

IMAGINEERING MK 2

Hume Job Seekers Guide

YOUR GUIDE TO:

Employment, Training, Further
Education and FREE TAFE Courses



The HWLLEN is supported by the Victorian Government

TRANSITION TO WORK



Brotherhood
of St Laurence

Working for an Australia free of poverty

Are you aged 15-21 and looking
for work or courses, but don't
know where to start?

Why not visit one of our awesome
coaches, who will assist you with:

Apprenticeships/Traineeships!

Real job opportunities!

Resumes that work!

Industry site tours!

Flexible study options!

Get in touch today

Building A,
Kangan Institute,
Pearcedale Parade,
Broadmeadows VIC 3047

T: 03 9915 7300

E: TTWBroadmeadows@bsl.org.au

WHAT'S IN THE GUIDE?

Working out your options!

Most of the organisations in the guide can help you with a wide range of issues that you may be experiencing as a job seeker such as:

- Do I know what job I really want?
- Am I ready for work?
- How can Centrelink help me?
- Do I need to do a course?
- Have I got the right skills for the job I want?
- 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.

Use this guide as a starting point to gain advice and assistance to help you work out your options.

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

Good luck on your journey for a career!

ACKNOWLEDGEMENT

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Disclaimer

The information in this booklet is intended as a guide only and is current as of 1st October 2018. 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

Which career path is right for me?

Have you left school and feel unsure about what you want to do as a career? Below are some key questions to ask yourself, which may help you decide. You may want to list your answers to give you a clearer idea of what you want to do.

What are your INTEREST AREAS?

Do you have any particular SKILLS?

Have you done any WORK EXPERIENCE OR VOLUNTEER WORK? Did you enjoy it?

What sort of PERSON are you? e.g. Indoor/outdoor, creative, good with your hands or literary.

What do you WANT from your future EMPLOYMENT? e.g. Money, a long-term career, training opportunities.

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 interest area?

Below are some web sites 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.gooduniversitiesguide.com.au
- www.seek.com.au
- www.careerone.com.au
- www.joboutlook.gov.au
- www.education.gov.au/job-guide
- www.jobsearch.gov.au
- www.vtac.edu.au/
- www.youthcentral.vic.gov.au/jobs-careers/planning-your-career/career-planning-resources

Another great option is to look at the bullseye posters to help you with your selection, below is the link for the online bullseyes:

- [A4 Colour Bullseye Posters](#)

LOOKING FOR WORK

The following are great places to start looking for the job you want:

Centrelink

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

jobactive

jobactive providers work closely with job seekers, tailoring their services to the job seeker's needs so they can find and keep a job.

A jobactive provider will have a face-to-face meeting with the job seeker to develop a Job Plan. The Job Plan will set out all of the activities the job seeker will do to help them find work.

Friends, relatives & acquaintances

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

Pick up the phone and ring places that you would be interested in working at. The more you contact the better. If you do not have to 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.

Joblink

Hume Joblink is linking local people with local employment opportunities within Hume City. Join the Talent Community on www.humejoblink.com.au to receive information about local employment opportunities.

Website: www.humejoblink.com.au

Call 9205 2858 or email www.humejoblink.com.au

Melbourne Airport Joblink is linking local people with local employment opportunities at Melbourne Airport. Join the Talent Community on www.melbourneairportlink.com.au to receive information about local employment opportunities.

Other relevant websites are:

Craigieburn Central Joblink <http://www.craigieburncentraljoblink.com/>

Merrifield jobs <http://www.merrifieldjobs.com.au/>

Handy Internet sites:

www.humejoblink.com.au

www.jobsearch.gov.au

www.jobs-west.com.au

www.business.gov.au

www.careersonline.com.au

www.adecco.com.au

www.jobguide.education.gov.au

www.jobsinthenorth.com.au

www.melbourneairportlink.com.au

www.navy.gov.au

www.seek.com.au

www.careerone.com.au

www.byron.com.au

www.defencejobs.gov.au

www.adzuna.com.au

MAKING CONTACT BY PHONE



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

When you are contacting agencies randomly, ask the person who answers the phone for 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.

If NO

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

If NO

Ask if s/he knows of any other employers who are looking to fill any positions.

If NO

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

If YES

Ask for an interview time or suggest one yourself.

If Yes

Ask for the employer’s details so you can ring them.

HOW TO WRITE A JOB APPLICATION LETTER

14 August, 2018

Ms Samantha Chapman
Personnel Manager
Lightning Logistics
33 Yarra Street
SOMERTON VIC 3062

Insert relevant date

*Type the contact details of who you are
sending the letter to here*

Dear Ms Chapman

I would like to apply for the position of Operations Assistant, as advertised online with Seek on 10th August 2018.

Since leaving school in November of last year, I have successfully completed a certificate course in Transport (Certificate III in Transport and Distribution - Warehousing and Storage), at the Kangan Institute, having recently completed work experience with the Hume Transport Group.

I have been able to complement my studies by seeking practical experience in the workplace. I have completed a round of work experience with the Whittlesea Transport Group.

I understand that Lightning Logistics is a large, successful and dynamic company which is expanding into the Northern areas of Melbourne.

I believe that I would be able to bring a number of skills to this position. I am keen to work towards achieving the company's goals and objectives. I have the energy and the commitment to invest time and effort into the role of Operations Assistant, and I have developed good team building skills.

Please find attached a copy of my resume and references. I would welcome the opportunity to discuss my application with you at your convenience.

Yours sincerely,
Sign your name here

Type your name here

Darren Kingsley

*Encl. means that you have enclosed extra documents
with this letter, such as your Resume and/or letters
from referees.*

Encl

RESUME

One way to write a resume

A resume provides a brief summary of your personal details and what you have done. It needs to be short, clear and accurate. When applying for jobs, it's important to customise your resume to suit each position that you apply for. It's a good idea to first create a generic, all-purpose resume which can be used as a base or template for preparing targeted resumes for specific jobs. Constructing targeted resumes is easier when you follow these steps:

- 1. Prepare your all-purpose resume:** Create a generic, all-purpose resume that gives an overview of all of your accomplishments, skills, experiences, competencies, abilities, education and training. You can draw from this when preparing your targeted resumes. Include all of your work experiences, temporary or part-time jobs, extracurricular activities, volunteer work, relevant hobbies or interests and leadership positions.
- 2. Research the requirements of the job you are applying for:** Read the job posting carefully and note down any skills or requirements that are outlined in the description. If you are applying for a job without a specific job description, research the requirements of similar jobs and use that as a guide.
- 3. Make a targeted resume to suit the job you are applying for:** Match the information in your resume to suit the specific job description. Pick and choose from your all-purpose resume and only include information that is relevant to this specific job.

Here is an example of a resume:

Personal Details

Name: Kylie Jones
Address: 54 Dimboola Road
BROADMEADOWS VIC 3047
Telephone: 9309 5500

Education

Year/Date: 2012 - 2017
Name of school: Hume Central Secondary College
Level completed: Year 12

Further Education

Year/Date: 2016 - 2017
Name of Institute: Kangan Institute
Level completed: Certificate III Transport Distribution

Work Experience

Year/Date: 2017
Place of work: A & S Transport Distributors
Position: Administration/Operations Assistant
Reception and general office duties, sea & air job registrations, freight invoicing and maintaining warehouse organisation.

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
- Trustworthy and hardworking
- A good listener and sociable

Interests

- Horse riding
- Listening to music
- Socialising
- Athletics

Referees

Ms Jane Lily
Principal
Hume Central Secondary College
Ph: 9879 1235

Mr Robert Spark
Course Coordinator
Kangan Institute
Ph: 9467 8963

Mrs Judy Miller
Liaison Officer
Youth Connections
Ph: 9269 5018

INTERVIEW TIPS!

Interview Checklist

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.

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.

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 to which you are applying. 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 s/he 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.

COMMONLY ASKED INTERVIEW QUESTIONS

Practice answering the questions below.

They will help you to be well prepared for your interview.

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

- 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 retell negative experiences of school or work, even if you were asked to leave.

Below is an example.

"School was 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."

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 an App that helps you find your way the day before, so you know exactly when and where you are going.

www.ptv.vic.gov.au

If you can do a practice run to the company, even a day before the interview, that's a bonus. It saves time in getting lost on the actual interview day.

DON'T:

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

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.

Never be familiar.

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 four 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.

NEED HELP FINDING A JOB?

DEPARTMENT OF HUMAN SERVICES - CENTRELINK

Department of Human Services

The Department of Human Services provides easy, high quality services to people at different stages of their lives 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.

DHS Website – Youth Allowance Eligibility Basics

<http://www.humanservices.gov.au/customer/services/centrelink/youth-allowance>

DHS Website – Claiming Youth Allowance (On-Line)

<http://www.humanservices.gov.au/customer/enablers/centrelink/youth-allowance/claiming>

DHS Website – Payments for students and trainees

<http://www.humanservices.gov.au/customer/subjects/payments-for-students-and-trainees>

DHS Website – Service Finder

<http://www.humanservices.gov.au/customer/service-finder/>

DHS Website – Payment Finder

<http://www.humanservices.gov.au/customer/payment-finder/>

DHS Website – Phone us (DHS Centrelink/Medicare/Child Support)

<http://www.humanservices.gov.au/customer/contact-us/phone-us>

DHS Website - Disability

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

Australia Government – Job Access

<http://www.jobaccess.gov.au/>

Contacting Department of Human Services

Listed below are Department of Human Services Offices in and around the City of Hume

Broadmeadows

16-22 Pearcedale Pde
Broadmeadows VIC 3047
Hours: 8:30am – 4:30pm

Airport West

Westfield Shopping Town,
Shop 79
Airport West VIC 3042
Hours: 8:30am – 4:30pm

Darebin

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

Sunbury

33-37 Evans St
Sunbury VIC 3429
Hours: 8:30am -4:30pm

Moreland

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

Epping

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

Call centre and self-service availability:

- All Call Centres are open Monday to Friday from 8am to 5pm local time unless otherwise stated.
- Calls to 1800 numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.



ABOUT 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 | • Medicare |
| • Australian Taxation Office | • My Aged Care |
| • Centrelink | • My Health Record |
| • Child Support | • National Disability Insurance Scheme |
| • Department of Veterans' Affairs | • National Redress |
| • HousingVic Online Services | |

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

ABN AND MYGOV

If you have an ABN, you can connect it to your myGov account. You can then Manage ABN Connections.

Jobactive

A network of jobactive providers operates across 1700 locations in Australia to provide employment services to employers and job seekers.

Employers can get help from jobactive providers to source and recruit employees who meet their business needs.

Job seekers can get help from a jobactive provider to find and keep a job. jobactive providers have a strong understanding of local labour markets. They know where the jobs are, what to do to help job seekers get ready for work and how to match job seekers to employer needs

Services for employers under jobactive

Employers looking for staff can receive help from a jobactive provider.

jobactive providers work closely with employers to understand their recruitment needs. They tailor their services to ensure an employer gets the help they need to find suitable staff.

jobactive providers can help employers by:

- referring potential employees who are ready for a real work environment
- providing support after their new employee starts work as they settle into the job
- providing wage subsidies for eligible employees who are mature age, long-term unemployed or Indigenous. From 1 November 2015 there will also be wage subsidies for eligible job seekers who are parents or aged under 30 years.

Employers who need help with recruitment can go to www.jobsearch.gov.au/provider to find the details of their local jobactive provider.

Employers can also choose to manage their own vacancies through the jobactive website. See www.jobactive.gov.au for more information.

Services for job seekers under jobactive

jobactive providers work closely with job seekers, tailoring their services to the job seeker's assessed needs so they can find and keep a job.

A jobactive provider will have a face-to-face meeting with the job seeker to develop a Job Plan. The Job Plan will set out all of the activities the job seeker will do to help them find work, such as the job searches they need to carry out and the activities like Work for the Dole that they need to complete.

Services for job seekers from jobactive providers include:

- help to look for work, write a résumé and prepare for interviews
- referrals to jobs in the local area and help to relocate for work if they are interested
- help to become job ready, including targeted training that is suited to the skills that local employers need
- individualised support (called case management) so they are ready to take up and keep a job
- support to complete Work for the Dole, or other eligible activities, that provide work-like experiences, help to learn new skills and improve the job seeker's chances to find a job.

To help job seekers get and keep a job, jobactive providers can access the Employment Fund. This is a pool of funds that can pay for work-related items, professional services, relevant training and support after they start work.

jobactive providers can also connect job seekers to a range of other government initiatives. To search for a jobactive provider visit www.jobsearch.gov.au/provider

Job seeker eligibility for jobactive

Job seekers who receive income support payments, such as Newstart Allowance, Youth Allowance (other), or Parenting Payment, and have mutual obligation requirements will generally receive the full range of jobactive services.

Some people can also get help under jobactive as a Volunteer job seeker and the type of support they receive will depend on their circumstances. Job seekers may be eligible to volunteer for jobactive services if they:

- are not on income support, or
- are on income support and have no mutual obligation requirements
- are not working or studying full time, and
- have the right to work in Australia.

Support to suit a job seeker's needs

Most new job seekers on income support will have their first contact with Centrelink, who will assess their needs for jobactive services. Centrelink will refer a job seeker to a service 'stream' depending on their readiness for work. This guides the level of support a job seeker will receive from a jobactive provider:

- **Stream A** job seekers are the most job ready. They will receive services to help them understand what employers want and how to navigate the local labour market, build a résumé, look for jobs and learn how to access self-help facilities.

- **Stream B** job seekers need their jobactive provider to play a greater role to help them become job ready and will be referred for case management support.
- **Stream C** job seekers have a combination of work capacity and personal issues that need to be addressed and will get case management support so that they can take up and keep a job.
- If still unemployed, job seekers will generally start Work for the Dole, or another approved activity, after 12 months in jobactive services.

Job seeker obligations

To ensure job seekers remain active and engaged while looking for work, they may need to meet certain requirements to keep receiving income support. These are called mutual obligation requirements.

If a job seeker has mutual obligation requirements, they will generally need to:

- enter into a Job Plan that will outline what they will do to become more job ready and satisfy their mutual obligation requirements
- look for up to 20 jobs each month, with jobactive providers able to tailor this requirement to a job seeker's individual circumstances and local labour market conditions
- complete Work for the Dole or another suitable activity (such as part-time work, part-time study in an eligible course, participation in accredited language, literacy and numeracy training or voluntary work) for six months each year.

A job seeker's mutual obligation requirements vary according to their age and other personal circumstances. Further information is in the Job Seeker Fact Sheet at www.employment.gov.au/jobactive.

Expectations for service delivery

The Australian Government expects jobactive providers to deliver quality services to employers and job seekers.

Service Guarantees setting out provider service requirements can be found at www.employment.gov.au/jobactive

jobactive providers are required to display the Service Guarantees and their service delivery plans in their offices and make them available to employers and job seekers. Their service delivery plans are also published at www.jobactive.gov.au.

Want more information?

- Go to www.employment.gov.au/jobactive
- Job seekers can:
 - If they are not registered with jobactive or Disability Employment Services, call the Employment Services Information Line on 13 62 68*
 - If they are registered with jobactive or Disability Employment Services, talk to their provider or call the National Customer Service Line on 1800 805 260*
- Employers can call the Employer Hotline on 13 17 15*

Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450* and ask for the Employment Services Information Line on 13 62 68* or the Employer Hotline on 13 17 15*.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit www.relayservice.com.au.

**** Note that call charges apply for calls to '13' and '1800' numbers from mobile phones***

jobactive - <https://employment.gov.au/>

AMES - www.ames.net.au

Broadmeadows - 03 9356 6200
Level 2, 1100 Pascoe Vale Road
Broadmeadows VIC 3047

Sunbury - 03 9740 3577
Suite 12, 33 - 35 Macedon St
Sunbury 3429 VIC

Craigieburn – 13 26 37
Suite 01, Level 2 / 340
Craigieburn Rd
Craigieburn 3064 VIC

Glenroy - 03 9306 5444
812 Pascoe Vale Road
Glenroy VIC 3046

Dallas - 03 9302 6300
61 Riggall Street
Dallas VIC 3047

CVGT

Broadmeadows - 03 9301 2500
Suite 10 11 Pearcedale Parade
BROADMEADOWS VIC 3047

Craigieburn - (03) 5440 7693
59 Craigieburn Rd Craigieburn,
VIC 3064

Sunbury - 13 28 48
106-110 Gap Road
Sunbury, Victoria 3429

MATCHWORKS - www.matchworks.com.au

Broadmeadows - 03 9302 1800
Unit 8, Broadmeadows Central
8 Pearcedale Parade
BROADMEADOWS VIC 3047

MAX EMPLOYMENT - www.maxsolutions.com.au

Glenroy - 03 8311 1200
771 Pascoe Vale Road
GLENROY VIC 3046
Craigieburn - (03) 9289 2100
Suite 103 - 104B 1473 Sydney Road
Campbellfield VIC 3061

Sunbury - 1800 625 350
72 O'Shanassy Street,
Sunbury

SARINA RUSSO – www.srijobaccess.com.au

Broadmeadows – 13 15 59
Shop 9, Homemaker Centre
70-80 Pearcedale Parade
Broadmeadows VIC 3047
Gisborne - 13 15 59
Gisborne Community Centre
8a Hamilton Street
Gisborne VIC 3437

Craigieburn - 13 15 59
Shop 21, Craigieburn Plaza
10 Craigieburn Road
Craigieburn VIC 3064
Sunbury – 13 15 19
Shop 6 74-78 O'Shanassy Street
Sunbury VIC 3429

JOB PROSPECTS – www.jobprospects.com.au

Craigieburn – 03 9024 8925
Level 2, Suite D20-02 340 Craigieburn Road
Craigieburn VIC 3064

WorkSkill – www.workskill.com.au

Broadmeadows – (03) 8539 9800
Unit 16, Broadmeadows Place
11-17 Pearcedale Parade
Broadmeadows VIC 3047

BROTHERHOOD OF ST LAURENCE

Transition to Work is a training and employment program for young people living in Melbourne's north-west. The transition from school to adult working life is hard for those who lack the qualifications and personal networks to get a foot in the door of employment. Through coaching, work placements and links with employers, we help young people who are disconnected from education or employment make that crucial step.

Participants undertake a 6- to 12-month program that includes:

- training
- employment preparation
- job searching
- adult life skills
- career guidance
- creating links to community organisations.

You may be eligible to participate if you are a young person aged 15 to 21 years old living in Broadmeadows, and you:

- have not worked or studied in the last six months
- are looking for work, or want to get back in to study
- are not currently receiving unemployment benefits
- and you want to:
 - develop work skills and get ready for future employment
 - improve your communication skills and your confidence
 - increase your employment options.

Visit us at Building A, Kangan Institute, Pearcedale Parade, Broadmeadows 3047
Or contact Alex Findlay at alex.findlay@bsl.org.au or call 0427 890 544

Transition to Work is funded by the Australian Government.

YOUTH PROJECTS

Youth Projects Transition to Work (TtW) programme is designed for young people aged 15-21 who are ready to begin their journey to employment or study. Through our TtW service, you will receive guided pre-employment support and mentoring that will help you gain the skills you need to achieve your dreams.

Our experienced Transitions Coaches will work closely with you to focus on practical involvement and work experience to build your skills, confidence and readiness for work opportunities, education apprenticeships or traineeships. We offer a range of training, services and support to get you ready for work.

TtW has a strong focus on helping young people to understand what is expected in the workplace and to develop the skill, attitudes and behaviours expected by employers. Youth Projects deliver TtW from 3 sites (Glenroy, Craigieburn & Sunbury) and we will help you to:

- Develop practical skills to get a job
- Connect with education and training
- Find and participate in work experience
- Identify employment opportunities in the local area and connect with relevant local community services.

Contacts:

Head Office

6 Hartington Street Glenroy 3046

Phone: 9304 9100

Fax: 9304 9111

DISABILITY EMPLOYMENT SERVICES

Disability Employment Services (DES) helps people with a disability find and keep a job.

Youth Projects delivers a youth at-risk specialist DES service for young people aged 16 to 25 years across the North-West and Northern regions of Melbourne. We have sites in Glenroy, Broadmeadows, Sunbury, Craigieburn, Coburg, Epping, Preston, Greensborough and Whittlesea.

Our DES service focuses on ability as opposed to a disability. We specialise in supporting young people with a disability find and maintain meaningful work. Our team are outreach based and fully mobile, providing young people with full access to our services wherever they feel most comfortable.

We want you to succeed so we are here to help you meet your career goals. We'll be there to help you every step of the way! Our employment and youth specialists will stay by your side so you feel in control and confident that you are on the right path.

Not only do we deliver an amazing support service for young people, we also deliver a tailored recruitment package for local employers. We support you through the interview and hiring process, as well as links to a variety of support services such as our apprenticeships network. We stick with you for up to a year to ensure that your new employment relationship is a success!

For more details on our service and to access the service please contact:

des@youthprojects.org.au

Ph. 03 9304 9100

YOUTH JOBS PATH - EMPLOYABILITY SKILLS TRAINING:

Provides tailored employability skills training and industry awareness experiences for unemployed young people aged 16 to 24 years of age. Young people will be engaged into blocks of intensive and tailored training designed to develop the 10 core skills for work (as identified by employers) and industry awareness experiences to enhance work readiness and provide work experience and internship opportunities with employers in the local labour market.

Contacts:

Head Office

6 Hartington Street Glenroy 3046

Phone: 9304 9100

YHOP (YOUTH IN HUME OUTREACH PROGRAM)

YHOP is a Youth Projects initiative in response to youth disengagement in Hume

Our YHOP coaches offer a holistic and individualised service to young people by providing:

- Mobile access to youth services
- Early intervention support
- Collaborative relationships focusing on youth-led solutions
- Bridges to education, training and employment.

Additional our YHOP coaches can also provide support with:

- General and mental health services
- Alcohol and other drug issues
- LGBTIQ+
- Legal assistance
- Domestic violence support, information and referrals
- Cultural and social integration

We are also taking outreach to the next level and hitting the road in the YHOP Campervan

This mobile youth centre will be present across Hume to engage with young people who may be at risk. We are open to work with any young person (aged 12-25yrs) who is disengaging (or starting to) from education, employment or training.

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

yhop@youthprojects.org.au

Phone: 03 9304 9100

MELBOURNE'S NORTH JOBLINK (MNJOBLINK)



Melbourne's North talent and job's community is a new, regional job search portal and talent community.

Key features of MNJoblink are: Access to job's market research and information

- The Knowledge Centre which includes jobseeker and employer resources, and
- Trending industry information to find out in what fields jobs growth is expected, and where the new jobs will be.

To be part of MNJoblink, all you need to do is register by creating an account, you can register and learn more by visiting www.mnjoblink.com.au

MELBOURNE AIRPORT JOBLINK

Melbourne Airport Joblink is linking local people with local employment opportunities at Melbourne Airport. Join the Talent Community on www.melbourneairportlink.com.au to receive information about local employment opportunities.

TRAINING CHECKLIST FOR CONSUMERS

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.	<p>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.</p> <p>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/StateRegister/Search.aspx/Search?SearchType=0 or go to www.acpet.edu.au the Australian Council for Private Education and Training.</p>	•
Make sure the qualification is nationally recognised.	<p>Is the qualification nationally accredited? For further information visit www.studyinaustralia.gov.au/en/Why-Study-in-Australia/Australian-Qualifications-Framework</p> <p>Does the person delivering training hold a TAE 40110 <u>AND</u> the appropriate industry accredited qualification?</p>	• •
Check if you require a specific licence for this occupation.	Will I need a licence to practice this occupation? For further information on licensing requirements visit www.worksafe.vic.gov.au/safety-and-prevention/licensing	•
Check with the training provider what knowledge and skills the course will provide.	<p>Obtain a list of course competencies (skills and knowledge)</p> <p>Is there Recognition for Prior Learning (RPL) into higher courses or complimentary studies?</p> <p>Does this qualification provide articulation into any Tertiary qualifications?</p> <p>What employment options will this training lead to and what are the real job prospects on completion? (Ask for examples and evidence).</p> <p>Are there any other requirements in addition to training to obtain a job in the related area?</p> <p>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.</p>	• • • • • •

TRAINING CHECKLIST FOR CONSUMERS

Things to consider	Find out the following:	-
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.	-
	Does this training preclude students from undertaking a traineeship/ Apprenticeship in a related field or any other field?	-
Shop around for a course and training provider that meets your needs. (Continued over page)	<p>I have been told that there are no upfront costs? Does this mean I am using VET FEE help or FEE help? If so, when do I have to pay this back and will it be with interest?</p> <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> <p>What if I do not finish – what is my debt?</p> <p>Is my “kit” included in these fees? (http://studyassist.gov.au/sites/StudyAssist/ is a good web-site to check as FEE Help/VET FEE Help are LOANS – they are NOT FREE!)</p> <p>What is the breakdown of costs? (including final total cost of training and any additional fees on top of stated tuition)</p> <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> <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> <p>How will the course be delivered? (e.g. part time, full time, online, onsite, classroom) and what support is available if online?</p> <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>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p>

TRAINING CHECKLIST FOR CONSUMERS

Things to consider	Find out the following:	▪
<p>Shop around for a course and training provider that meets your needs.</p> <p>(continued)</p>	<p>Is there flexibility in the course delivery? (e.g. early completion)</p> <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> <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> <p>Does the training provider provide any support services to students with non-English speaking backgrounds, disability aid, indigenous and/or financial assistance?</p> <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>	<p>▪</p> <p>▪</p> <p>▪</p> <p>▪</p> <p>▪</p>
<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 FEE HELP or FEE HELP students should make sure the training provider is registered and the course offered meets their needs.</p> <p>Compare training charges for the course to other institutions. Does it seem right?</p> <p>Ask for a receipt on payment, check that it is correct and keep it in a safe place.</p> <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>	<p>▪</p> <p>▪</p> <p>▪</p> <p>▪</p>

TRAINING CHECKLIST FOR CONSUMERS

Things to consider	Find out the following:	-
Read the contract.	Read the contract/enrolment form carefully before signing or paying any money.	-
	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.	-
	Ensure you understand and agree with any cancellation and refund conditions.	-
	Do not commit to anything over the telephone.	-
	Remember, training is NOT free.	-

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.

DO YOU KNOW YOUR RIGHTS?

JOBWATCH

JobWatch is a consumer watchdog, which monitors exploitation in employment and training. JobWatch assists people experiencing exploitation at work or while looking for work. JobWatch is a community legal centre that provides a free and confidential telephone information and referral service. If you feel suspicious about a job advertisement, an interview situation or any other work related problems, JobWatch is a good organisation to contact.

General contact:

JobWatch
Phone: 9662 1933
Phone: 1800 331 617 (Regional)
Email: jobwatch@jobwatch.org.au
Website: www.jobwatch.org.au

Discrimination matters contact:

Victoria's Equal Opportunities and Human Rights Commission
Phone: 1300 292 153
Phone: 1300 891 848 (complaints)
Email: enquiries@veohrc.vic.gov.au
Website:
www.humanrightscommission.vic.gov.au

AWARDS, CONDITIONS AND PAY RATES

There are federal awards and state industry sector rates, which set out the terms and conditions of employment you're entitled to receive for particular industries.

Conditions include:

- Pay rates
- The process that must be followed if you are sacked
- Long service leave
- Overtime rates, maternity and paternity leave.

To check your award or to find out if you are being paid properly, contact the Fair Work Commission.

Contact:

Phone: 1300 799 675
Website: www.fwc.gov.au

UNFAIR DISMISSAL

Contact:

Fair Work Commission
Website: <https://www.fwc.gov.au/>

Australian Industrial Relations Commission (AIRC)
Email: melbourne@fwa.gov.au
Website: www.airc.gov.au

UNIONS

Union members can give you more power during employer and employee negotiation because you are part of what's called collective bargaining.

What is collective bargaining power?

Collective bargaining power means that your employer has to negotiate with a union that represents a group of workers. It can give you more industrial support when you have problems at work, or when you're trying to negotiate better conditions, such as more money.

Who is eligible to join a union?

All Australian employees are eligible to join a union.

The ACTU Workers' Hotline can refer you to the proper union for your job, and it can give you information about how much it would cost to join the union.

Contact:

ACTU Workers' Hotline

Phone: 1300 362 223

SUPERANNUATION

All employers in Australia must receive superannuation except:

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

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

So if I am not in the above categories, can I get it?

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

Contact:

More information : <https://www.ato.gov.au/Individuals/Super/>

Phone: 13 10 20 (Superannuation Hotline)

Phone: 1300 884 114 (Complaints Tribunal)

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Certificate III in Landscape Construction [www](#)
Certificate III in Parks and Gardens [www](#)
Certificate III in Animal Studies [www](#)
Certificate III in Animal Studies [www](#)
Certificate III in Animal Technology [www](#)
Certificate III in Paving [www](#)
Certificate III in Conservation and Land Management [www](#)
Certificate III in Companion Animal Services [www](#)
Certificate III in Veterinary Nursing [www](#)
Certificate III in Laboratory Techniques [www](#)
Diploma of Veterinary Nursing (General Practice) [www](#)

AUTOMOTIVE TRAINING

Certificate II in Automotive Air Conditioning Technology [www](#)
Certificate II in Automotive Electrical Technology [www](#)
Certificate II in Automotive Tyre Servicing Technology [www](#)
Certificate II in Motorsport Technology [www](#)
Certificate II in Motorsport Technology [www](#)
Certificate II in Automotive Engine Rebuilding [www](#)
Certificate II in Agricultural Mechanical Technology [www](#)
Certificate II in Automotive Body Repair Technology [www](#)
Certificate II in Automotive Diesel Engine Technology [www](#)
Certificate II in Automotive Electrical Technology [www](#)
Certificate II in Automotive Glazing Technology [www](#)
Certificate II in Automotive Manufacturing Technical Operations, Bus, Truck and Trailer [www](#)
Certificate II in Automotive Refinishing Technology [www](#)
Certificate II in Elevating Work Platform Technology [www](#)
Certificate II in Heavy Commercial Trailer Technology [www](#)
Certificate II in Heavy Commercial Vehicle Mechanical Technology [www](#)
Certificate II in Light Vehicle Mechanical Technology [www](#)
Certificate II in Marine Mechanical Technology [www](#)
Certificate II in Mobile Plant Technology [www](#)
Certificate II in Motorcycle Mechanical Technology [www](#)
Certificate II in Recreational Vehicle Service and Repair [www](#)
Certificate II in Outdoor Power Equipment Technology [www](#)
Certificate II in Automotive Sales [www](#)
Certificate II in Forklift Technology [www](#)
Certificate II in Automotive Body Repair Technology [www](#)
Certificate II in Automotive Electrical [www](#)

BUSINESS, COMMERCE & IT

Certificate III in Business [www](#)
Certificate III in Computer Systems Technology [www](#)
Advanced Diploma of Computer Systems Technology [www](#)
Advanced Diploma of Justice [www](#)
Certificate III in Leadership and Management [www](#)
Diploma of Leadership and Management [www](#)
Advanced Diploma of Leadership and Management [www](#)
Certificate III in Legal Services [www](#)
Advanced Diploma of Legal Practice [www](#)
Certificate III in Property Services (Real Estate) [www](#)
Certificate III in Work Health and Safety [www](#)
Certificate III in Information, Digital Media and Technology [www](#)

CREATIVE INDUSTRIES

Certificate III in Music Industry [www](#)
Certificate III Music Industry [www](#)
Diploma of Music Industry [www](#)
Diploma of Applied Fashion Design and Merchandising [www](#)
Advanced Diploma of Applied Fashion Design and Merchandising [www](#)
Certificate II in Millinery [www](#)
Diploma of Interior Design and Decoration [www](#)

ENGLISH & FOUNDATION STUDIES

Course in Initial Adult Literacy and Numeracy [www](#)
Certificate I in Initial Adult Literacy and Numeracy [www](#)
Certificate I in Transition Education [www](#)
Certificate I in Work Education [www](#)
Certificate I in General Education for Adults - Learning Support [www](#)
Certificate II in General Education for Adults [www](#)
Course in Preliminary Spoken and Written English [www](#)
Certificate I in Spoken and Written English [www](#)
Certificate II in Spoken and Written English [www](#)
Certificate III in Spoken and Written English [www](#)
Certificate III in Spoken and Written English - Further Studies [www](#)
ICAL - Victorian Certificate of Applied Learning (Foundation) [www](#)
ICAL - Victorian Certificate of Applied Learning (Intermediate) [www](#)
ICAL - Victorian Certificate of Applied Learning (Senior) [www](#)
ICE - Victorian Certificate of Education [www](#)
Certificate II in TESOL [www](#)
Certificate II in Training and Assessment [www](#)

HAIR, BEAUTY & BARBERING

Certificate II in Hairdressing [view](#)
Certificate II in Barbering [view](#)
Certificate II in Beauty Services [view](#)
Diploma of Beauty Therapy [view](#)

HEALTH & COMMUNITY TRAINING

Certificate II in Early Childhood Education and Care [view](#)
Diploma of Early Childhood Education and Care [view](#)
Certificate II in Health Services Assistance [view](#)
Certificate II in Pathology Collection [view](#)
Certificate II in Leisure and Health [view](#)
Certificate II in Health Care [view](#)
Course in Introduction to the National Disability Insurance Scheme (NDIS) [view](#)

HOSPITALITY, CULINARY & BAKING

Certificate II in Hospitality [view](#)
Diploma of Hospitality Management [view](#)
Certificate II Commercial Cookery [view](#)
Certificate II in Baking [view](#)
Certificate II in Bread Baking [view](#)
Certificate II in Cake and Pastry [view](#)

TRADES & INDUSTRIAL

Certificate III in Carpentry [view](#)
Certificate III in Electrotechnology/Electrician [view](#)
Certificate III in Engineering – (Production Technology) [view](#)
Certificate III in Engineering – Fabrication Trade [view](#)
Certificate III in Engineering – Mechanical Trade [view](#)
Diploma of Engineering – Advanced Trade (Mechanics) [view](#)
Diploma of Engineering – Advanced Trade (Welding) [view](#)
Diploma of Engineering – Technical [view](#)
Certificate III in Logistics [view](#)
Certificate IV in Logistics [view](#)
Diploma of Logistics [view](#)
Certificate II in Security Operations [view](#)
Certificate III in Security Operations [view](#)
Certificate III in Bricklaying/Blocklaying [view](#)
Certificate III in Solid Plastering [view](#)
Certificate III in Wall and Floor Tiling [view](#)
Certificate III in Wall and Ceiling Lining [view](#)
Certificate III in Formwork/Scaffoldwork [view](#)
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Certificate II in Automotive Servicing Technology [www](#)

Certificate II in Automotive Vocational Preparation [www](#)

ANIMALS, PLANTS & SCIENCES

Certificate II in Agriculture [www](#)

Certificate IV in Agriculture [www](#)

Certificate II in Horticulture [www](#)

Certificate II in Horticulture [www](#)

HEALTH & COMMUNITY

Certificate III in Education Support [www](#)

Certificate III in Individual Support

(Ageing, Home and Community) [www](#)

Certificate IV in Allied Health Assistance [www](#)

Certificate III in Disability [www](#)

Diploma of Nursing [www](#)

Certificate III in Dental Assisting [www](#)

Certificate III in Community Services [www](#)

Diploma of Community Services [www](#)

Certificate III in Child, Youth and Family Intervention [www](#)

TRADES

Certificate II in Building and Construction
Pre-apprenticeship [www](#)

Certificate II in Engineering Studies [www](#)

Certificate III in Concreting [www](#)

Certificate IV in Building and

Construction (Building) [www](#)

Certificate II in Plumbing (Pre-apprenticeship) [www](#)

Certificate II in Electrotechnology Studies

(Pre-vocational) [www](#)

Certificate IV in Engineering [www](#)

Diploma of Building and Construction (Building) [www](#)

Certificate III in Construction Waterproofing [www](#)

HOSPITALITY & COOKERY

Certificate III in Commercial Cookery [www](#)

Certificate III in Hospitality [www](#)

BUSINESS & IT

Certificate IV in Accounting and Bookkeeping [www](#)

Diploma of Accounting [www](#)

Advanced Diploma of Accounting [www](#)

Diploma of Justice [www](#)

HAIRDRESSING

Certificate II in Salon Assistant [www](#)

*Free TAFE on selected courses only. Eligibility without assets.
Other fees and charges may apply. Find out more: [freetafe.vic.gov.au](#)

Find out more: [freetafe.vic.gov.au](#)

The information printed in this publication is current at the time of printing (December 2020). Every effort has been made to ensure details are correct and accurate. However, VETnet Institute reserves the right to change information with respect to course levels, timing and selection criteria without notice. Contact of interest is dependent on student numbers and sufficient funding.

PRIORITY LIST: 1800 00 3071 | 030200 | Provider No. 947000 | Copyright VETnet Institute 2020.
None or all of this listing is defined with Victorian and Commonwealth Government funding.

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
- VCE & VCAL
- Automotive
- Health and Community
- Justice and Legal
- Business, Commerce and IT
- Hospitality, Retail Baking and Tourism
- Fashion, Interior Design and Music
- Animal Studies, Horticulture, Agriculture, Laboratory Sciences, Landscaping and Environment
- Hair, Barbering and Beauty
- Indigenous Cultural Arts
- English, Numeracy, TESOL, AMEP and Training and Assessment
- Apprenticeships and Pre-Apprenticeships training

Kangan Institute's partnerships with leading Australian Universities entitle many graduates to credits towards a degree, and some courses offer a guaranteed pathway to university. Our free NEXT STEP service provides advice on study options and career planning and can be contacted on 1300 289 290. Our skilled staff will give you personalised advice to help you find the right course to get you on the right track.

Campuses: Broadmeadows, Richmond, Docklands, Moonee Ponds and Essendon

For further information:

Phone: 13TAFE (13 82 33)

Website: www.kangan.edu.au

Email: enquiries@kangan.edu.au

MELBOURNE POLYTECHNIC - DEPARTMENT OF WORK EDUCATION

The Department of Work Education provides the following courses to students with intellectual disabilities and specialised learning needs.

- 22302VIC Certificate I in Work Education -- Streams: General, Ignition Theatre & Hospitality/Food Processing
- 22301VIC Certificate I in Transition Education
- 22294VIC Course in Initial Adult Literacy & Numeracy
- 22293VIC Certificate I in Initial Adult Literacy & Numeracy
- FDF20111 Certificate II in Food Processing

Certificate I in Work Education enables learners to improve their employability and work readiness skills in preparation for entry level employment. Students can elect to specialise in hospitality (Food Processing) or performing arts, or study a more generalised work preparation course. The course is delivered by using a combination of formal teaching and practical hands on work experience in industry settings and job search. A strong component is practical placements in industry to ensure students gain hands on experience in the workplace that matches their skills, interests and aspirations.

Certificate I in Transition Education is for students who are not ready for employment but are interested in gaining skills valued by employers in the workplace such as independence, teamwork, communication and social skills. Students explore and participate in voluntary work and community activities to enhance their full potential.

Certificate II in Food Processing is designed for learners wanting/preparing to work in the food production/hospitality industry. Focus is on undertaking large scale production of a variety of products including cakes, pastry, bread and biscuits, sausage rolls, vegetables and condiments. Students will learn about food safety, WH&S, basic machine operation, packaging of products, cleaning and maintaining kitchen premises and Retail-food presentation and customer service. Students also undertake work experience during the year.

Course in Initial Adult Literacy and Numeracy is for learners who are at the beginning stage of literacy and numeracy. It is designed to develop and improve learners' writing, numeracy, reading, speaking and listening skills based on everyday needs and interests to maximise independence and participation in the community.

Certificate I in Initial Adult Literacy and Numeracy is for learners who are at the early stages of literacy and numeracy. It is designed to prepare students for employment or further education and training. This course is intended to develop literacy and numeracy skills necessary to explore work options. Focus is on skills and learning that is responsive to the needs and opportunities that are personally relevant to the learner.

Short Courses

We are offering short course programs in 2019, these courses will be 7 weeks in duration, 3 hours per week. Short courses will include:

- Animation
- Café Culture
- Textile Art
- Life Skills - cooking
- Hair and Beauty

Students may also opt to do short courses as 'Taster Electives'. These are run either as a half day (3 hour) session or a full day (6 hour) sessions. Choice may be made to enrol in the program for 1 semester or the full year. Subjects include:

- | | |
|-------------------------------|---------------------------------|
| • Multimedia | • Media Arts |
| • Introduction to Trade | • Technology |
| • Horticulture | • Recreation and Health |
| • Introduction to Hospitality | • My Budget/Life Skills Cooking |
| • Performing Arts | • Communication |

Short courses offer the opportunity to participate in a range of learning activities with a focus on practical skills and project based learning. These short courses are offered to students currently enrolled at school or as a post school option. Upon finishing students will receive a certificate of completion.

Our commitment is to meet students' individual needs, assisting them to develop vocational, social and employability skills in preparing for employment and participation in the community. The focus of all courses is person-centred, customised to meet student's individual goals, promote independence and achieve positive outcomes for learners.

Courses are delivered using a mix of classroom based, community and workplace experiences. We have extensive community and industry partnerships to enhance opportunities for learners.

The Department has experience and qualified career advisors and educators to assist students to explore and build resilience in a continually changing world.

For more information please contact the Department of Work Education:

Address: 77 St Georges Road, Preston 3072

Telephone: 9269 8390 or 9269 8391

Email: workeducationcentre@melbournepolytechnic.

OTHER TAFE PROVIDERS

Below are some more TAFE providers who may be worth ringing, because sometimes different TAFE institutes offer different courses. The following are course information phone numbers:

TAFE	Website:	Phone
Holmesglen Institute	www.holmesglen.edu.au/	1300 639 888
RMIT University - TAFE	www.rmit.edu.au/	9925 2000
Victoria University of Technology (TAFE Division)	www.vu.edu.au/courses/how-to-apply/vetafe-courses	9919 6100
Swinburne University of Technology (TAFE Division)	www.swinburne.edu.au/study/diplo-mas-certificates/	1300 SWINBURNE
William Angliss Institute of TAFE	www.angliss.edu.au/	9606 2111

UNIVERSITIES

Your careers teacher can assist you in choosing a university course that suits you and help you fill out the application forms.

Contact:

La Trobe University
Phone: 1300 135 045
www.latrobe.edu.au

University of Melbourne
Phone: 136 352
www.unimelb.edu.au

Swinburne University
Phone: 1300 794 628
www.swinburne.edu.au

Deakin University
Phone: 1800 693 888
www.deakin.edu.au

RMIT University
Phone: 9925 2000
www.rmit.edu.au

Victoria University
Phone: 1300 842 864
www.vu.edu.au

Monash University
Phone: 9902 6000
www.monash.edu.au

Australian Catholic University
Phone: 1300 275 228
www.acu.edu.au

What Degree? Which University? - a website for students, by students
www.whatdegreewhichuniversity.com

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 VIC 3047
Phone: 9309 9433

Banksia Gardens Community Services

71-81 Pearcedale Parade
Broadmeadows VIC 3047
Phone: 9309 8531
Email: admin@banksiagardens.org.au

Dallas Neighbourhood House

182 Widford St,
Broadmeadows VIC 3047
Phone: 9302 2131
Email: dallasnh.info@gmail.com
Glenroy Neighbourhood Learning Centre
5 Cromwell St
Glenroy VIC 3046
Phone: 9304 3910

Hume Global Learning Centre – Broadmeadows

1093 Pascoe Vale Rd
Broadmeadows VIC 3047
Phone: 9356 6999 / **Fax:** 9356 6935
Email: hccfacilities@hume.vic.gov.au

Meadow Heights Learning Shop Inc.

3-13 Hudson Circuit
Meadow Heights VIC 3048
Phone: 9301 9200
Email: admin@mhls.com.au
Tullamarine Community House
30 Carol Grove
Tullamarine VIC 3043
Phone: 9338 9072
Email: irene@tullamarinehouse.org

Attwood House Community Centre

202 Erinbank Cres
Attwood VIC 3049
Phone: 9302 2643

Craigieburn Education & Community Centre

20 Selwyn Avenue
Craigieburn VIC 3064
Phone: 9308 1477

Goonawarra Neighbourhood House

8 Gullane Dve
Sunbury VIC 3429
Phone: 9740 6627
Email: admin@goonawarranh.com.au

Homestead Community Learning Centre

30 Wiltshire Drive
Roxburgh Park VIC 3064
Phone: 9205 2760
Email: homestead@hume.vic.gov.au

Hume Global Learning Centre – Craigieburn

75-95 Central Park Avenue
Craigieburn VIC 3064
Phone: 9356 6999 / **Fax:** 9356 6935

Email: hccfacilities@hume.vic.gov.au

Sunbury Neighbourhood House

531 Elizabeth Drive
Sunbury VIC
Ph: 9740 6978
Email: manager@sunburyhouse.com.au

NEWLY ARRIVED / REFUGEE

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.

Contact:

304 Drummond St, Carlton VIC 3053

Phone: 9340 3734

Email: info@cmymy.net.au

SPECTRUM

Spectrum is a one-stop-shop for a range of services for people who are newly arrived and established migrants and refugees.

Contact:

Level 5, 61 Riggall Street, Dallas

Phone: 1300 735 653, After hours: 1300 735 653

Email: info@spectrumvic.org.au

ARABIC WELFARE INCORPORATED

Established in 1984, we provide services to individuals and families of diverse Arabic speaking backgrounds. The organisation has evolved over the years to cater to the ever-changing needs of the Arabic speaking communities including the well established and the newly arrived. We support our clients in realising their aspirations toward full participation in Australian life, and we work closely with service providers to achieve this goal.

Our staff are bilingual and bicultural, and our team includes qualified and experienced social workers, counsellors, youth and community development workers and Registered Migration Agents. Arabic Welfare programs follow a preventative health model that aims to be accessible to all, regardless of gender, race, religion, ability and sexuality.

Across our programs we provide support through:

- Casework services - individual and family based
- Case management
- Bi-cultural psycho-social assessment by qualified workers
- Counselling services - including group therapy
- Peer support groups
- Information workshops
- Education and awareness-raising
- Sports and recreational activities
- Community consultations
- Migration advisory service
- Secondary consultations

Programs:

Settlement Services Program This program supports recently arrived migrants and refugees of diverse Arabic speaking backgrounds residing in Australia for less than five years. Our workers offer casework for individuals and families and engage clients through social and educational programs that aim to reduce isolation and increase social inclusion. We deliver services on site and at various outreach locations in schools and AMEP service providers. Offering assistance with issues such as housing, employment, health, education, legal and migration advice, we support migrants and refugees as they navigate their new life in Australia.

Community Support Programs These programs provide intensive case management and counselling services to families and individuals of diverse Arabic speaking backgrounds. With a focus on early intervention and prevention, our workers address issues relating to families in crisis, gambling, mental health, parenting, youth and ageing. Through one to one or group sessions and in collaboration with other service providers, the programs aim to support, educate and empower clients to reach their desired outcomes.

Cross-Cultural Training

Arabic Welfare has developed Cross-Cultural Training tailored to service providers. Our training workshops are interactive and assist participants to understand better, work and communicate with people of diverse Arabic speaking backgrounds. Our workshops include:

- Skill development for effective communication
- Strategies to support engagement
- Experiential learning opportunities
- Resources with tip sheets, guides and case studies

At Arabic Welfare, we strive to educate, support, advocate on behalf of and encourage the autonomy of the Arabic speaking communities through offering a range of services, groups, workshops and programs. Arabic Welfare aspires to lead by example in enacting an inclusive, multicultural Australian society by supporting the holistic health and well being of migrants and refugees from Arabic speaking backgrounds, and the broader community as a whole.

Contact:

Location Head Office |Level 1, 233 Sydney Road, Brunswick VIC 3056
Level 2, 61 Riggall Street, Broadmeadows VIC 3047

Phone 03 9380 9536

Fax 03 9387 8811

Email info@arabicwelfare.org.au

Website www.arabicwelfare.org.au | www.arabicare.org.au

BROTHERHOOD OF ST LAURENCE - YOUTH TRANSITIONS SUPPORT PILOT

The **Youth Transitions Support Pilot** aims to help refugees and vulnerable migrants, aged 15–25, to get the skills they need for a job, and take part in the community through work, education and sport. The pilot 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 Elysia Delaine at the Brotherhood of St Laurence:**

P: [0447 117 457](tel:0447117457) E: elysia.delaine@bsl.org.au

MRC

MRC North West Region provides settlement assistance within the North Western regions of Melbourne including Brimbank, Hume, Hobsons Bay, Melton, Maribyrnong and Moonee Valley.

The Migrant Resource Centre North West Region is a not-for-profit, community based organisation established in 1989 that provides settlement support and case management assistance for migrants and refugees together with providing aged care and disability support services. We assist clients and community groups to improve their participation and integration in Australia through the identification and resolution of settlement challenges, empowerment through culturally approachable services, and advocacy and support programmes providing sustainable quality care that strengthen the most vulnerable in our community.

The MRC North West Region Youth Settlement Program assists clients within the regions of Hume and Brimbank between the ages of 15-24 years old who have arrived in Australia as a refugee or on a humanitarian visa whilst having permanent residency. One-on-one case management support and assistance together with a broad range of community based activities to assist with settlement in Australia.

For more information, please contact:

Hume Office
Suite 10, 11-17 Pearcedale Parade,
Broadmeadows VIC 3047
Ph: 03 9351 1278
Fax: 03 9351 1210

St. Albans Office
20 Victoria Crescent, St Albans VIC 3021
Ph: 03 9367 6044
Fax: 03 9367 4344

Web: www.mrcnorthwest.org.au

Facebook: <https://www.facebook.com/mrcnorthwest>

Contacts:

Philip Michelmore
Youth Settlement Support Officer
Philip@mrcnorthwest.org.au

Vicky Fisher
Team Leader
vicky@mrcnorthwest.org.au

FOUNDATION HOUSE

The Victorian Foundation for Survivors of Torture Inc (also known as Foundation House), provides services to people from refugee backgrounds in Victoria who have experienced torture or other traumatic events in their country of origin or while fleeing those countries.

Foundation House was established in 1987. It is a not-for-profit organisation and its work is funded by the Victorian and Commonwealth governments, charitable organisations and donations from private individuals.

Foundation House is non-denominational, politically neutral and non-aligned. Working throughout Victoria, Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. The head office is located in Brunswick, with other offices in Dallas, Dandenong and Sunshine, and an outpost in Ringwood. Foundation House provides services in partnership with other agencies across Victoria in Ballarat, Bendigo, Geelong, Mildura, Shepparton, Swan Hill and the Latrobe Valley.

Contact:

4 Gardiner Street
Brunswick VIC 3056
Phone: 9388 0022
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 & ASSISTANCE

MISSION AUSTRALIA

Mission Australia's integrated nationwide services help people find safe and affordable housing, support disadvantaged children and families, empower troubled young people, assist people with mental illness and disability, and much more. Early intervention and prevention is at the heart of our work.

Mission Australia has a long history of working with government at all levels, as both a service provider and influencer. The majority of services we deliver are government-funded, through a transparent tender process to secure contracts for a determined period. Other services rely on the generosity of our partners and tens of thousands of everyday Australians who give us their support.

Mission Australia draws on our research – including the findings from our annual Youth Survey – to develop and deliver support services, and stand up for young people.

Contact:

Level 27, 150 Lonsdale Street
Melbourne VIC 3206
Phone: (03) 8615 2200

VICTORIA POLICE – ALL EMERGENCIES CALL 000

Broadmeadows Police Department

(Complex)

15 Dimboola Rd
Broadmeadows VIC 3047

Phone: 9302 8222

Sunbury Police Station

39-41 Macedon St
Sunbury VIC 3429

Phone: 9744 8111

Craigieburn Police Station

155-165 Craigieburn Rd West
Craigieburn VIC 3064

Phone: 9303 4433

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>

VICTIMS SUPPORT HELPLINE

Services:

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

OFFICE OF THE PUBLIC ADVOCATE

Independent Third Person (ITP)

An ITP is a volunteer trained by and registered with the Office of the Public Advocate(OPA). An ITP assists people with a cognitive disability or mental illness during police interviews or when making a formal statement to Victoria Police.

The person with the cognitive disability or mental illness may be an alleged offender, victim or a witness. An ITP provides support and helps to facilitate communication between a person with a cognitive disability or mental illness and Victoria Police.

An ITP does not provide legal advice to the person being interviewed.

If you require any further information about the ITP Program

You can phone: 1300 309337 or speak to the Victoria Police who will contact the ITP call centre.

YOUTH PROJECTS

Established in 1984 Youth Projects is a not for profit organisation which offers support and employment opportunities to at-risk young people looking to re-engage with learning, and provides health care and assistance to member of the community experiencing homelessness and disadvantage.

MELBOURNE TRAINING OPTIONS (TOID: 21619)

Melbourne Training Options powered by Youth Projects is a Registered Training Organisation that delivers quality nationally accredited courses to individuals who would like to develop and improve their skills. Our courses follow a specialised curriculum and are all delivered by qualified industry professionals. support young people to prepare a resume, enhance interview skills provide career advice and ensure they make the best decisions possible about their future work and learning. Youth Projects has computers, printers and internet access available for clients to use to update a resume, search for jobs and apply online, access career and training resources and other information.

As an RTO, Melbourne Training Options has VTG funding which means many young people may be eligible for places at no cost, subject to eligibility criteria.

Short courses offered include:

- Responsible Service of Alcohol (RSA)
- Barista Bootcamp
- First Aid and CPR
- Food handlers

Accredited courses:

- Certificate III Individual Support (Ageing, Home and Community, & Disability)
- Certificate IV Alcohol and Other Drugs
- Diploma of Alcohol and Other Drugs
- Certificate IV Mental Health
- Diploma of Mental Health

MTO also offers a range of pre-accredited courses to provide insights into a variety of industries and tasters. Contact our team for more details on the programs offered.

www.mto.edu.au

Email: training@youthprojects.org.au

Ph. 03 9304 9100

'YNOT' YOUTH NORTHERN OUTREACH TEAM

The Youth Northern Outreach Team (YNOT) provide outreach drug and alcohol treatment for young people aged between 12 and 25 years delivering services in the city of Yarra, Banyule, Darebin, Moreland, Hume, Whittlesea and Nillumbik. YNOT provides personalised, confidential outreach counselling, support, education and referrals for individuals dealing with alcohol and or other drug abuse or dependence problems. Our 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. YNOT delivers non-judgemental treatment with a harm minimisation approach.

DRINK DRUG DRIVE

If you have lost your license as a result of a Drink/Drug driving offence and require assistance with getting your licence back then we can help you.

We provide free advice on:

- First And Second Assessments
- Pre-Court Reports
- Education Courses
- Licence Restoration Reports As Required By Vic Roads

Education courses are run monthly on two consecutive evenings from 6pm to 10pm delivered by experienced trainer.

Assessments are conducted by appointment only. These programs all operate from Youth Projects Glenroy. Youth Projects operates a Needle Syringe and drug safety program to educate and minimise harms from drug use at both our head office and through night time outreach services til 2am. They can be contacted on 0418 170 556

Follow us on Facebook, Twitter and LinkedIn for all our latest news.

Contacts:

Head Office

6 Hartington Street Glenroy 3046

Phone: 9304 9100

Fax: 9304 9111

ADDITIONAL SUPPORT NEEDS

NATIONAL DISABILITY COORDINATION OFFICER (NDCO) PROGRAM

The NDCO Program aims to improve the transition of people with a disability into tertiary education and employment.

A national network of NDCOs work across 31 regions in Australia to improve the coordination and delivery of services to make it easier to enrol or participate in post-school education, training and employment.

The NDCO can assist by providing information on:

- Support services and resources available
- Appropriate post-school education or training options
- Transition from post-school education or training to employment

The NDCO program has helpful online resources that provide information and assistance for transitioning into post-school options including:

Broaden Your Horizons - provides a wide range of information and resources to assist young people with disability, their families/carers and other professionals prepare for post-school options. This website can be found at:

<https://imvc.com.au/youth-and-communities/broaden-your-horizons/>

The NDCO program has a Victorian Guide for Students with a Disability on **Preparing for TAFE** and **Preparing for Higher Education**. These guides provide information about key transition considerations for individuals entering further education and can be found at:

<http://www.ndcovictoria.net.au/resources>

The NDCO **Get Ready for Study and Work** student workbooks and parent guide provide information, contacts and activities to help students make a successful transition from school into tertiary study, work or post-school programs. This resource can be found at:

<http://www.westernsydney.edu.au/getreadyforstudyandwork>

The **NDCO Victoria website** has a range of information and resources in the areas of transitions and pathways, education, employment, reasonable adjustment and disability services. This website can be found at: <http://www.ndcovictoria.net.au/>

Ramona Mandy
n.ndcovic@imvc.com.au

Ali Parker
a.parker@deakin.edu.au

VTAC AND SEAS

VTAC – Scholarships

Summary: 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.
<http://www.vtac.edu.au/scholarships.html>

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

Summary: Special consideration covers a range of access and equity programs offered by institutions. The Special Entry Access Scheme (SEAS) is a single application that is sent to all the courses you apply to. Read on for more information about the programs available and your eligibility.

The Special Entry Access Scheme (SEAS) allows selection officers to grant special consideration for course entry to applicants, but does not exempt you from meeting any of the institutional and course entry requirements.

Whether you are currently studying Year 12 or applying as an adult, you may be eligible for consideration.

<http://www.vtac.edu.au/who/seas.html>

PATHWAYS TO EMPLOYMENT - A TRANSITION TO EMPLOYMENT PROGRAM

UNITING PATHWAYS TO EMPLOYMENT

Pathways to Employment is a program of Uniting Employment Services that supports young people who have a disability with their transition from school to employment. The program is funded by NDIS School Leavers Employment Support (SLES) funding or is available through our Disability Employment Service.

It is designed specifically to support young people who are leaving school who attended a Special School or who received Program for Students with Disabilities (PSD) funding at school.

Pathways to Employment will provide each participant with:

- An individualised Action Plan
- Certificate I in Transition Education, Work Education and Food Handling
- Pre-vocational employment training
- Group and Individual work placements
- Work specific industry visits
- Skill development and confidence building
- Assistance with achieving relevant qualifications
- Travel training
- Drivers Education to obtain Learners Permit
- Mentoring and support by an Employment Coach
- Referral and linkage with relevant services

To find out more contact our referral hot line:

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

Phone: 1300 486 428

Email: employmentservices.vt.org

UNITING EMPLOYMENT SERVICE

Delivering more than just results!

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 dedicated Employment Coaches and Business Development 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. To refer or register call our Job Seeker Hotline on 1300 486 428.

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

Phone: 1300 486 428

Email: employmentservices.vt.org

BRITE SERVICES

Brite is a Not for Profit organisation and has been in operation for over 40 years as an Australian Disability Enterprise (ADE) and 21 years as a Registered Training Organisation (RTO) employing 200 staff of which, 150 are supported employees.

As an ADE, Brite provides a packing operation, supplying many different companies and a wholesale nursery division supplying a large variety of plants to clients in the horticultural and building / construction trades. As a RTO, Brite runs both Nationally Recognised Qualifications and pre-accredited courses including, Work Education, Computer Literacy, Hospitality, Independent Living Skills, Literacy and Numeracy, Introduction to Horticulture and gardening, etc.)

Being a diverse and multi-faceted organisation with qualified and experienced staff and strong community and industry links, Brite is able to assist people living with a disability to develop choice and independence through life-long learning and employment pathways. Brite's growth strategy includes development of a community hub, with expansion of its support services to focus on developing greater open employment opportunities.

BRITE Services

1 Belfast Street

Broadmeadows VIC 3047

Contact phone: 9301 7300

Contact email: work@brite.com.au

www.brite.com.au

ENABLE SOCIAL ENTERPRISES

What is a Social Enterprise?

Social enterprises are organisations that trade commercially for the purpose of enabling and delivering social impact.

How can Enable Social Enterprise improve your job prospects?

Employability Programs, Supported Work Placements and Work Experience

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 (may include Pop-Up Shop activities)
- 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

Call (03) 9486 5563 or email julie.mckay@enableaustralia.org.au

Latest news and program dates: <http://www.enableaustralia.org.au>

DISABILITY OPEN EMPLOYMENT SERVICES

JOBACTIVE AUSTRALIA - DISABILITY SERVICES

AMES

Level 2,
1100 Pascoe Vale Road
Broadmeadows 3047 VIC

Phone: 13 26 37

www.ames.net.au

CVGT Australia

2047/15-17 Pearcedale
Parade
Broadmeadows VIC 3047

Phone: 9301 2500

www.cvgt.com.au

Broadmeadows

Disability Services

241 Camp Rd
Broadmeadows VIC 3047

Phone: 9309 7448

www.bds.org.au

Distinctive Options

10/1100 Pascoe Vale Rd,
Broadmeadows VIC 3047

Phone: 9740 7244

www.distinctiveoptions.com.au

Campbell Page

Level 1
1100 Pascoe Vale Rd
Broadmeadows VIC
3047

Phone: 9201 2722

Matchworks

Unit 8, Homemaker
Centre
Pearcedale Parade
Broadmeadows VIC 3047

Phone: 9302 1800

www.matchworks.com.au

WCN JobCo

381 Camp Road
Broadmeadows VIC 3047
Phone: 9309 6385

www.wcngroup.com.au

Wesley Disability

Employment Services

Level 3
1100 Pascoe Vale Road
Broadmeadows VIC 3047

Phone: 9049 5900

www.wesleyemployment.com.au

Wise Employment

Part Level 2 Office Tower
61 Riggall Street
Broadmeadows VIC
3047

Phone: 8301 8200

www.wiseemployment.com.au

Other Useful Websites

Australian Disability Clearinghouse on Education and Training (ADCET)

www.adcet.edu.au/

NDCO Victorian Website

www.ndcovictoria.net.au

Career Tips

www.careertips.net.au

Towards Success in Tertiary Study

www.services.unimelb.edu.au/studentequity/

www.australiandisabilityenterprises.com.au/

www.imvc.com.au/content/broaden-your-horizons

HUME GLOBAL LEARNING CENTRES

HUME GLOBAL LEARNING CENTRES

The Hume Global Learning Centres (HGLC) in Craigieburn and Broadmeadows, operated by Hume City Council, are large multipurpose community venues dedicated to providing learning activities, training and events.

Each facility houses meeting and conference rooms perfect for all kinds of community and corporate learning 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 located next to the Hume City Council offices, 1093 Pascoe Vale Road, Broadmeadows.
- **HGLC Craigieburn** includes Craigieburn Library, the Gee Lee-Wik Doleen Gallery and the Craigieburn Customer Service Centre, 75-95 Central Park Avenue, Craigieburn.
- **HGLC Sunbury**-, opening mid-2019 at 50 Macedon Street, Sunbury

For more information visit <https://www.hume.vic.gov.au/hglcs>

LEARNING SERVICES:

- | | |
|-------------------------------------|-----------------------------------|
| ▪ Hume Multiversity | ▪ Youth Engagement Librarians |
| ▪ English Conversation and tutoring | ▪ IT learning programs |
| ▪ Learning and school hubs | ▪ Hume Volunteer Gateway |
| ▪ Neighbourhood Learning Centres | ▪ Youth school holiday activities |
| ▪ Chess Club | ▪ Graphic Novel Club |

YOU CAN ALSO ACCESS:

- Gee Lee-Wik Doleen Gallery, Craigieburn GLC
- Public access internet and computers
- Café meeting space
- Function rooms

HUME LIBRARIES

Hume Libraries is Hume City Council's public library service and consists of five branches and a mobile library. The branches are located at Broadmeadows, Craigieburn, Gladstone Park, Tullamarine and Sunbury.

Becoming a Library Member

Joining the library is free and easy; you can do it online or by visiting any Hume Libraries branch. You just need to show proof of your name and address. If you are under 18 years old, a parent or guardian's signature is required upon signing up.

Services

Hume Libraries offer a wide range of services including loaning collection items (including books, DVDs, magazines and materials in languages other than English), free programs and events for all ages, and access to the internet, Wi-Fi, computers, photocopying and scanning.

The Libraries' collection includes an array of electronic resources, including eBooks, eMovies and eMagazines as well as learning resources such as Lynda.com and links to career and job exploration services.

Download the **Hume Libraries' App** to have your library in your pocket anywhere – anytime. The app makes accessing library services easier than ever before. Available for download on IOS and Android smartphones and tablets.



Most library services are provided completely free of charge. Friendly and helpful staff are available to answer questions in person, over the phone or by email.

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
51-53 Evans Street
Sunbury VIC 3429
Phone: 9356 6970

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

Hume Mobile Library
The Hume Mobile Library operates on a weekly timetable across Campbellfield, Dallas, Greenvale, Meadow Heights and Merrifield.
Phone: 9356 6980

Visit www.humelibraries.vic.gov.au or download the Hume Library app today for more information and to get started on using your library anywhere service.

YOUTH SERVICES

Hume City Council Youth Services

Hume City Council Youth Services is a generalist youth services provider for young people aged 12 – 24 who live, work or study in Hume City. Youth Services is part of the Family, Youth and Children's Services department and works with young people in the context of their family and community.

Youth Services provides a range of services and programs in community locations and at Council Youth Centres (Craigieburn, Broadmeadows, Meadow Heights, Roxburgh Park and Sunbury) which include:

- Information, support and referral from Youth Workers
- Weekly drop-in programs at Youth Centres
- Structured programs for targeted groups of young people such as disengaged, young men, young women, LGBTIQ+, newly arrived, inclusive of abilities
- Music, arts, cultural and social activities
- Leadership opportunities
- National Youth Week activities and celebrations
- Participation in local youth workers networks
- Strategic planning and policy development
- Tertiary students placements for Youth Work and Community Services students

The Gateway School, Regen Drug and Alcohol Counselling and Youth Projects employment case management and outreach services are co-located at youth centres. Youth Centres are also available to hire for youth events and professional meetings. Term programs and activities are available on council's website or facebook page.

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.
Meadow Heights Community Centre	15-29 Buchan Street, Meadow Heights

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)

www.hume.vic.gov.au/youth

VOLUNTEERING – DEVELOPING YOUR SKILLS AND NETWORKS

Hume City Council's Volunteer Gateway (HVG) is a free community service that connects people who want to volunteer with organisations that need volunteers.

Why volunteering is a great thing to do when you finish school:

- It helps develop, and learn new skills
- Boosts your employment and education prospects
- Increases confidence and allows you to stay active and connected to the workforce, and
- It will extend your workplace knowledge and networks.

Volunteering can assist you with the start you need – offering a diverse range of volunteering opportunities in the community. On the HCG you search for vacancies based on your individual interests, skills and needs.

To learn more and find out about local volunteering opportunities, search “I want to volunteer” on Council’s website www.hume.vic.gov.au



HUME CITY COUNCIL VOLUNTEERING – *Developing your skills and networks*

Why volunteer?

By volunteering you can:

- Learn new skills
- Boost your employment and education prospects
- Increase your confidence and stay active
- Extended your knowledge and networks

Hume Volunteer Gateway (HVG) can assist you with the start you need, offering a diverse range of volunteering opportunities in the community. HVG allows you to search for vacancies, based on your individual interests, skills and needs.

For more information:

 Hume.vic.gov.au/volunteering

 gateway@hume.vic.gov.au

 9205 2200



COMMUNITY HEALTH

Broadmeadows

DPV Health *(formerly Diannella)*

GP Super Clinic
42-48 Coleraine St
Broadmeadows

General enquiries: 1300 234 263

Audiology, Dental practice

Broadmeadows Health Service
35 Johnstone St
Broadmeadows

General enquiries: 1300 234 263

Dental practice: 1300 234 263

Dental emergency: 8339 9883

Note that parking is limited at this site and a fee applies if parking at rear of facility.

DPV Health *(formerly Diannella)*

BIG STEPS - Early Intervention Services
1 Sorrento St
Broadmeadows Vic 3047

General enquiries: 8301 6200

Meadow Heights

DPV Health *(formerly Diannella)*

21-27 Hudson Circuit,
Meadow Heights Vic 3046

General Enquiries: 1300 234 263

DRUG & ALCOHOL

Direct Line (24 Hour Info Line) –
Information, Counselling & Referral
Phone: 1800 888 236

Craigieburn

DPV Health *(formerly Diannella)*

55 Craigieburn Rd,
Craigieburn Vic 3064

General Enquiries: 1300 234 263

Emergency Relief: 9309 0509

Friday 9am only

Dental practice: 1300 234 263

Enter at rear of car park

DPV Health

Day to Day Living Program
6 Newbold Ave
Craigieburn Vic 3064

General enquiries: 1300 234 263

Roxburgh Park

DPV Health *(formerly Diannella)*

BIG Steps - Early Childhood Intervention
Services

12-14 Bluebird Way
Roxburgh Park Vic 3064

PH: (03) 8339 8200

Youth Substance Abuse Referral Line

Phone: 1800 458 685

Website: www.ysas.org.au

YOUTH SUPPORT AND ADVOCACY SERVICES (YSAS)

Website: www.ysas.org.au

YSAS Youth Support + Advocacy Service (YSAS) is a leading youth health not-for-profit agency that enables highly vulnerable and high-risk young people with substance dependence and misuse, mental illness and social disconnection to take control of their health and wellbeing. Established in 1998, YSAS has now supported over 20,000 highly vulnerable young Victorians. In proudly advocating for, and in collaboration with, vulnerable young people, YSAS asks all Australians to look beyond the stereotype of those struggling with drug, alcohol and mental health issues, to see youth in a different light – as individuals with rights, strengths and their own hopes for the future. Services: A full range of holistic services for young people including youth outreach, short term residential withdrawal, residential rehabilitation, primary health services, home based withdrawal, supported accommodation, day programs, early intervention police diversion, lead agency at headspace sites and specialist programs for aboriginal, GLBTQI and emerging communities.

For support and advice call YSAS's toll free YoDAA helpline: 1800 458 685 or email advice@yodaa.org.au

Head Office L1/131 Johnston Street, Fitzroy, VIC 3065 03 9415 8881 contact@ysas.org.au
www.ysas.org.au

YODAA

Description

YoDAA - Youth Drug and Alcohol Advice - provides a one-stop-shop multichannel service via a website, web-chat, telephone line and email support to youth workers, young people, teachers, parents and carers. If you are seeking advice or support on any topic related to young people and substance use, YoDAA can help. Powered by YSAS, and in collaboration with over 30 related health agencies, YoDAA brings best practices, practical support and relevant articles and news to help create a more accessible and coordinated alcohol and drug service system in Victoria.

Services: Website, web-chat, telephone line and email support to youth workers, young people, teachers, parents and carers.

Phone: 1800 458 685

Email: advice@yodaa.org.au

Website: www.yodaa.org.au

UNITING REGEN

Uniting ReGen (ReGen) is the leading alcohol and other drugs (AOD) treatment and education agency of Uniting Victoria & Tasmania. ReGen is a not-for-profit agency, which has over 45 years' experience delivering a comprehensive range of AOD services to the community.

As part of the North and West Metro AOD Service (a partnership with Odyssey House Victoria and a range of other local service providers), we provide a range of free services in Hume and surrounding areas for individuals and families affected by problematic AOD use. We recognise that families can play a key role in reducing harm and supporting change and offer a range of adult and youth-specific services.

We support social justice and sustainable change at an individual, community and systemic level. Our treatment and support services are free, confidential and will support you to make informed decisions.

See our website (www.regen.org.au) for more information about our services. To make an enquiry, send us an email (contact@regen.org.au), call our Intake team to speak to one of our staff (1800 700 514) or contact us through our social accounts: Facebook page (ReGenUC); Twitter (@ReGenUC), Instagram (regenuc).

MELBOURNE CITY MISSION – FRONTYARD YOUTH SERVICES

About our service

Finding Solutions is an adolescent mediation 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 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 or my client?

We work with young people:

- Aged from 12 to 16
- 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 or my client?

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

What geographical areas do we cover?

We provide support in the DHS North and West Metropolitan Melbourne regions.

How can someone avail of this support?

In order to access this support, all referrals must come through the DHS 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.

VINCENTCARE - YOUNG ADULTS OUTREACH SUPPORT

The Young Adults Outreach Support Service offers support to Young Adults aged 17-25 years that are experiencing or at risk of homelessness.

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

- Disabilities such as an intellectual disability, physical disability
- Mental health concerns, personality disorders etc
- Substance use issues
- Estrangement from family, social Isolation
- Experience of abuse or trauma
- Difficulties accessing private rental, the labour market and training options
- Difficulties with independent living skills

Access issues for young people from Culturally and Linguistically Diverse (CALD) backgrounds. 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').

Housing assistance is offered as part of the program and focuses on providing young people who are experiencing homelessness and are currently employed or engaged with education and training with the opportunity to access a long term housing placement. Young Adults Outreach Support can provide a fixed term private rental lease after which the young person is expected to meet certain milestones in their stay in relation to employment and private rental readiness.

Partners

The Young Adult Support Services team works with a number of organisations to ensure that the best outcomes are achieved for the client. Some of these organisations include:

- North East Housing
- HomeGround
- Various **youth** refuges
- Mental Health services
- Alcohol and Other Drug services
- Department of Human Services

Eligibility

- Aged 17-25 years
- Homeless or risk of homelessness

Referrals

All referrals are to go via an Access Point. VincentCare's Northern Community Hub is one of these Access Points, based at 175 Glenroy Road, Glenroy.

When a vacancy is listed, all referrals will be sent to this Access Point. Upon receipt the Young Adults Outreach Support Service team will assess the referral for criteria and suitability.

A team member will make contact to complete a further assessment in person. If the young person is suitable for the program and wishes to work with the Young Adults Outreach Support Service to address their housing needs, they will be accepted into the program. A waiting list is not kept.

All of the information collected will remain anonymous and confidential. Participation in the program is voluntary and you can withdraw at any time.

Contact Us

Address: 175 Glenroy Road, Glenroy 3046

Phone: (03) 9304 0100

Fax: (03) 9304 0102

YOUTH COUNSELLING- SUNBURY COMMUNITY HEALTH CENTRE

Sunbury Community Health Youth Counselling Service provides generalist counselling for young people between the ages of 13-25 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?

YYou 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 - 5pm Monday-Fri

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/>

KIDS HELP LINE

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

For 26 years 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 7.5 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

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:

- 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

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 no and low cost health and well-being services just for young people!

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

Are you?

- feeling down, stressed or can't stop worrying
- having difficulties with your family or friends
- want 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

What Should I Expect From headspace Glenroy?

- Confidentiality
- Respect, no matter what the issue
- Awesome, friendly staff that are specialised in working with young people
- Doctor's that are LGBTQIA friendly
- Fun, social and FREE groups
- Links to a range of different workers and services, including GP's
- Low cost/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 (opposite the Glenroy Train station)	Opening Hours: 9am - 5pm Monday-Fri After hours Tues/Thurs & Sat morn	Contact Details: Phone: 1300 880 218 Fax: 03 9304 1033 Email: info-headspaceglenroy@orygen.org.au
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For more information check out our Facebook Page and Website:

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

<http://headspace.org.au/headspace-centres/glenroy/>

ORYGEN YOUTH HEALTH

Orygen Youth Health (OYH) is a world-leading youth mental health program based in Melbourne, Australia. OYH has two main components: a specialised youth mental health clinical service; and an integrated training and communications program.

Orygen Youth Health is part of the public mental health system in Melbourne, Australia, and sees young people aged 15 to 24, with a focus on early intervention and youth specific approaches. There is a close connection with Orygen, the National Centre of Excellence in Youth Mental Health.

Our innovative clinical program is comprised of three parts: Acute Services, Continuing Care, and Psychosocial Recovery. Multidisciplinary teams composed of psychiatrists and mental health clinicians 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 Youth Health Clinical Program treats around 450 clients per annum.

Our training and communications program 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 OYH will be important to you if:

- You are a young person aged 15– 24 with mental health issues and living in the western or north western area of Melbourne
- You are a family member or carer for a young person aged 15–24 with mental health issues and living in the western or north western area of 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 3052

Orygen, The National Centre of Excellence in Youth Mental Health currently only operates 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 www.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

If you are looking for our partner organisation **Orygen Youth Health Clinical Program** operated by North West Mental Health who provide specialist youth mental health assessment and treatment to 15 –24 year olds in the Western and North Western areas of Melbourne please visit www.oyh.org.au or for referrals call their triage service 1800 888 320.

SEXUAL ISSUES

(The following phone numbers are free or cost the same as a local call)

CASA HOUSE

(Centre against Sexual Assault) - Phone: 1800 806 292 (24hrs, 7days)

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

Support and information for friends and family.

The Victorian Centres Against Sexual Assault Forum is committed to addressing all inequalities within society, which result in the perpetration of sexual violence against women, children and men. The Victorian CASA Forum therefore acknowledges that:

- sexual assault is both a consequence and a reinforcer of the power disparity existing between men and women/children.
- sexual assault occurs along a continuum of violent behaviour which includes: any uninvited sexual behaviour which makes the recipient feel uncomfortable, harassed or afraid; unwanted touching or remarks; sexual harassment; coerced sexual activity; and rape with physical violence and threat to life.
- the impact of sexual assault on the lives of victim/survivors is multi faceted and complex. It includes emotional, social, psychological, legal, health and political consequences. In order to facilitate a victim/survivor's recovery from sexual violence, the Forum recognises the importance of responding to each aspect in an appropriate and effective manner.
- the impact of sexual assault can be compounded by factors relating to the stratification of society by gender, culture, race, ethnicity, age, sexuality, religion, ability and socio economic class.

Consistent with the above knowledge is the belief that:

- sexual assault is a crime against the individual and society. The entire community and all tiers of government should take responsibility for its occurrence and consequences and work towards its elimination.
- all CASAs must work toward the empowerment of service users, through the adoption of a service management (victims' rights advocacy) model where the focus of service provision must be to recent and past victim/survivors of sexual assault. Within this model service users are offered:
- choices and information about the services;
 - help with looking at their options
 - support in making informed choices and decisions in regards to the systems with which they will come into contact.
- the experience and resulting needs of victim/ survivors of sexual assault must influence the scope and direction of services provided by CASAs.

Contacts

Sexual Assault Crisis Line (Victoria) 1800 806 292

1800 RESPECT (Australia) 1800 737 732

Level 3, 210 Lonsdale Street

Melbourne, 3000

Phone: 9635 3610

Email: casa@thewomens.org.au

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

THE GATEHOUSE

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

Reception C, Level 1, East Building

Royal Children's Hospital, Flemington Road

Parkville Victoria 3052

Phone: 9345 6391 Email: gatehouse.centre@rch.org.au

Website: <http://www.rch.org.au/gatehouse>

CHILD PROTECTION SERVICES

You should contact Child Protection if you have reasonable grounds for believing a child has suffered or is suffering significant harm.

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 it is the child protection system that becomes responsible for taking action.

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

For people up to 17 years old who are experiencing physical violence – Child Protection Services

CONTACTS:

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.

FAMILY PLANNING VICTORIA – ACTION CENTRE

Clinic administration

Box Hill clinic T/ 03 9257 0100

Action Centre (Melbourne) T/ 03 9660 4700 or freecall 1800 013 952

EDUCATION AND TRAINING

Clinical & Community education T/ 03 9257 0129 E/ ceu@fpv.org.au

School education T/ 03 9257 0191 E/ bookingenquiry@fpv.org.au

Disability Services T/ 03 9257 0131 E/ disability@fpv.org.au

OTHER

General enquiries T/ 03 9257 0100 E/ fpv@fpv.org.au

MEDICAL QUESTIONS

We do not answer any medical or health care questions by email. If you need to access sexual and reproductive health services, please contact reception at either of our clinics, or appointments are available online via www.fpv.org.au . For general advice and information regarding sexual and reproductive health please phone us on 03 9257 0100.

ADDRESSES

Box Hill clinic, education services

901 Whitehorse Rd (PO Box 1377), Box Hill, 3128

Action Centre

Level 1, 94 Elizabeth St, Melbourne, 3000

Freecall: 1800 013 952

OTHER COMMUNITY SERVICES

ANGLICARE GLENROY YOUTH SERVICES

- Community Health Nurse (homeless)
- Adolescent Case Management

32 Widford St, Glenroy VIC 3046

Phone: 9412 6133 – Head Office

Or alternatively

Phone: 9306 0000 – Glenroy Office

SALVATION ARMY – EMERGENCY RELIEF & SALVOS 3064

75 Interlink Dr, Craigieburn VIC 3064

Phone: (03) 8339 6100

SALVOS 3064

- *Internet cafe and resource centre located at Interlink Dr, Craigieburn.*
- *Counselling support*
- *Job search*
- *Fax and office resources available*

Phone: 8339 6100

USEFUL WEBSITES

Transition Services

Centrelink

www.humanservices.gov.au/?utm_id=7

Education Department

State Government -

www.education.vic.gov.au/Pages/default.aspx

Dept of Education -

Australian

www.education.gov.au/

Government - Dept of

Education

Careers Information

Career Key

www.careerkey.org/

My Future

www.myfuture.edu.au/

Engaging Parents in

www.education.vic.gov.au/school/teachers/teachingresources/careers/parentsframe/Pages/default.aspx

Career Conversations

Careers Online

www.careersonline.com.au/

Career Tips

www.careertips.net.au/

Youth Central

www.youthcentral.vic.gov.au/

Australian Centre for

www.ceav.vic.edu.au/

Career Education

Employment

Hume Job Link

www.humejoblink.com.au/

Career One

www.careerone.com.au/

Seek

www.seek.com.au/

Australian

www.australianapprenticeships.gov.au/

Apprenticeships

Apprenticeships

www.aqa.com.au/

Group Australia

Job Active

www.jobsearch.gov.au/

Job Guide

www.education.gov.au/school-work-transitions

Adzuna Job Search

www.adzuna.com.au/

Australian

www.aapathways.com.au/

Apprenticeship

Pathways

Job Access

www.jobaccess.gov.au/

Job Seeker

www.jobseeker.org.au/

Victorian Government

www.careers.vic.gov.au/

Agencies

USEFUL JOB SERVICES - HUME

Program	Agency	Cohort	Location	Description	Contact No.
JobActive Providers	AMES	All unemployed jobseekers with a mutual obligation requirement	Broadmeadows	Individual and tailored job search support services specific to the needs of the jobseeker. Can help with: Resumes Job Search Interview Preparation Obtain required skills employers need	9302 2566
	Job Prospects	All unemployed jobseekers with a mutual obligation requirement	Craigieburn		9024 8925
	Max Employment	All unemployed jobseekers with a mutual obligation requirement	Campbellfield		9289 2100
	Sarina Russo Job Access	All unemployed jobseekers with a mutual obligation requirement	Broadmeadows		13 15 59
	Direct Recruitment	All unemployed jobseekers with a mutual obligation requirement	Broadmeadows		
	Workskil	All unemployed jobseekers with a mutual obligation requirement	Broadmeadows		8539 9800

Program	Agency	Cohort	Location	Description	Contact No.
DES	Jobco	All jobseekers with a disability	Broadmeadows	Provides assistance to people with permanent disability and who need regular, ongoing support to keep a job.	9309 6385
	Matchworks	All jobseekers with a disability	Broadmeadows		9302 1800
	Wise Employment	All jobseekers with a disability	Broadmeadows		8301 8200
	CVGT	All jobseekers with a disability	Broadmeadows		9301 2500
	Uniting Wesley Employment Services	All jobseekers with a disability	Broadmeadows		9662 2355
	CoAct/Workways	All jobseekers with a disability	Glenroy		1800 226 228
	Ostara Australia	Jobseekers with mental health issues	Attwood & Glenroy	DMS is for job seekers with a disability, injury or health condition who need assistance to find a job and occasional support to keep a job	
	Campbell Page	All jobseekers with a disability	Broadmeadows		
	OCTEC Limited	All jobseekers with a disability	Meadow Heights		
	Matchworks	All jobseekers with a disability	Broadmeadows		

Program	Agency	Cohort	Location	Description	Contact No.
	Breath Thru People Solutions	Jobseekers with a psychiatric disability	Glenroy		
	Max Employment	All jobseekers with a disability	Glenroy		
Parents Next	Lentara Uniting Care	Parents as a condition of receiving Parenting payment. Parents can also access the service voluntarily	Broadmeadows	<p>Parents Next Project assists parents to:</p> <ul style="list-style-type: none"> Identify their education and employment goals Develop a pathway to achieve their goals Combine preparing for work with their parenting responsibilities Access services in the local community. <p>If required, Parents Next Projects also assist parents to:</p>	
	Brotherhood of St Laurence		Broadmeadows		
	CVGT		Broadmeadows		

				Increase their educational qualifications Identify and address barriers to employment Develop the practical skills needed to get a job Find out about child care fee assistance	
Transition to work	Brotherhood of St Laurence	Job seekers 15-21	Broadmeadows	TTW provides intensive pre-employment support to improve the work readiness of young people to move them into work (including apprenticeships and traineeships)	
	Coact/Youth Projects	Job seekers 15-22	Glenroy		

Program	Agency	Cohort	Location	Description	Contact No.
Youth Path Employability Skills Training Providers	1. AGA 2. Bendigo Kangan Institute 3. Max Employment Solutions 4. Melbourne Polytechnic 5. Youth Project Inc. 6. Complex Training Academy 7. Australian Retailers Association 8. MTA Group Training Scheme 9. Australian Employment and Training Solutions	Young People 16-25	North Western Melbourne can service Hume	Employability skills training helps prepare young people become job ready by providing intensive pre- employment training endorsed by industry.	
Youth Transition Support Services	Brotherhood of St Laurence partners include: Hume City Council Spectrum Migrant Resource Centres Centre for Multicultural Youth Arabic Welfare Services	Refugees and newly arrived migrants aged 15- 25 years old	Hume, based in Broadmeadows	The program aims to improve workplace readiness, provide access to vocational opportunities, and create strong social connections through education and sports engagement, after school	

				homework clubs, connecting with local employment services and jobs, and vocational or other further education opportunities	
JVEN	Banksia Gardens and CVGT	Supports unemployed people with court related issues at the Broadmeadows Magistrates Court	Broadmeadows		
	Matchworks	Long term unemployed with disabilities	Broadmeadows		
	Choice Career Services	Retrenched auto workers	Outreach site in Broadmeadows - Bendigo Kangan Institute	Outplacement services	

	Jesuit Social Services	Long term unemployed, refugees, CALD back ground or involvement with justice system	Can service Hume if there are referrals		
	North Link	Unemployed jobseekers in Melbourne's North	Can service Hume	Links residents in Melbourne's North to jobs in Melbourne's North	
	Orygen Youth	Young People services	Provision through Headspace Glenroy	Individual placement and support	
	VICSEG	Migrants and CALD backgrounds	Coburg but can service Hume residents	New Futures provides vocational training and pathways to employment within childcare and community services industries	

Skills and Jobs Centre	Bendigo Kangan Institute	<p>Skills and Jobs Centres are aimed at:</p> <ul style="list-style-type: none"> Prospective students Current students Apprentices and trainees Unemployed or retrained workers Women returning to work New immigrant/refugee Anyone seeking a career change Employers Industry 	Broadmeadows	<p>Based in TAFEs across Victoria, Skills and Jobs centres provide expert advice on training and employment opportunities including:</p> <ul style="list-style-type: none"> Careers advice Help with job searching Assistance preparing resumes Apprenticeship and traineeship advice Assistance using the Victorian Skills Gateway Referral to welfare support and financial advice Assistance in using your existing skills to align to a new job or to undertake new training (Recognition of prior learning - RPL) 	
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				<p>Information on employment trends, areas with a shortage in skills and employment opportunities</p> <p>Assistance with career and training plans, identifying training qualifications that could be undertaken to make a successful career transition</p> <p>The Centres also engage with a broad range of local industries, ensuring that the centres are tailored to meet the needs of their local communities and industries.</p>	
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Reconnect (REALS) Program	Brotherhood of St Laurence	15-24 year olds disconnected from education and training	Hume, based in Broadmeadows	<p>Reconnect programs will assess the learning and non-learning needs and career goals of eligible young people and develop an agreed learning plan.</p> <p>Support will be provided to assist young people to commence and stay in vocational training.</p> <p>Supervised workplace experience will be arranged to increase employability, as well as the provision of support to assist students</p>	
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				transitioning to employment or future training	
Australian Apprenticeships Services Network	Apprenticeships Matter	Job seekers interested in apprenticeships and traineeships	Glenroy	Apprenticeship support services to employers and apprentices/trainees. All aspects of employing an Australian apprenticeship/traineeship during the life of the contract.	

	Apprenticeships Group Australia		Epping preferred supplier for Hume	Recruitment services for business seeking apprentices and trainees. Offer job matching services and Apprenticeship support services	
	MAS National		Northcote services NW region		
	MEGT		Epping preferred supplier for Hume		
	Sarina Russo Apprenticeships		Epping		
New Enterprise Incentive Scheme	1. Sarina Russo 2. Holmseglen Institute	Unemployed jobseekers looking to start a new business	Broadmeadows Craigieburn	NEIS provides job seekers with: Accredited small business training Income support for up to 39 weeks (NEIS Allowance) and NEIS Rental Assistance for up to 26 weeks (If eligible) Personalised	

				mentoring and support from a NEIS provider in the first year of the new business to help a job seeker put their business idea into practice.	
Empowering Youth	Workforce Plus	15-24 year olds, long term unemployed, at risk of long term unemployment	Broadmeadows	Help young people develop work placement in the Disability Services sector https://www.employment.gov.au/empowering-youth-initiatives#VIC	

Norht Industry Student Support Program	Northlink	Students undertaking a qualification and businesses seeking to engage a tertiary	Can service 7 LGAs in Melbourne's North	NISPP connects local businesses with tertiary students from leading higher education providers so that businesses benefit from their expertise and students gain valuable workplace experience. Local organisations in the North (including manufacturers and supply/value chain) are welcome to participate	
Council led programs	Passport to Work Program	Young people or can be specifically tailored to youth.	Hume	Pre-employment training program for unemployed jobseekers. Five days of attitudinal and job search training are	

				combined with a three month facilitated mentoring program. In Hume's case business mentors are Hume Staff.	
Other	Empower Muslim Youth	Young Muslims between 18-25 years		Youth workers provide intensive, coordinated support to young people to strengthen their health and wellbeing, their connection to community, their engagement in education and training and their pathways to employment	

Social Enterprises in Broadmeadows	Brite Services	Employed individuals with a disability.	Brite Services	Supported employment and training for people with a disability Employment opportunities are provided through Brite Pak, Brite Clean and Brite Plants	
	Enable Social Enterprise	Disadvantaged jobseekers identifying as having a disability or experiencing barriers to employment	Enable Social Enterprise	Intern program, pop-up shop, work skills program and supported work experience and work placements.	
Mental Health	Mind Australia	Prevention and Recovery Service for adults (25-64yrs). Access is via referral through psychiatric assessment.	Broadmeadows	Mind Services, Psychosocial Support	1300 286 463
	Neami Broadmeadows		Broadmeadows	Individual Outreach Support	8354 8450

NorthWestern Mental Health	65 +	Broadmeadows	Aged Persons Mental Health Program	8345 5725
Mental health residential rehabilitation/community care unit		Broadmeadows	Mental health residential rehabilitation/com munity care unit, Crisis Assessment and Treatment Team (CATT)	8345 5000
Broadmeadows Inpatient Unit (North Western Mental Health)	Entry criteria consistent with Public acute inpatient mental health services (Adult)	Broadmeadows	psychiatric assessment, management and treatment during an acute phase of mental illness	8345 5725
Jewell House - North West Prevention & Recovery Care (PARC) Service		Broadmeadows	Disabilities Mental Health Mental Health Clinical Support	9309 0200
Headspace Craigieburn	12-25 Years	Craigieburn	Mental Health Services, Alcohol and Drug Services, Work and Study Services, Youth	8338 0919

				Reference group, Youth Programs	
Drug & Alcohol	Uniting Care ReGen	Youth and Family Services	Coburg	Assesment and Intake, Withdrawal, Counselling & Support, Rehabilitation	9386 2876
	Headspace Craigieburn	12-25 Years	Craigieburn	Alcohol and Drug Services	9386 2876
Housing	Towards Home		Preston	Housing and recurring Homelessness Support	9481 0323
	Breakthru Craigieburn	16-64 years	Craigieburn	Homelessness Assistance	9483 2401
	Youth Foyer -		Broadmeadows		
Finance	Neami Broadmeadows		Broadmeadows	Community Programs (Life Skills etc.)	8354 8450

Education

What Degree Which University?

www.whatdegreewhichuniversity.com/?COLLCC=2223085753&

VTAC

www.vtac.edu.au/

Box Hill TAFE

www.boxhill.edu.au/

Melbourne Polytechnic

www.melbournepolytechnic.edu.au/

RMIT

www.rmit.edu.au/

La Trobe University

www.latrobe.edu.au/

Kangan Institute

www.kangan.edu.au/

Victoria University

www.kangan.edu.au/

Victorian Aboriginal

www.vaeai.org.au/

Education Association

Open Colleges

www.opencolleges.edu.au/

Victorian Skills

www.skills.vic.gov.au/victorianskillsgateway/Pages/Home.aspx?Redirect=1

Gateway

Australian Council for Private Education and Training

www.acpet.edu.au/

TAFE and Training

www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/tafe.aspx?Redirect=1

Course Directory

Health

Kids Help Line - 1800 55 1800

www.kidshelpline.com.au/

Better Health Channel

www.betterhealth.vic.gov.au/

Melbourne Sexual

www.mshc.org.au/default.aspx

Health Centre

headspace

www.headspace.org.au/

Beyond Blue - 1300

www.beyondblue.org.au/

22 4636

PHONE DIRECTORY

A

AiGTS	9867 0111
ACTU Workers' Line	1300 362 223
AMES Employment – Broadmeadows	9302 2566
AMES Employment – Glenroy	9306 5444
AMES Employment – Sunbury	9740 3577
Anglicare Youth Service – Glenroy	9306 0000
APlus Head Office	9481 5999
APlus	1800 818 105
Apprenticeships Group Australia	1300 AGA 000
Apprenticeships Melbourne	1800 005 355
Australian Industrial Relations Commission	8661 7777
Arabic Welfare Incorporated	9380 9346

B

Banksia Gardens Community Centre	9309 8531
Broadmeadows & Employment Training	9205 2200
Break Thru People Solutions – Glenroy	8311 2300
Break Thru People Solutions – Craigieburn	8339 6600
Brite Services	9309 5111
Broadmeadows Disability Services	9309 7448
Broadmeadows Women's Community House	9309 9433
Brotherhood of St Laurence	9483 1183

C

CAE	9652 0611
Campbellfield Community Centre	9359 6795
Centrelink	132 490
Centrelink ABSTUDY	1800 136 380
Centrelink Youth Allowance	132 490
Centrelink Employment Services	132 850
Centre for Multicultural Youth (CMY)	9340 3700
Centre against Sexual Assault (CASA)	9635 3600
Child and Adolescent Mental Health Services	1300 767 299
Craigieburn Education & Community Centre	9308 1477
Craigieburn Library	9356 6980
Campbell Page – Broadmeadows	9201 2722
CVGT & Training Specialist – Broadmeadows	9301 2500
CVGT & Training Specialist - Sunbury	0447 100 766

D

Dallas Neighbourhood House	9302 2131
Department of Human Services	1300 360 408
Dianella Community Health – Broadmeadows	8301 8888
Dianella Community Health – Craigieburn	9308 1222
Dianella Community Health – Meadow Heights	9302 8888
Distinctive Options – Sunbury	9740 7244

PHONE DIRECTORY

Department of Human Services Telephone Numbers:

Centrelink Multilingual Call	13 12 02
Self Service	13 62 40
Feedback/Complaints	1800 132 468
Youth & Student Services	13 24 90
Employment Services	13 28 50
ABSTUDY	1800 13 23 17
Australian Apprentices	13 36 33
Indigenous Call Centre	1800 136 380
Families and Parents	13 61 50
Disability, Sickness, Carers	13 27 17
Medicare	13 20 11
Child Support	13 12 72
Australian Government Services Fraud Tip-off Line (Monday to Friday, 9:00 am to 4:45 pm AEST)	13 15 24

F

Foundation House	9388 0022
Family Planning Victoria – Action Centre	9660 4700 or 1800 013 952
Frontyard	8625 4444

G

Gatehouse Centre	9345 6391
Gamblers Help	1800 858 858
Glenroy Neighbourhood Learning Centre	9304 3910
Goonawarra Neighbourhood House	9740 6627

H

headspace – Glenroy	1300 880 218
headspace – Craigieburn	8338 0919
Homestead Community Centre	9205 2760
Housing Information & Referral (Vincent Care)	9304 0100
Hume City Council Youth Services	9205 2200
Hume Global Learning Centre	9356 6999

I

Indigenous Education Centre (Kangan Institute)	13 8233
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J

Job Prospects – Broadmeadows	9309 2105
Job Prospects - Sunbury	8746 8760
Job Services Australia	13 62 68
Job Watch	9662 1933

K

Kangan Institute	138 233
Kids Help Line	1800 551 800
Koori Services Centre (Melbourne Polytechnic)	9269 1200

PHONE DIRECTORY

L	
La Trobe University	9479 1111
Lentara Uniting Care	9351 3600
Lynall Hall Community Hall	9428 4421
M	
Matchworks (Broadmeadows)	9302 1800
Max Employment	8359 9150
MEGT (Glenroy)	9458 1245
Melbourne Polytechnic Youth Unit	9269 1200
Moving Forward	9205 2556
N	
National Disability Coordination Officer	9686 2354
Northern Centre against Sexual Assault	9497 1768
Northern College of the Arts and Technology	9478 1333
O	
Operation Newstart	9345 6053
Orygen Youth Health (Parkville)	1800 888 320
Office of Public Advocate	9603 9500
P	
PRACE	9462 6077
R	
RMIT University	9925 2000
RMIT University (TAFE Division)	9925 2000
S	
Spectrum – Dallas	9301 0400
Superannuation hotline	13 10 20
T	
The Salvation Army – Craigieburn	8339 6100
The Gatehouse Centre	9345 6391
The Island	9489 0611
The Salvation Army, Brunswick Youth Services	9388 5500
Tullamarine Community House	9338 9072
U	
Uniting Care ReGen	9386 2876

PHONE DIRECTORY

V

VECCI (Broadmeadows)	9309 9973
Victoria University	9919 6100
Victoria University of Technology TAFE	1300 842 864
Victoria's Equal Opportunity Commission	1300 292 153
Visy Cares Learning Centre/Meadow Heights	
Learning Shop	9301 9200
Victorian Arabic Social Services	9359 2861
Victoria Police – EMERGENCIES	000
Hume Youth Resource Office	9744 8128
Broadmeadows Multicultural Liaison Office	9302 8303
Victims Support Help Line	1800 819 817
VICSEG	9383 2533

W

Wageline	1300 363 264
Wesley Employment Services (DES)	9049 5900
Wesley Pathways to Employment (TTE)	9049 5900
Wise Employment Ltd	9309 6622
Workskil – Broadmeadows	8539 9800
Workskil - Craigieburn	8364 6800

Y

Youth Northern Outreach Team	9304 9100
Youth Projects	9304 9100
Youth Support Advocacy Service (YSAS)	1800 458 685

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- ▶ Access local opportunities on web or on your mobile
- ▶ Join the community to access member only jobs
- ▶ Share job search experiences through social media at:
www.facebook.com.au/joblink3064
- ▶ Obtain personal job support by our project officers



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Local Jobs for Local People



This initiative is delivered with Victorian Government Funding and by the Australian Government Department of Education, Employment and Workplace Relations through the local Employment Coordinator Flexible Funding Pool.

Contact: joblink@hume.vic.gov.au or 03 9205 2858



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After High School there are many decisions to be made and your local library can help you get access to the right information so you can take your next step. Drop in to your local library or go online to find out about job seeker workshops and resources. Hume Libraries offers access to the following **FREE** services:

- Your library in your pocket anywhere, anytime with the Hume Libraries app
- Wi-Fi access and public PCs to book for up to two hours each day
- A dynamic lending collection including books, DVDs, magazines, reference materials and a range of eResources (eBooks, eMagazines, eNews and eMovies)
- Photocopying, scanning, and jump the print queue with Mobile Print (print remotely and then collect from your local library)
- Job Help workshops on until April, 2019 – check our website for session dates
- Learning resources like Lynda.com, and
- Self-serve access to career and job search resources.

Hume Libraries is Hume City Council's public library service and consists of five branches and a mobile library. The branches are located at Broadmeadows, Craigieburn, Gladstone Park, Tullamarine and Sunbury.

www.humelibraries.vic.gov.au

