represent the areas of life which, when balanced, can help ensure a young person thrives as an independent but connected adult.

All EFY Foyer students also complete the Certificate I in Developing Independence (DI).

A key part of the EFY Foyer model, the DI is an individualised learning plan for each EFY Foyer student, helping to establish a solid platform from which they can begin to explore and build skills and knowledge during their two years at the EFY Foyer.

To be eligible for an Education First Youth Foyer, you must be:

- aged 16 to 24 years
- unable to live at home
- engaged in education
- committed to engage with the Foyer program (coaching sessions and Certificate 1 in Developing Independence), and actively participate in the Foyer community and activities.

Contact:

Education First Youth Foyer at Kangan Institute
30 Cavendish Street, Broadmeadows, Victoria 3047

E: foyerbm@launchhousing.org.au

P: (03) 9309 3946

MYFREIGHTCAREER (RTO 90489)

Take your first step into the thriving and essential freight industry. Get paid to work & learn and receive a nationally recognised qualification – Certificate 3 in International Freight Forwarding or Supply Chain Operations.

A traineeship in the freight industry *provides you the job while you gain the experience* (and certification). My Freight Career has partnered with some of the largest companies in the freight industry to provide opportunities to those willing to take it.

It's not just a passing moment, it's a lifelong career.

YOUR EDUCATION AND TRAINING OPTIONS

What's in it for you – the trainee:

- Get paid as you gain a nationally recognised qualification
- Great work-life balance with online training options offered
- Access to ongoing one-on-one mentoring and support
- Opportunities are available throughout Melbourne including Melbourne Airport, Tullamarine, Westmeadows, Keilor East and range from administration in an office to warehouse duties.
- Work in a growing International Industry with long term job opportunities and pathways for personal growth and professional advancement.

How does a traineeship work?

- The traineeship contract is a maximum of 2 years and during that time you will be employed full time and work in the industry.
- You will receive work-based training from your host employer and formal training from MFC.
- Training is conducted onsite at your workplace during work hours.
- Traineeship wages are as per the National Training wage; starting from \$13.55 per hour for a recent school leaver and up to \$21.05 per hour for someone who completed year 12 over 3 years ago. Overtime and other full-time employment benefits apply.
- Any potential trainee under the age of 18 will need to provide confirmation from their parent or guardian on their approval of the traineeship programme prior to being accepted.
- The majority of trainee's who complete the traineeship continue full time employment with their host employer.
- Salary expectations when you successfully complete the traineeship with a Certificate III qualification can range between \$50000 to \$70000 per annum dependent upon the position and location.

Some Skills and Requirements:

- Focused and attentive with an eye for detail
- Loves problem solving.
- Good written and verbal communication skills
- Sound keyboard and basic computer skills
- Self-motivated
- Eager to learn, team player.
- Australian Citizen or Permanent Resident

Contact us:

Feel free to reach out to us on the following:

mail@myfreightcareer.com.au

(03) 9379 3755

www.myfreightcareer.com.au

MELBOURNE CITY INSTITUTE OF EDUCATION (MCIE)- RTO 22172

MCIE is taking its place as a leading provider of outcomes-focused quality vocational education and training programs. Our courses are founded on the desire to provide practical education leading to real job outcomes matching industry needs. We empower our students to meet their career goals and have helped thousands of students gain jobs.

MCIE offers qualifications across the following industry sectors:

- Business
- Community Services
- Early Childhood Education and Care
- Hospitality
- Leadership and Management

YOUR EDUCATION AND TRAINING OPTIONS

You will study under the guidance of our qualified trainers and assessors in courses that are designed to reflect current work practices and meet industry workplace expectations and, importantly, to ensure that you are job-ready after graduating.

MCIE has everything students need to enhance their study and career opportunities for the future. Our campus is in the CBD provide learning environments fitted with state-of-the-art technology and facilities. Alternatively, we provide on the job training allowing you to earn whilst learning through our Traineeship and Workplace based training models. Our Course Advisor Team provides guidance and assistance for pre-enrolment and we support you in gaining work placement through our large network of providers. MCIE Students become Job Ready with current workplace skills and understand employer expectations.

Our qualifications foster employability and encourage personal growth. We want nothing more than to see our students succeed in their chosen careers.

Contact:

Renee Willis

Phone: 0485 835 987

Email: renee.willis@mcie.edu.au

Website: mcie.edu.au

BROTHERHOOD OF ST LAURENCE – CREATING FUTURES FOR YOUTH

The Creating Futures for Youth program works alongside the Brotherhood of St Laurence's existing Youth Offer and 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 aspirations.

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 business professionals
- getting a job
- preparing for work
- finding work experience.

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 or call 0436 413 802

Creating Futures for Youth is funded by Citi Foundation.

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

Assumption College Kilmore

Phone: 03 5782 1422

Web: www.assumption.vic.edu.au

Seymour College

Phone: 03 5771 1300

Web: www.seymourcollege.vic.edu.au

Whittlesea Secondary College

Phone: 03 9719 1200

Web: 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.

YOUR EDUCATION AND TRAINING OPTIONS

Re-engagement programs and alternative settings

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

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

Phone: 1800 517 218

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

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.

Phone: 9470 2023

www.pavilionschool.vic.edu.au

YOUR EDUCATION AND TRAINING OPTIONS

OTHER COMMUNITY EDUCATION PROVIDERS

Other Community Education providers in and around the City of Hume are:

Anglicare Broadmeadows Women's Community House

2 Hadfield Crt, Broadmeadows

Phone: 9301 5250

Banksia Gardens Community Services

71-81 Pearcedale Parade, Broadmeadows

Phone: 9309 8531

Email: admin@banksiagardens.org.au

Dallas Neighbourhood House

180 Widford St, Broadmeadows

Phone: 9302 2131

Email: coordinator@dallasnh.org.au

Glenroy Neighbourhood Learning Centre

5B Cromwell St, Glenroy

Phone: 9304 3910

Hume Global Learning Centre – Broadmeadows

1093 Pascoe Vale Rd, Broadmeadows

Phone: 9356 6768

Email: hccfacilities@hume.vic.gov.au

Hume Global Learning Centre – Sunbury

44 Macedon Street, Sunbury

Phone: 9356 6768

Email: hccfacilities@hume.vic.gov.au

Sunbury Neighbourhood House

531 Elizabeth Drive, Sunbury

Ph: 9740 6978

Email: enquiries@sunburyhouse.com.au

Attwood House Community Centre

202 Erinbank Cres, Attwood

Phone: 9302 2643

Craigieburn Education & Community Centre

20 Selwyn Avenue, Craigieburn

Phone: 9308 1477

Goonawarra Neighbourhood House

8 Gullane Dve, Sunbury

Phone: 9740 6627

Email: admin@goonawarranh.com.au

Homestead Community Learning Centre

30 Whiltshire Drive, Roxburgh Park

Phone: 9205 2760

Hume Global Learning Centre – Craigieburn

75-95 Central Park Avenue, Craigieburn

Phone: 9356 6768

Email: hccfacilities@hume.vic.gov.au

Meadow Heights Education Centre

3-13 Hudson Circuit, Meadow Heights

Phone: 9301 9200

Tullamarine Community House

30 Carol Grove, Tullamarine

Phone: 9338 9072

Email: admin@tullamarinehouse.org

YOUR EDUCATION AND TRAINING OPTIONS

NEWLY ARRIVED / REFUGEE

ARABIC WELFARE

Arabic Welfare was founded by Dr Richard Abicair, Dr Trevor Batrouney and Mr Mahmoud Chamra. Originally established in 1984 as Australian Lebanese Welfare, the organisation was formed to meet the urgent welfare needs of Melbourne immigrants during the Lebanon civil war.

By the 1990's, the capacity of the organisation increased and programs were extended. The 1990s also saw a shift in client composition. Where previously the largest numbers of newly arrived were from Lebanon, by the mid-1990s the Iraqis from the Middle East were the largest group of arrivals.

In 2008 the organisation was renamed Arabic Welfare to better reflect the community it serves. Whilst our largest client group continues to be Arabic speakers from Iraq, we support community members from Syria, Lebanon, Egypt, Jordan, Palestine, Kuwait, Somalia, Algeria, Yemen and Iran.

ARABIC WELFARE TODAY

Vision | For all Arabic Speaking Victorians to be actively engaged and represented in Australian society.

Mission | To empower and foster the wellbeing of our community through education, capacity building, support services, advocacy, and partnerships.

Arabic Welfare provides services for newly arrived refugees and well-established migrants from diverse Arabic speaking countries. We provide support through casework, counselling, education, and group work. Our support areas include:

- Settlement advice and support
- Family support and violence awareness
- Gambling prevention and support
- Youth support and education
- Parenting – intergenerational, intercultural
- Culture and language training and support.
- Senior support services

Contact:

Location

Level 2, 61 Riggall Street, Broadmeadows VIC 3047

Phone 03 9380 9536

Email info@arabicwelfare.org.au

Website www.arabicwelfare.org.au

YOUR EDUCATION AND TRAINING OPTIONS

BROTHERHOOD OF ST LAURENCE - 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:

- employment and education planning
- career guidance
- mentoring
- work experience and volunteering opportunities
- links to community organisations
- 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 information, **contact Brotherhood of St Laurence:**

P: [0437 266 587](tel:0437266587) E: courtney.green@bsl.org.au

Youth Transition Support Program is funded by the Australian Government.

BROTHERHOOD OF ST LAURENCE - YOUTH HUBS PROGRAM

Brotherhood of St Laurence works in partnerships with key stakeholders across the North-West region of Melbourne to establish **Youth Hubs**. The key focus of the Youth Hubs is to support young people of refugee and migrant backgrounds aged 12 – 21, prepare for employment and training, and increase their sense social connectedness and belonging within the community.

Youth Hubs are based within schools, other education institutes, and community centres.

For information, contact Brotherhood of St Laurence:

P: 0437 266 587 E: courtney.green@bsl.org.au

Youth Transition Support and Youth Hubs programs are funded by the Australian Government.

SUPPORT SERVICES AND ASSISTANCE

MYGOV

myGov 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
- 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 Update Your 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>

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 Ask

CMY - CENTRE FOR MULTICULTURAL YOUTH

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.

CMY offers the following services for young people:

- Case management
- Mentoring
- Employment support
- Early intervention & crime prevention
- Youth leadership opportunities

Contact:

304 Drummond St, Carlton VIC 3053

Phone: 9340 3700

Web: www.cmy.net.au

Email: info@cmy.net.au

SUPPORT SERVICES AND ASSISTANCE

MIGRANT RESOURCE CENTRE (MRC)

The Migrant Resource Centre North West Region (MRC NWR) is a not-for-profit, community-based organisation serving the North-Western regions of Melbourne, including Brimbank, Hume, Moonee Valley, Maribyrnong, Hobsons Bay, and Melton.

Established in 1989, we provide the following services:

- Settlement support services to migrants and refugees
- Aged care services
- NDIS services and support services
- Youth support services
- Support for community-based projects

We assist individuals and community groups to improve their participation, transition and integration in Australia through:

- Identification and resolution of settlement challenges; assisting you navigate any bumps in your settlement journey
- Empowerment through culturally accessible services
- Accessing advocacy and support programs

We are committed to providing consistent high-quality care which supports and strengthens the most vulnerable communities in our society.

MRC NWR is governed by a voluntary management committee and overseen by a senior executive management team along with a dedicated staff and volunteers. We are part of a National Network of Migrant Resource Centres and you'll find other MRC across the country

For more information, please contact:

Hume Office
Suite 10, 11-17 Pearcedale Parade,
Broadmeadows VIC 3047
Ph: 03 9351 1278

St. Albans Office
20 Victoria Crescent, St Albans VIC 3021
Ph: 03 9367 6044

Email: mrcnw@mrcnorthwest.org.au

Website: www.mrcnorthwest.org.au

Facebook: www.facebook.com/mrcnorthwest

SUPPORT SERVICES AND ASSISTANCE

SPECTRUM

Spectrum delivers services to newly arrived and established people with migrant and refugee backgrounds in the northern and western Melbourne areas.

Helping new Australians feel at home

We work together with individuals and families to help them successfully settle into all aspects of community life:

- We advocate on behalf of people with migrant and refugee backgrounds to help build more inclusive communities
- We deliver culturally appropriate and responsive settlement and family services
- We empower new communities to identify and address settlement challenges
- We help people with migrant and refugee backgrounds and people with disabilities participate in life, both at home and in the community

We are a **Child Safe Organisation (CSO)**, click here to find out more about the **CSO National Principles**.

Our locations

From office locations in Melbourne's north and west, Sunshine and Dallas, Spectrum provides a range of services for refugees and migrants, including settlement services, community development programs, youth services, parenting and family relationship programs, aged care and disability services.

Contact:

Level 5, 61 Riggall Street, Dallas
Phone: 1300 735 653, After hours: 1300 735 653
Email: info@spectrumvic.org.au

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.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are in Brunswick (head office), Dallas, Dandenong, Ringwood, and Sunshine. With approximately 200 staff and working with approximately 5,000 clients a year, 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.

Contact:

4 Gardiner Street
Brunswick VIC 3056
Phone: 9389 8900
Fax: 9277 7871

Level 4, 61 Riggall Street
Dallas VIC 3047
Phone: 9389 8899
Fax: 9277 7871

Email: info@foundationhouse.org.au Website: www.foundationhouse.org.au

SUPPORT SERVICES AND ASSISTANCE

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, counselling, outreach, and recreation activities
- Access to other local support providers in the areas of family support, financial support, accommodation, health care, counselling, 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 enquires.

Contact:

19 King Street, Melbourne VIC 3000

www.mcm.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: 9213 2500

SALVATION ARMY EMERGENCY RELIEF

For Emergency Relief Assistance (food, travel, water, phone, rates, clothing etc.), please call 8873 5288 from Monday-Friday 9am-5pm.

SUPPORT SERVICES AND ASSISTANCE

UNITING

Uniting is a community services arm of the Uniting Church. Our services support individuals, families, and communities from metropolitan Melbourne through to northern regional Victoria.

Our services include:

Child and Youth Services

- **Youth Mentoring** - Provides young people aged 11 to 17 years old who have a history of protective services involvement with the opportunity to connect to an adult role model/ mentor over a significant period of time through joint participation in recreational activities
- **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)** – provides support, information, and advice to families in their homes, including assistance to develop parenting skills and address children’s difficult behaviour.
- **Adolescent Family Violence Worker** – Works collaboratively with Integrated Family Services families when a young person is perpetrating family violence towards a parent/s, sibling/s and or carer/s.
- **Family Dog Project Worker** – Works collaboratively with client families in the IFS program using established canine assisted therapy techniques to pursue family related case goals.

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.
- **Energy Support Program** – a free service for households who are experiencing unaffordable energy (electricity and gas) bills. Our over-the-phone support includes:
 - Providing home energy efficiency advice
 - Assisting clients to access grants/rebates/concessions where eligible
 - Advocacy and support to set up affordable payment plans with energy retailers
 - Simple budgeting advice
 - Assistance with finding best electricity and gas deals for their household
- **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
- **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.

Contact:

Phone: 9351 3600

Email: info@kildonan.org

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

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.

Contact:

Address: 188 McDonalds Road, Epping VIC 3076
Phone: 8401 0100
Email: info@kildonan.org.au

SUPPORT SERVICES AND ASSISTANCE

VICTORIA POLICE

ALL EMERGENCIES CALL 000

NON-URGENT crime & Events: Police Assistance Line - CALL 131 444 or submit an online report

Broadmeadows Police Department (Complex)

15 Dimboola Rd
Broadmeadows VIC 3047
Phone: 9302 8222

Craigieburn Police Station

155-165 Craigieburn Rd West
Craigieburn VIC 3064
Phone: 9303 4433

Sunbury Police Station

39-41 Macedon St
Sunbury VIC 3429
Phone: 9744 8111

HUME YOUTH RESOURCE OFFICE

Services:

- Represent Victoria Police at a local level and undertake a leadership role in the community in relation to issues relating to policing and young people.
- They work in partnership with local communities and youth stakeholders to plan an integrated response to youth issues, identify and target needs to develop strategies to support positive pathways for young people and establish early intervention and crime prevention strategies for young people.
- Contribute to the education of police members and to support and increase their capacity to identify and address local youth issues.

Contacts:

Hume Youth Resource Office **PH: 9744 8128/8104**

Leading Senior Constable Leonie Hill

Leading Senior Constable Leigh Johnson

Eligibility: Youth issues and initiatives within LGA of Hume.

HUME EYEWATCH FACEBOOK PAGE

Eyewatch is a Facebook page that enables the community to engage with their local police. Eyewatch aims to empower the community to participate in crime prevention and community safety activities 24 hours a day, 7 days a week. Victoria Police encourages people of all walks of life to 'Like' our pages and stay informed of breaking police news, voice their concerns and be part of the local solution to local problems. Google us at 'Hume Eyewatch' or refer to the link below:

<http://www.facebook.com/eyewatchhume>

HUME, MORELAND, AND MOONEE VALLEY MULTICULTURAL & ABORIGINAL LIAISON OFFICER

Services: Represent Victoria Police at a local level and undertake a leadership role in relation to Multicultural, CALD and Aboriginal community. Working in partnership with local communities and key stakeholders to plan an integrated response to emerging issues, identify and target needs to develop strategies to support positive pathways for Multicultural, CALD and Aboriginal community.

VICTIMS SUPPORT HELPLINE

Services:

- Assists police, victims, and members of victim's families of major crimes in the community and witnesses

SUPPORT SERVICES AND ASSISTANCE

- Maintains a list of resources and services available to victims of crime
- Victims of crime and families seeking support should first ring the Victims of Crime and Support Agency Hotline on 1800 819 817.

Contacts:

Victims of Crime and Support Agency Hotline 1800 819 817

Hours:

7 days a week 8am – 11pm

YOUTH REFERRAL INDEPENDENT PERSON PROGRAM (YRIPP)

YRIPP is the Youth Referral and Independent Person Program. YRIPP delivers a high- quality system of adult volunteers called “Independent Persons” who attend police interviews with young people in police custody when a parent or guardian is not available. YRIPP also seeks to divert young people from future offending through early intervention at the point of police contact.

YRIPP provides:

- Volunteer Independent Persons to attend Victorian police stations 24 hours a day, seven days a week.
- Up-to-date training and ongoing support for volunteer Independent Persons.
- Information about helpful support services for young people.
- Resources about the youth justice system and support services for police and parents.
- Access to 24-hour telephone legal advice for young people in police custody, provided by lawyers from Victoria Legal Aid.

Police will contact YRIPP on 1300 791 189 from the police station if the service is requested.

Website: www.cmy.net.au/yripp

THE OFFICE OF THE PUBLIC ADVOCATE

The Public Advocate is an independent statutory officer, with considerable legislative power to promote and safeguard the rights and interests of people with disability.

Like the Ombudsman, the Public Advocate has significant powers to investigate allegations of abuse of vulnerable Victorians, reporting directly to Parliament.

The Public Advocate was established under the Guardianship and Administration Act 1986 and continues under the Guardianship and Administration Act 2019.

The Public Advocate is supported by around 100 staff and more than 650 volunteers.

If you require any further information about the ITP Program

You can phone: 1300 309 337

Website: www.publicadvocate.vic.gov.au

VTAC

The Victorian Tertiary Admissions Centre (VTAC) is an independent shared admissions service facilitating access to tertiary education and further study opportunities and pathways for learners in Victoria and beyond.

VTAC supports young people, professionals and learners of any age and at any stage of life to connect with further study to achieve their learning aspirations, professional growth, and dream careers.

What is VTAC?

VTAC empowers learners through advice, information and resources about tertiary education opportunities, admissions processes and requirements, and wide range of pathways.

VTAC acts as a central application point to make the process of getting into a course easier and more efficient for both students and tertiary institutions. VTAC manages applications and assessment for the Special Entry Access Scheme (SEAS) and scholarships programs offered by tertiary education providers. We offer admissions and selection services and platforms for tertiary education providers for non-year 12 applicants and postgraduate programs.

VTAC – Scholarships

Scholarships provide financial support to help students with the costs of tertiary education. Scholarships are not only for high achievers. Find out about the types of scholarships available and learn how to complete your scholarship application. Many institutions offer scholarships outside the VTAC scholarships process.

To find scholarships administered by VTAC or by the institution, eligibility requirements, and types of scholarships offered through the VTAC scholarships application, start with [About scholarships](#).

Contact: www.vtac.edu.au

SEAS - SPECIAL CONSIDERATION AND SPECIAL ENTRY ACCESS SCHEME (SEAS)

What is special consideration (SEAS)?

If there have been circumstances that have affected your study, you should consider putting in a special consideration application via VTAC's Special Entry Access Scheme (SEAS). SEAS is designed to make sure institutions get a sense of your full potential and it enables institutions to consider the circumstances you have experienced and their impact upon your studies when making selection decisions.

- SEAS helps institutions understand your full potential by considering the circumstances you have experienced.
- SEAS allows institutions to grant special consideration for course entry.
- SEAS does not exempt you from meeting the institutional and course requirements.

For video guide, view our [What is SEAS and how does it work? explainer video](#) which also describes why each applicant should at least apply for Category 1.

Contact:

<https://www.vtac.edu.au/seas.html>

YOUTH PROJECTS - 'YNOT' YOUTH NORTHERN OUTREACH TEAM

The Youth Northern Outreach Team (YNOT) provides personalised, confidential outreach counselling, support, education and referrals for individuals dealing with substance use, vaping or other dependencies.

You choose the location and we come to you, to ensure a confidential and flexible routine that removes hesitations that individuals might hold when looking to reach out and ask for assistance. The experienced team understands that every individual has different needs and therefore takes a personalised, tailored approach to develop goals and an Individual Treatment Plan with clients.

SUPPORT SERVICES AND ASSISTANCE

The team can help you with:

- Assessing your individual needs, goals and aspirations
- Develop tailored support plans to support your journey
- Referrals and linkages to wrap around support services
- Practical supports
- Family supports
- Information and education
- Drug and alcohol counselling

Outreach in schools and the community:

Youth Projects has a commitment to the ongoing development of early intervention and prevention strategies and provides drug and alcohol support and counselling services to local schools and community groups.

If you would like to explore how YNOT and our counselling programs can be integrated into your school or community group, please contact us.

For more information on YNOT or to contact the team directly, please contact: 9304 9100

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 WITH ACQUIRING YOUR PROBATIONARY LICENCE TAC L2P PROGRAM

SUPPORT SERVICES AND ASSISTANCE

HUME TAC L2P PROGRAM

Hume TAC L2P program assists Learners who are experiencing disadvantage and do not have access to a supervising driver or vehicle, to gain the driving experience required to learn to drive and to apply for a probationary licence.

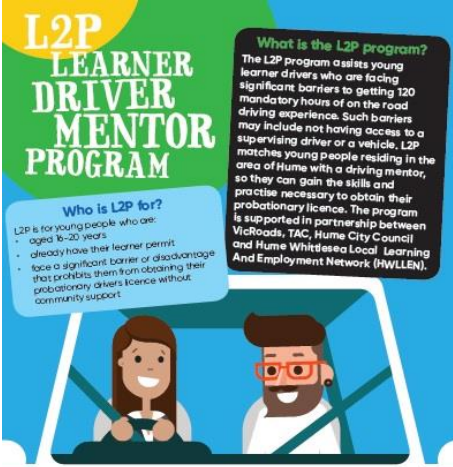
Young people are matched with screened, trained and fully licensed Volunteer Mentors and have access to a sponsored vehicle to gain supervised driving experience. The Hume TAC L2P program is a community-based partnership project involving Hume City Council and The Hume Whittlesea Local Learning & Employment Network (HWLLEN) and is funded by the Transport Accident Commission and the Ministry of Transport.

For referrals or further information please **contact:**

Phone: 0435 653 912

Email: L2P@hwllen.com.au

Web: TAC L2P | hwllen



L2P LEARNER DRIVER MENTOR PROGRAM

Who is L2P for?
L2P is for young people who are:

- aged 16-20 years
- already have their learner permit
- face a significant barrier or disadvantage that prohibits them from obtaining their probationary driver's licence without community support

What is the L2P program?
The L2P program assists young learner drivers who are facing significant barriers to getting 120 mandatory hours of on the road driving experience. Such barriers may include not having access to a supervising driver or a vehicle. L2P matches young people residing in the area of Hume with a driving mentor, so they can gain the skills and practise necessary to obtain their probationary licence. The program is supported in partnership between VicRoads, TAC, Hume City Council and Hume Whittlesea Local Learning And Employment Network (HWLLEN).

How do I apply?
If you are interested in becoming a mentor or would like any further information regarding learning to drive please contact
The Hume
L2P Coordinator
At the Hume Whittlesea LLEN
Tel: 03 9309 5800
Email: L2P@hwllen.com.au
www.hwllen.com.au

L P P

HUME Hume Whittlesea Local Learning & Employment Network

SUPPORT SERVICES AND ASSISTANCE

STUDENTS WITH ADDITIONAL SUPPORT NEEDS

NATIONAL DISABILITY COORDINATION OFFICER (NDCO) PROGRAM

The National Disability Coordination Officer (NDCO) Program is funded by the Australian Government Department of Education Skills and Employment. The NDCO program aims to drive change so that people with disability have equitable opportunity to access, participate and achieve their goals in tertiary education and subsequent employment.

This website provides information about tertiary education pathways and subsequent employment in Victoria. For professional development opportunities, resources, events, research, policy and advocacy updates and more please see our [Victorian NDCO Post Archive](#).

Contact:

The National Disability Coordination Officer for our region (Region 11)

Web: www.ndcovictoria.net.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:

www.ndis.gov.au/participants/finding-keeping-and-changing-jobs/leaving-school

To find your local provider:

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

YOUTH DISABILITY ADVOCACY SERVICE (YDAS)

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

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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
Phone: 0438 638 734

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
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
Mobile: 0455 621 849
Web: <https://www.yacvic.org.au/ydas>

BRITE

Brite offers supported employment and training opportunities.

Brite is a social enterprise providing ongoing supported employment and other vocational options to people with a disability. Brite has operated in Broadmeadows for over 40 years. We currently employ around 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.

- **PAK** is a manufacturing, packaging and assembly, warehousing, and food packing business providing a range of services to a large number of local and multi-national clients.

SUPPORT SERVICES AND ASSISTANCE

- **Institute** is a registered training organisation providing high quality learning outcomes for its own people as well as many local business clients across a range of qualifications.
- **Plants** is a Nursery Industry Accreditation Scheme Australia accredited nursery. Plant supplies plant stock to local councils, landscapers, builders/developers across Victoria.

Brite Institute

At Brite Institute we understand the importance of lifelong learning. For more than 25 years we've provided high quality training, offering our students the skills, knowledge and confidence they need to follow the career they want. When you learn at Brite, you'll be welcomed into a small class where every student is important.

Accredited courses

When you study an accredited course, you'll get a qualification that's recognised across Australia. If you meet eligibility requirements, there are no fees.

- [Brite Futures](#)
- [22555VIC Certificate I in Initial Adult Literacy and Numeracy](#)
- [22567VIC Certificate I in Transition Education](#)
- [22566VIC Certificate I in Work Education](#)
- [22481VIC Certificate II in Work Education](#)
- [CHC33021 Certificate III in Individual Support](#)
- [CHC43015 Certificate IV in Ageing Support](#)
- [CHC43121 Certificate IV in Disability](#)
- [CHC43415 Certificate IV in Leisure and Health](#)

Brite is transforming lives everyday by creating sustainable education and employment opportunities.

Contact:

BRITE

1 Belfast Street

Broadmeadows, Vic. 3047

Contact Phone: 9301 7300

Contact email: info@brite.org.au

Website: www.brite.com.au

ENABLE SOCIAL ENTERPRISES

What is a Social Enterprise?

Enable Social Enterprises is a not for profit organisation on a mission to tackle disadvantage and the digital divide by connecting community, environment and local economies. Enable provide [Employability Programs](#) to help improve job prospects for people in our community experiencing or at risk of severe hardship, often due to significant employment barriers.

How can Enable Social Enterprise improve your job prospects?

Employability skills, Work Experience and referrals to partnering NDIS School Leaver Employment Supports (SLES) providers to support employment goals whilst gaining hands on experience with Enable.

Enable's work and learning program activities serve to as a "taster" and/or create an opportunity for pathways to local employment across Melbourne's north. We achieve this through engaging, enabling and encouraging participants who may or do experience barriers to work with real Industry experience in our upbeat and supportive environment.

Participants can engage in the following industries;

- Computer Equipment testing, refurbishing, data wiping and degaussing of hard drives
- Electronic Waste disassembly, sorting and dispatching of parts and commodities
- Online Retailing
- Warehousing and Third-Party Logistics (Pick, Pack and Dispatch)

What Employability Skills will you learn?

- Specific "on job" industry activities: Computer equipment and parts testing, refurbishing, dismantling data wiping and degaussing, Online Retailing and Warehousing and Logistics
- Occupational Health and Safety
- Communication at work
- Self-management and motivation
- Team-Work
- Problem Solving
- Personal attributes for success at work e.g., commitment, reliability, enthusiasm, motivation, coping with busy work environments, etc

Contact:

Call 0402 141 947 or email julie.mckay@enableaustralia.org.au

Latest news and program dates: www.enableaustralia.org.au

PATHWAYS TO EMPLOYMENT - A TRANSITION TO EMPLOYMENT PROGRAM

UNITING PATHWAYS TO EMPLOYMENT NDIS SCHOOL LEAVER EMPLOYMENT SUPPORTS

Pathways to Employment supports young people with disability to make the transition from school to employment. We support students transitioning from a wide range of school settings who have NDIS funding.

Pathways to Employment will provide each participant with:

- An individualised Action Plan
- Access to accredited training including Cert I Transition Education, Cert I & II Work Education and Cert I Food Handling
- Pre-vocational employment training
- Group and Individual work placements
- Work specific industry visits
- Skill development and confidence building
- Travel training using public transport
- Drivers Education to obtain Learners Permit
- Mentoring and support by an Employment Coach
- Referral and linkage with relevant services including Disability Employment Services

To find out more contact our referral hot line:

Address: Level 3, 1100 Pascoe vale Rd, Broadmeadows Vic 3047

Phone: 1300 090 989

Email: employmentservices@vt.uniting.org

UNITING EMPLOYMENT SERVICE

Uniting Employment Services is an Australian Government funded Disability Employment Service supporting people with a permanent medical or mental health condition, injury or disability. This includes but is not limited to Eligible School Leavers who have received extra educational support and funding throughout their schooling.

Uniting helps young people with their transition from school to work and further education options; working with you one-on-one to develop your own pathway and supporting you every step of the way.

You will be supported by our Employment Coaches and Business Development Co-ordinators to:

- Identify your skills, training needs and personal goals
- Select appropriate job choices
- Secure Work Experience placements
- Access Pre-employment programs
- Access to apprenticeships and traineeships
- Develop your job application, resume, and interview skills
- Introduction to Uniting's employer partners
- Access to government funding including employer wage subsidies

Contact us to find out more about our employment programs and who is eligible.

Address: Level 3, 1100 Pascoe vale Rd, Broadmeadows Vic 3047

Phone: 1300 090 989

Email: employmentservices@vt.uniting.org

SUPPORT SERVICES AND ASSISTANCE

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.

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: <https://www.youthprojects.org.au/disabilityemploymentservices>

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 1300 234 263 for all your health needs

Locations: Broadmeadows, Craigieburn, Meadow Heights, Mickleham North

SUPPORT SERVICES AND ASSISTANCE

DISABILITY EMPLOYMENT SERVICES

There are hundreds of Disability Employment Service providers across the country ready, willing and very able to assist you. That assistance is open to both prospective employers and employees. Start a relationship with your nearest DES member. It may just end up working.

Search here for your local service provider: [Provider Search - Disability Employment Australia](#)

Other Useful Websites

Australian Disability Clearinghouse on Education and Training (ADCET) - www.adcet.edu.au

NDCO Victorian Website - www.ndcovictoria.net.au

Towards Success in Tertiary Study:

- [University of Melbourne](#)
- [IMVC](#)

SUPPORT SERVICES AND ASSISTANCE

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: Males and females 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: www.vacsal.org.au/programs/bert-williams-center

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

Web: www.vacca.org

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.

SUPPORT SERVICES AND ASSISTANCE

Contact:

Ph: 9419 5999 or freecall 1800 064 865

Web: www.vals.org.au

Email: vals@vals.org.au

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

Web: <https://www.vahs.org.au/>

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.

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 young people and supporters by visiting our website: 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](#)

Or visit our website: www.koorieyouthcouncil.org.au

SUPPORT SERVICES AND ASSISTANCE

HUME CITY COUNCIL

HUME GLOBAL LEARNING CENTRES

The Hume Global Learning Centres (HGLCs) located in Broadmeadows, Craigieburn and Sunbury are operated by Hume City Council, providing multi-service options including room hire (conference and meeting rooms), Customer Service, art galleries, Visitor Information Centre, occasional care and library.

Each facility houses meeting and conference rooms perfect for all kinds of community and corporate events including seminars, training sessions, conferences, expos, meetings, art exhibitions and launches.

Whether your event is for a group of 10 or 400, the Hume Global Learning Centres have something to suit everyone's needs.

The centres are located at:

- **HGLC Broadmeadows**, includes Broadmeadows Library on level 1, 1093 Pascoe Vale Road, Broadmeadows.
- **HGLC Craigieburn** includes Craigieburn Library, the Gee Lee-Wik Doleen Gallery, Occasional Care and the Craigieburn Customer Service Centre, 75-95 Central Park Avenue, Craigieburn.
- **HGLC Sunbury** – includes Sunbury Library, Sunbury Customer Service Centre, a gallery and Visitor Information Centre, 44 Macedon Street, Sunbury

For more information visit www.hume.vic.gov.au/Residents/Libraries-and-Community-Facilities/Venues

HUME LIBRARIES

Hume Libraries consists of five branches located at Broadmeadows, Craigieburn, Gladstone Park, Tullamarine and Sunbury plus a Mobile Library. Our branches are fantastic places for work or study either in groups or individually in designated quiet areas. All spaces have ready access to power for laptops, Wi-Fi printing and mobile charging stations.

Becoming a Library Member

Joining the library is free and easy; you can either join online at Home Hume Libraries or in person at any Hume Libraries branch.

Services

Hume Libraries offer an extensive range of popular books, magazines and audio-visual items, an amazing array of programs and events for all ages, and access to Wi-Fi, computers, printing, photocopying and scanning. Our librarians are experts in finding information on any topic you can imagine and are available to answer questions or assist with research in person, over the phone or by email.

The libraries' digital collection includes eBooks, eAudiobooks, eMagazines, on various platforms, such as BorrowBox, CloudLibrary and PressReader.

More information available here: <https://www.humelibraries.vic.gov.au/Digital-Library/eBooks-and-eAudiobooks>

SUPPORT SERVICES AND ASSISTANCE

Broadmeadows Library
1093 Pascoe Vale Rd
Broadmeadows VIC 3047
Phone: 9356 6900

Craigieburn Library
75-95 Central Park Avenue
Craigieburn VIC 3064
Phone: 9356 6980

Gladstone Park Community Library
Taylor Drive
Gladstone Park VIC 3043
Phone: 9356 6990

Sunbury Library
44 Macedon Street
Sunbury VIC 3429
Phone: 9356 6970

Tullamarine Library
58 Spring Street
Tullamarine VIC 3043
Phone: 9356 6966

The libraries also offer lots of free programs, including Job Help sessions where you can get expert advice on writing a resume and applying for jobs, Microsoft Office classes where you can perfect your Word, Excel and PowerPoint skills, and plenty of fun and fascinating workshops where the whole community can socialise and learn together. All our events are listed on our website:

<https://www.humelibraries.vic.gov.au/Whats-On/Find-an-Event>

Visit our **Website:** www.humelibraries.vic.gov.au our **Facebook** page: <https://www.facebook.com/humelibraries/> or download the **Hume Libraries app** for more information, to search collections and to get started on using your library service.

SUPPORT SERVICES AND ASSISTANCE

YOUTH SERVICES

Hume City Council Youth Engagement and Pathways

Hume City Council Youth Engagement & Pathways provides a range of supports, programs and events for young people aged 6 – 24 years who live, work, and study in Hume. Youth Engagement & Pathways is part of the Family, Youth and Children's Services Department and works with young people in the context of their family, services and community.

If you need support to access services, get a job or meet new people – go to the Hume City Council website - <https://www.hume.vic.gov.au/Residents/People-Services/Youth> Or Hume Youth Services Facebook: [humeyouthservices](#) to see what's on.

Supports and Programs for Young People:

Programs are delivered at our Youth Centres and at schools and include:

- Information, support, and referral
- Weekly after-school programs at Youth Centres such as Meeting Point, Games Zone for young people aged 12 to 18 years
- Middle years programs and supports for children aged 6-11 years
- Glitter Program – a social group for LGBTIQ+ young people and allies held in Sunbury and Craigieburn Youth Centres
- HYPE FreeZa Program - a group of local young people aged from 12-24 who plan and organise events for young people in Hume
- Youth Action Committee – a leadership program for young people aged 15 to 20 years
- Hume Youth Anthology Program – opportunity for young people to submit artwork or written work to a Hume Anthology developed every year
- School holiday programs for young people aged 10 -18 years
- Level Up Program – a life-skills program for young people aged 16 to 24 years
- Pathway, leadership and advocacy opportunities and support
- Youth Fest, IDAHOBIT, NAIDOC and Reconciliation Week activities and celebrations

Outreach support is also provided through YHOP - an assertive outreach service that engages and connects at-risk young people aged 6 to 25 years to individualised housing, mental health, education, training, employment, and crisis supports in Hume. Go to: <https://www.youthprojects.org.au/youth-outreach> for more information.

Supports and Programs for Schools and the Youth Sector in Hume:

- Hume Tangible Youth Network – network for youth workers in Hume to network and share program information
- Principals Breakfast Forum – for primary and secondary school principals and welfare staff to network, share information and link with service providers
- School based programs such as Drumbeat
- Strategic planning, research and policy development

Youth Centres are also available to hire for youth events and professional meetings: [Youth Centre Venue Hire - Hume City Council](#)

- | | |
|------------------------------|--|
| • Craigieburn Youth Centre | 59 Craigieburn Road, Craigieburn. |
| • Broadmeadows Youth Centre | 33-37 Pearcedale Parade, Broadmeadows. |
| • Sunbury Youth Centre | 51-53 Evans Street, Sunbury. |
| • Roxburgh Park Youth Centre | 75 Lakeside Drive, Roxburgh Park. |

A recording and rehearsal studio is available for hire at Sunbury Youth Centre.

SUPPORT SERVICES AND ASSISTANCE

In addition, services are also co-located at the following centres:

- Youth Central - Gateway School, Youth Junction and The Zone
- Craigieburn and Sunbury Youth Centres - Disability Employment Program (DES), Youth Projects

For further information contact:

Hume City Council Youth Services on 9205 2556

Email: youth@hume.vic.gov.au

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

<https://www.hume.vic.gov.au/Residents/People-Services/Youth>

VOLUNTEERING

Hume Volunteer Gateway offers a range of support and opportunities for volunteers and volunteer organisations, to help find and support volunteering.

Millions of Australians volunteer in their communities each year and for many different reasons. No matter what the reason is, volunteering can be highly rewarding, fun, and suitable for all ages and backgrounds.

The many benefits of volunteering include:

- Learning new skills
- Meeting people and making new friends
- Boosting employment and education prospects
- Helping others and making a difference in your community
- Increasing confidence and improving wellbeing
- Extending your network and community knowledge.

To learn more and find out about local volunteering opportunities:

Email: gateway@hume.vic.gov.au

Or Call: 9205 2200 and ask to speak to the Hume Volunteer Gateway Unit.

SUPPORT SERVICES AND ASSISTANCE

HEALTH AND WELLBEING

DPV HEALTH

DPV Health is a not-for-profit organisation that offers exceptional health care services to people of all ages. We are 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.

Our vision is to support the health and wellbeing of our community.

Our purpose is to support you to live a happy and healthy life, through the provision of inclusive, locally based health and wellbeing services.

Our professional staff delivers a wide range of health and wellbeing services, including Medical Services, Dental Services, Physical Health, Mental Health, Child & Youth Health, Disability Services, 65+ Health and Community Support. DPV Health operates from 18 locations across the Cities Whittlesea, Hume, Mitchell, Melton and Banyule.

DPV Health Audiology Services - Broadmeadows
35 Johnstone Street, Broadmeadows VIC 3047

DPV Health Support Office - Epping
2 Graystone Ct, Epping VIC 3076

DPV Health Early Childhood Development Services - Broadmeadows
1 Sorrento Street, Broadmeadows VIC 3047

The Orange Door - Heidelberg
56 Burgundy Street, Heidelberg VIC 3084

DPV Health Medical & Dental Centre - Broadmeadows
42-48 Coleraine Street, Broadmeadows VIC 3047

DPV Health Allied Health Services - Meadow Heights
21-27 Hudson Circuit, Meadow Heights VIC 3048

DPV Health Dental & Allied Health Services - Craigieburn
55 Craigieburn Rd, Craigieburn VIC 3064

DPV Health Disability Services - Mill Park
31A Morang Drive, Mill Park VIC 3082

DPV Health Disability Services – Craigieburn
6 Newbold Avenue, Craigieburn VIC 3064

DPV Health Medical Centre – Mill Park
20 Civic Drive, Mill Park VIC 3082

DPV Health - Allied Health & Specialist Family Services - Epping
Epping Private Hospital, 230 Cooper Street, Epping VIC 3076

DPV Health Disability Services - South Morang
10 Bushmans Way, South Morang VIC 3752

DPV Health Dental & Allied Health Services - Epping
187 Cooper St, Epping VIC 3076

DPV Health Residential Supported Living Services - Thomastown
15 Newton Street, Thomastown VIC 3074

DPV Health Counselling, Psychology & Social Work – Epping
Level 1, Quest Building, Epping VIC 3076

DPV Health Dental & Health Services - Whittlesea Township
40-42 Walnut Street, Whittlesea VIC 3757

DPV Health Residential Supported Living Services - Epping
57 Davisson Street, Epping VIC

SUPPORT SERVICES AND ASSISTANCE

KIDS HELPLINE

Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason.

Since 1991, Australia's kids and young people have been turning to our professional, specialised counsellors, no matter who they are, where they live or what they want to talk about.

Over this time, we have responded to over 8.5 million contacts. For some young people, connecting with Kids Helpline has been a life-saving experience, while for others it's about practical help and emotional support at the critical moment they need someone to listen.

Freecall: 1800 551 800

YOUTH SUPPORT AND ADVOCACY SERVICES (YSAS)

The Youth Support + Advocacy Service (YSAS) is one of Australia's largest, youth-specific community service organisation. Operating since 1998 as Victoria's flagship Youth AOD service, YSAS now employs over 350 skilled staff across 19 sites in metropolitan and regional Victoria. While the prime focus of YSAS remains on effective Youth AOD Treatment and sector leadership, the organisation also has extensive experience in providing young people and families with services that support improved mental health and improve meaningful community participation.

Contact:

Level 3, 33 Lincoln Square, Carlton VIC 3053

Phone: 9415 8881

Website: www.ysas.org.au

Email: reception@ysas.org.au

REACHOUT.COM

Anonymous and confidential, ReachOut is a safe place where young people can openly express themselves, get a deeper understanding and perspective on what's happening in their lives, connect with people who will provide judgement-free support, and build the resilience to manage their challenges now and in the future.

Designed with – and specifically for – young people, ReachOut is 100% online, anonymous and confidential, and lets young people connect on their terms. From one-to-one peer support and moderated online communities, to tips, stories and resources, ReachOut offers a wide range of support options that allow young people to engage in the ways they want to, when they want to.

Contact:

<https://au.reachout.com/>

SUPPORT SERVICES AND ASSISTANCE

COHEALTH YOUTH RESIDENTIAL RECOVERY

The cohealth Youth Residential Rehabilitation 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 - 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.

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

SUPPORT SERVICES AND ASSISTANCE

- Health and Wellbeing
- Legal and Financial Services

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

Web: [Frontyard Youth Services Melbourne](#)

VINCENTCARE - YOUNG ADULTS OUTREACH SUPPORT

This program identifies the barriers to accessing or sustaining accommodation that may include:

- intellectual or physical disability;
- mental health concerns, personality disorders etc;
- substance use issues;
- estrangement from family, social isolation;
- experience of abuse, trauma, family violence;
- difficulties accessing private rental, employment and education/training options;
- difficulties with independent living skills; and
- access issues for young people from culturally and linguistically diverse (CALD) backgrounds, Aboriginal and/or Torres Strait Islander and LGBTIQ+ young people.

Young Adults Outreach Support also provides support for young people who either have recently left the family home, are unable to access or sustain affordable housing in the private rental market, or are boarding with a number of friends and family (also known as 'couch surfing').

SUPPORT SERVICES AND ASSISTANCE

Housing assistance is offered as part of the program, and focuses on providing young people who are experiencing homelessness the opportunity to access long term housing.

Who is eligible for Young Adults Outreach Support Service?

Young adults who are aged between 17 and 25, are experiencing chronic homelessness or at risk of homelessness.

Referrals

All referrals must come via VincentCare Northern Community Hub Access Point in Glenroy.

If the young adult is suitable for the program and wishes to work with the Young Adults team to address their housing needs, they will be accepted into the program.

There is no waiting list; and all information collected will remain anonymous and confidential. You can withdraw from the program at any time and participation in the program is voluntary.

Contact:

Address: 175 Glenroy Road, Glenroy 3046

Phone: 1800 825 955

Website: www.vincentcare.org.au/our-services

YOUTH COUNSELLING- SUNBURY COMMUNITY HEALTH CENTRE

Sunbury Community Health Youth Counselling Service provides generalist counselling for young people between the ages of 12-25 who reside in Sunbury. This service is at NO COST to you. You can speak to the youth counsellor about issues related to:

- Mental health
- Self-esteem
- Relationships (friends, family, romantic, workplace etc)
- Career decision making
- Finances
- Legal
- Grief/loss
- Bullying
- Drug/Alcohol
- LGBTI+/sexuality

The Youth Counsellor can also help to link you with other services that can help.

How Do I Make An Appointment?

You can make an appointment by calling (03) 97444455 or drop in to the centre; have a friend call on behalf of you or you can chat with your school nurse, local doctor or student wellbeing coordinator about coming to see the youth counsellor.

Opening Hours: 8:30am – 4:30pm Monday-Friday

Contact Details:

Phone: (03) 9744 4455

Fax: (03) 9744 6777

Sunbury Community Health Centre
12-28 Macedon St.,
Sunbury, Vic, 3429

For more information check out our facebook page and website:

<https://www.facebook.com/SunburyCH>

<http://www.sunburychc.org.au/>

HEADSPACE CRAIGIEBURN

Looking for someone to talk to? headspace Craigieburn is 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/ low cost and confidential.

headspace Craigieburn helps with:

SUPPORT SERVICES AND ASSISTANCE

- 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 issues 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

Young people who are passionate and committed to making a difference to their community and want to be involved in the decisions about how **headspace** Craigieburn can work best are encouraged to join the Youth Advisory Group (YAG) and help raise mental health awareness in our community.

Contact:

Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Road, Craigieburn

Phone: (03) 8338 0919

Email: info-headspacecraigieburn@orygen.org.au

SUPPORT SERVICES AND ASSISTANCE

HEADSPACE GLENROY

headspace GLENROY

headspace Glenroy is a health service for young people aged 12 to 25, their families and friends. We provide a range of free health and well-being services just for young people!

Have you thought about talking to someone? headspace is a good place to start.

Are you?

- feeling down, stressed or can't stop worrying
- having difficulties with your family or friends
- wanting to talk about sexuality, gender identity or relationships
- finding it hard to deal with school, university or work
- wanting to cut down drinking or other drug use
- being bullied, hurt or harassed

Questions Or Issues Relating To?

- General physical health
- Sexual health
- Nutrition and diet
- Contraception
- Relationships
- Work and Study

What Should I Expect From headspace Glenroy?

- Confidentiality
- Respect
- Friendly staff that are specialised in working with young people
- Awesome doctors who are LGBTQIA+ friendly
- Fun social groups to be a part of
- Links to a range of different workers and services, including GP's
- Free services
- Youth friendly environment

How Do I Make An Appointment?

You can make an appointment by calling 1300 880 218 or (03) 9304 101; have a friend call on behalf of you or you can chat with your school nurse, local doctor or student wellbeing coordinator about coming to see someone at **headspace** Glenroy.

headspace Glenroy
2A Hartington St
Glenroy VIC

Opening Hours:
9am - 5pm Mon, Tues, Fri
9am – 7pm Wed, Thurs

Contact Details:
Phone: 1300 880 218
Fax: 03 9304 1033
Email: info-headspaceglenroy@orygen.org.au

For more information check out our Facebook Page and Website:

www.facebook.com/headspaceglenroy

www.headspace.org.au/headspace-centres/glenroy

SUPPORT SERVICES AND ASSISTANCE

ORYGEN

Orygen is a world-leading youth mental health program based in the north-western metropolitan region. Orygen has multiple components including a specialist mental health program, research programs, service innovations and development, and knowledge translation and training programs.

Orygen specialist program is part of the public mental health system and provides mental healthcare for young people aged 15 to 25, with a focus on providing early intervention and youth specific approaches for young people experiencing severe and/or complex mental ill health. Multidisciplinary teams composed of psychiatrists, mental health clinicians, peer workers and others deliver individually tailored services such as mental health assessment and care, crisis management, psychotherapy, medication, family support, inpatient care, group work, and vocational and educational assistance. Orygen provides treatment to around 800 young people a year.

Our community development team provides training and resources to improve the understanding of mental health issues in young people and to promote the capacity of services and the general public in supporting young people. We work with a variety of organisations including health services, schools, drug and alcohol services, and community groups within our catchment area.

The work of Orygen will be important to you if:

- You are a young person aged 15– 25 with mental health issues and living in the western or north-western area of Metropolitan Melbourne
- You are a family member or carer for a young person aged 15–25 with mental health issues and living in the western or north-western area of Metropolitan Melbourne
- You are a service provider working with and supporting young people with mental health issues
- You want to have access to the latest information and training in relation to youth mental health

Street Address: 35 Poplar Rd, Parkville VIC
Visy Hub 80B Harvester Rd Sunshine

Contact us: <https://oyh.org.au/contact-us>

Orygen currently operates additional clinical services in the north and north-west of Melbourne through our headspace centres.

If you need to access a clinical service and you live in another part of Australia, you can access a range of services through the headspace centres operating around Australia. Visit <https://headspace.org.au/> for more information.

***Do You Need Help Urgently?
If the situation is an emergency please call 000***

If you wish to speak to someone immediately who can help call:

Kids Help Line
1800 55 1800
www.kidshelpline.com.au

Lifeline Australia
13 11 14
www.lifeline.org.au

ORYGEN YOUTH HEALTH

Orygen Youth Health is now operating under the name Orygen Specialist Program. We provide specialist mental health services for young people aged 15 to 25 who reside in the western and north-western regions of metropolitan Melbourne. Approximately 200,000 young people aged 15-25 years live in this catchment area.

Our focus is on providing early intervention to young people with severe and/or complex mental illness. We provide care to approximately 1000 new young people each year (from the more than 4,000 young people who are referred).

SUPPORT SERVICES AND ASSISTANCE

Multidisciplinary teams deliver individually tailored services that comprise assessment and crisis intervention, case management, medication, psychological interventions, peer support, family support, inpatient care, group work, vocational interventions, educational assistance, and intensive outreach. Orygen also operates the Forensic Youth Mental Health Service for the custodial sites at Parkville and Malmsbury and community Forensic Youth Mental Health for all of western metropolitan Melbourne and Western Victoria.

Orygen's clinical care program is comprised of three parts:

- Acute services (including a 16-bed inpatient unit).
- Continuing care - specialised care for young people experiencing severe and/or complex mental illness, including psychotic (including young people at 'ultra-high risk' of psychosis), mood, personality, substance use, eating, and neurodevelopmental disorders.
- Training and consultation - support for health professionals and teams to improve their understanding of youth mental health, and to promote the capacity of services to support young people in the community.

Contacts:

Orygen Triage (New referrals to OYH)

Phone: 1800 888 320

Pager: (03) 9483 4556 (Ask for Orygen Triage)

Orygen Specialist Program (General enquiries, current clients etc.)

Post: Locked Bag 10 Parkville VIC 3052 Australia

Location: 35 Poplar Rd Parkville VIC 3052

General Enquiries: Ph (03) 9966 9100

(This is our new number for our new building – update your contact details. The address is the same.)

Orygen Inpatient Unit

Location: Mavis Street Footscray VIC 3011

Phone: (03) 8345 7550

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

SEXUAL HEALTH VICTORIA (SHV)

SHV provides inclusive sexual and reproductive health care services for people of all ages, cultural backgrounds and gender identities. SHV bulk bills health services for young people under the age of 21 Years.

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)

SHV also has a sexual health app for young people: <http://shvic.org.au/app>

Contact: Phone: 03 9660 4700

Email: clinic@shvic.org.au

Website: shvic.org.au

Instagram: [sexualhealthvictoria](https://www.instagram.com/sexualhealthvictoria)

SUPPORT SERVICES AND ASSISTANCE

CASA HOUSE

(Centre against Sexual Assault) - Phone: 03 9635 3610 (24hrs, 7days)

Counselling, support, and information for people who have experienced sexual assault.
Support and information for friends and family.

Our services are **free** and **confidential** for:

- people 16 and over who are victim/survivors of sexual assault
- people of all genders
- family members, friends and other people who are supporting victim-survivors
- professional individuals and groups
- health, community support and legal services

People can self-refer themselves to CASA House.

**If you are a parent of or a support person for a child who has been sexually assaulted you can access information specific to children at the following website.

The Gatehouse Centre, Royal Children's Hospital, Parkville
www.rch.org.au/gatehouse

Our services are available to those living, working or studying in the local government areas of Moreland, Hume, Melbourne, Yarra and Moonee Ponds and to patients of the Royal Women's Hospital.

CASA House is located in the Melbourne CBD and also provides services in Parkville, Broadmeadows, Craigieburn and Sunbury.

CASA is funded by the Victorian Department of Families Fairness and Housing and is a department of the Royal Women's Hospital.

Contacts

Intake and Crisis Line: 9635 3600

Administration Line: 96353600

Level 3, 210 Lonsdale Street
Melbourne, 3000

Phone: 9635 3610

Email: casa@thewomens.org.au

Website: www.casahouse.com.au

SEXUAL ASSAULT CRISIS LINE (VICTORIA AFTER HOURS) 1800 806 292

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

GATEHOUSE CENTRE

Gatehouse Centre is a department of the Royal Children's Hospital.

It is a Centre Against Sexual Assault (CASA) that provides assessment, treatment and advocacy services for:

- Children, young people (aged between 0-17) and their families, living in the North- Western metropolitan area of Melbourne or the cities of Moreland and Hume, where sexual abuse is known or suspected to have happened.
- Children, young people (aged between 0-17) and their families, living in the North- Western metropolitan area of Melbourne or the cities of Moreland and Hume, where problem or harmful sexual behaviours are a concern.
- Royal Children's Hospital Inpatients.

Why would a child or young person come to Gatehouse Centre?

A child or young person may have told someone (you, a teacher, a friend, another relative, etc...) about an experience of sexual abuse.

- If you are a child or young person and:
 - someone has sexually abused you
 - someone has exposed you to pornography
 - you have witnessed sexual abuse
 - you have witnessed sexually inappropriate content
 - you are worried you may have been sexually abused
- If you are a parent or carer and are concerned about the possibility that your child has been sexually abused
- If you are concerned that a child or young person may have been acting in a sexual manner either with other children or with themselves

If this is the case, a child or young person may come to Gatehouse Centre for an assessment of current concerns. Some children and young people go on to need treatment to assist and develop helpful ways of coping with the impacts of the abuse or concerning behaviours.

Gatehouse Centre also provides training and consultation services for professionals and other agencies.

Contacts:

Gatehouse Centre
Royal Children's Hospital
Flemington Road
Parkville Victoria 3052

Phone: 9345 6391

Email: gatehouse.centre@rch.org.au

Website: www.rch.org.au/gatehouse/about

SUPPORT SERVICES AND ASSISTANCE

CHILD PROTECTION SERVICES

You should contact Child Protection if you have reasonable grounds for believing a child has suffered or is suffering significant harm as a result of abuse or neglect and their parent has not or is unlikely to protect them from harm of that type.

Meeting the needs of children and making sure they are safe in the family is a shared responsibility between individuals, the family, the community and the government. When adults caring for children do not follow through with their responsibilities, are abusive or exploit their positions of power, then child protection is empowered to investigate the concerns and intervene to protect the child legally when required.

The Victorian Child Protection Service is specifically targeted to support those children and young people at risk of harm or where families are unable to protect them.

CONTACTS:

Emergency: Victoria Police - 000

Child Protection business hours: 8.45am - 5.00pm (Monday - Friday)

During business hours, ring the number covering the local government area (LGA) where the child lives.

North Division Intake - 1300 664 977

After hours Child Protection Emergency Service - 13 12 78

(5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays)

A state-wide after-hours emergency service that receives new reports, as well as concerns for existing child protection clients who are considered to be at immediate risk and require urgent after hours service.

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/>

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 (LGBTIQ+) 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

SUPPORT SERVICES AND ASSISTANCE

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 LGBTIQ+ 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/>

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 LGBTIQ+ communities and their families.

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

USEFUL WEBSITES

Transition Services

Services Australia (Centrelink)
Infoexchange Service Seeker

www.servicesaustralia.gov.au
[Infoexchange Service Seeker](http://www.infoexchange.gov.au)

Careers Information

My Future
Careers Online

www.myfuture.edu.au
www.careersonline.com.au

Employment

Hume Job Link
Career One
Seek
Australian Apprenticeships
Apprenticeships Group Australia
Job Active
Adzuna Job Search
Australian Apprenticeship Pathways
Job Access
Victorian Government Agencies

www.humejoblink.com.au
www.careerone.com.au
www.seek.com.au
www.australianapprenticeships.gov.au
www.aga.com.au
www.jobsearch.gov.au
www.adzuna.com.au
www.aapathways.com.au
www.jobaccess.gov.au
www.careers.vic.gov.au

Education & Training

State Government - Dept of Education
Australian Government - Dept of
Education
Australian Centre for Career Education
VTAC
headspace Work and Study Service
Kangan Institute
Melbourne Polytechnic
RMIT
La Trobe University
Melbourne University
Monash University
Swinburne University of Technology
Victoria University
Box Hill TAFE

www.education.vic.gov.au
www.education.gov.au
www.ceav.vic.edu.au
www.vtac.edu.au
www.headspace.org.au/workandstudy
www.kangan.edu.au
www.melbournepolytechnic.edu.au
www.rmit.edu.au
www.latrobe.edu.au
www.unimelb.edu.au
www.monash.edu.au
www.swinburne.edu.au
www.vu.edu.au
www.bhtafe.edu.au

Health & Wellbeing

Kids Help Line - 1800 55 1800
Better Health Channel
Melbourne Sexual Health Centre
headspace
Beyond Blue - 1300 22 4636

www.kidshelpline.com.au
www.betterhealth.vic.gov.au
www.mshc.org.au
www.headspace.org.au
www.beyondblue.org.au

USEFUL WEBSITES

A

ACTU Workers' Line	1300 486 466
AimBig Employment – Broadmeadows	1300 034 997
AMES Employment – Broadmeadows	9356 6200
AMES Employment – Craigieburn	13 26 37
AMES Employment – Glenroy	9306 5444
AMES Employment – Sunbury	9356 6228
APM Employment Services	9302 4982
Apprenticeships Group Australia	1300 000 242
Apprenticeship Support	1300 363 831
Arabic Welfare Incorporated	9380 9536
AtWork Australia	1300 080 856
Australian Industrial Relations Commission	1300 799 675
Australian Apprenticeship Support Network	133 873

B

Banksia Gardens Community Centre	9309 8531
Bert Williams Aboriginal Youth Services	9484 5310
Brite	9301 7300
Brotherhood of St Laurence	9483 1183

C

CAE	9652 0611
Campbell Page – Broadmeadows	9046 5980
Centre against Sexual Assault (CASA)	9635 3600
Child and Adolescent Mental Health Services	1800 888 320
CMY – Centre for Multicultural Youth	9340 3700
CoAct/Interact	1300 388 873
CVGT & Training Specialist – Broadmeadows	132 848

D

Deakin College	9244 5600
Deakin University	1300 334 733
DPV Health	1300 234 263

E

Education First Youth Foyer	9309 3946
Enable Social Enterprise	0402 141 947

F

Fair Work Commission	1300 799 675
Foundation House	9389 8900
Family Planning Victoria	1800 013 952

G

Gatehouse Centre	9345 6391
Gamblers Help	1800 858 858
Glenroy Neighbourhood Learning Centre	9304 3910

USEFUL WEBSITES

PHONE DIRECTORY

H

headspace – Glenroy	1300 880 218
headspace – Craigieburn	8338 0919
headspace – Work & Study	1800 810 794
Hume City Council Youth Services	9205 2556
Hume Global Learning Centre	9356 6768
Hume Multiversity	9356 6142
Hume TAC L2P Program	9309 7533

I

Indigenous Education Centre (Kangan Institute)	9279 2357
IntoWork Australia	1300 999 675

J

JobFind	8512 7130
Job Prospects – Craigieburn	9024 8925
Job Prospects - Sunbury	8746 8760
Job Services Australia – Job Seekers	132 490
Job Watch	9662 1933

K

Kangan Institute	138 233
Kids Help Line	1800 551 800

L

La Trobe University	1300 135 045
Lifeline Australia	131 114
Lynall Hall Community School	9489 0611

M

Matchworks - Broadmeadows	9302 1800
MAS National	1300 627 628
MEGT	136 348
Melbourne Polytechnic	9269 8390
Melbourne City Mission	8615 2200
Migrant Resource Centre (MRC)	9351 1278
Mission Australia - Frontyard	9977 0077
Monash University	1800 666 274

N

National Disability Coordination Officer	9686 2354
Navigator Program	8468 9262
Northern Centre Against Sexual Assault	9496 2369
Northern College of the Arts and Technology	9478 1333

O

Office of Public Advocate	1300 309 337
Operation Newstart	9419 0369
Orygen Youth Health (Parkville)	1800 888 320
Outer Northern Trade Centre (ONTTC)	9464 7779

USEFUL WEBSITES

PHONE DIRECTORY

P

Peter Lalor Vocational College	9464 0122
PRACE	9462 6077

R

RMIT University	9925 2000
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S

Salvation Army Emergency Relief	137 258
Sarina Russo	131 559

Services Australia

ABSTUDY	1800 132 317
Centrelink Australian Apprenticeships Line	133 633
Centrelink Employment Services Line	132 850
Centrelink Indigenous Call Centre	1800 136 380
Centrelink Multilingual Phone Service	131 202
Centrelink Phone Self Service Line	136 240
Youth and Students Line	132 490
St Josephs Flexible Learning Centre	9269 6900
Spectrum	1300 735 653
Swinburne University	1300 794 628
Superannuation Hotline	13 10 20
Sunbury Community Health Centre – Youth Counselling	9744 4455

T

The Gatehouse Centre	9345 6391
The Island School	9489 0611
The Hester Hornbrook Academy	1800 517 218
The Pavilion School	9470 2023
The Salvation Army, Brunswick Youth Services	9384 8300

U

Uniting Ltd	9351 3600
Uniting Pathways to Employment	1300 090 989
Uniting ReGen	9480 6800
University of Melbourne	136 352

USEFUL WEBSITES

PHONE DIRECTORY

V

Victorian Aboriginal Child Care Agency	9287 8800
Victorian Aboriginal Health Services	8592 3920
Victorian Aboriginal Legal Services Cooperative	9419 5999
Victorian Chamber of Commerce & Industry (Formerly VECCI)	8662 5333
Victoria Police – EMERGENCIES	000
Broadmeadows Police Station	9302 8222
Craigieburn Police Station	9030 4433
Sunbury Police Station	9744 8111
Hume Youth Resource Office	9744 8128
Broadmeadows Aboriginal & Multicultural Liaison Office	9744 8128
Victims Support Help Line	1800 819 817
Victoria University	1300 842 864
Victoria University of Technology TAFE	9919 6100
Victoria's Equal Opportunity Commission	1300 292 153
VICSEG New Futures	9383 2533
VincentCare Victoria	9304 0100
VincentCare Young Adults Outreach Support	1800 825 955

W

WCN JobCo	9539 1214
William Angliss Institute	1300 639 888
Wise Employment Ltd	8301 8200
Workskil – Broadmeadows	8539 9800
Workskil - Craigieburn	8364 6800
Workskil – Sunbury	8364 6800

Y

YHOP (Youth in Hume Outreach Program)	9304 9100
Youth Projects	9304 9100
Youth Referral Independent Person Program – YRIPP	1300 791 189
Youth Support Advocacy Service (YSAS)	9415

SAVE THE DATE

 30 May 2024

Broadmeadows Town Hall

VET DISCOVERY

Showcasing Industry Pathways

Hume Whittlesea LLEN are hosting a VET Discovery Day for secondary school students to showcase a range of industry pathways. Interactive demonstrations will provide students the opportunity to engage in activities to highlight vocational education and training options.

More information:
Jenny Bazzano
hwllen@hwllen.com.au

