

HUME WHITTLESEA LLEN

# PATHWAYS

# GUIDE

2024 - 2025

YOUR GUIDE TO  
EDUCATION,  
TRAINING &  
EMPLOYMENT



### Acknowledgments

This resource has been compiled and produced by the Hume Whittlesea Local Learning & Employment Network. We would like to thank all those who assisted in giving information and who contributed to the development of this resource.

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

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Hume Whittlesea LLEN

46-48 Katrina Dr, Gladstone Park VIC 3043

Phone: 0435 653 912



### Hume Whittlesea Local Learning & Employment Network

Hume Whittlesea Local Learning and Employment Network (HWLLEN) is a not-for-profit, membership based organisation that works at the strategic level to assist young people to complete Year 12 or its equivalent and improve transition outcomes for young people.

HWLLEN aims to broker sustainable partnerships between schools, business/industry, and community groups to improve education outcomes for young people.

For more information, visit our website: <https://www.hwllen.com.au/>

### Hume and Whittlesea Youth Commitments

Hume Youth Commitment (HYC) and Whittlesea Youth Commitment (WYC) are community partnerships dedicated to helping young people successfully transition from education to employment. By uniting schools, business and community services, the youth commitments provide coordinated support to ensure inclusive access to education, training and job opportunities.

For more information about the HYC, visit: <https://www.hwllen.com.au/hyc>

For more information about the WYC, visit: <https://www.hwllen.com.au/wyc>

### Working out your options!

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

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

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

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

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

Good luck on your career journey!

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#### Disclaimer:

The information in this booklet is intended as a guide only and is current as of August 2024. Please check information with the relevant organisation. 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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## YOUR EDUCATION AND TRAINING OPTIONS: SCHOOL BASED

### Victorian Certificate of Education (VCE)

VCE can take you in many different directions after school and is a great choice if you prefer learning in a classroom environment and know you might want to go to university right after school. Completing the VCE can give you an ATAR score, offering a direct pathway to university.

VCE can prepare you for:

- university
- an apprenticeship or traineeship
- further education and training
- going straight into the workforce.

More information about the VCE can be found on the Victorian Government website:

[About the Victorian Certificate of Education | vic.gov.au](https://www.vic.gov.au/about-the-victorian-certificate-of-education)

### VCE Vocational Major (VCE VM)

VCE Vocational Major is a two-year applied learning program that's part of the VCE. The VCE VM is a great choice if you prefer to learn in a real-world environment and don't need an ATAR.

Your teachers will assess your progress through a range of activities. Your only exam is the General Achievement Test (GAT) (Part A only). VCE VM subjects don't receive a study score, so they won't count towards an ATAR.

The VCE VM will help you prepare for:

- an apprenticeship or traineeship
- further education and training
- university, through alternative entry programs
- going straight into the workforce.

More information about the VCE VM can be found on the Victorian Government website:

[About the VCE Vocational Major | vic.gov.au](https://www.vic.gov.au/about-the-vce-vocational-major)

### Victorian Pathways Certificate (VPC)

The VPC is an inclusive, flexible option to complete your studies. It's designed for students who, for various reasons, aren't able or ready to complete the VCE or VCE VM.

The VPC is normally completed in Year 11 and 12, but it can be started earlier or be finished over a period longer than two years. You can work out the best time for you to start and finish the VPC with your school.

## YOUR EDUCATION AND TRAINING OPTIONS: SCHOOL BASED

The coursework is delivered at a more accessible level than the VCE and VCE VM. Your teachers assess your progress through classroom activities.

The VPC is not an option for all students and will be recommended by your school to meet the needs of a specific student, decided in partnership with the student, parent and the school.

The VPC will help you prepare for:

- VCE and VCE VM
- entry-level VET, which could be at TAFE
- going straight into the workforce

More information about the VPC can be found on the Victorian Government website:

[About the Victorian Pathways Certificate | vic.gov.au](https://www.vic.gov.au/about-the-victorian-pathways-certificate)

### Vocational Education & Training (VET) Delivered to School Students (VDSS)

VET helps you get started on your career path while you're still at school. It gives you practical skills in an industry you are interested in, which improves your employability. The skills you learn in VET can be applied in the workplace or as you keep studying towards a trade or qualification.

You can add VET to your studies while you're in Year 11 or 12. Some schools let students start VET in Year 10. Depending on the VET course, you'll either study at your school or at a nearby TAFE/training provider.

VET can be included in your:

- Victorian Certificate of Education (VCE)
- VCE Vocational Major (VCE VM)
- Victorian Pathways Certificate (VPC).

VET gives you credit towards completion of your VCE (which could be the VCE VM) or VPC. Some VET programs provide a score that contributes to your ATAR, if you're eligible for one.

Some VET options are available as a paid school-based apprenticeship or traineeship (SBAT), or as part of Structured Workplace Learning (SWL) - see below for further information about these options.

For more information about VET in schools, talk to your school career advisor, or visit the Victorian Government website:

[How vocational education and training fits into Year 11 and 12 | vic.gov.au](https://www.vic.gov.au/how-vocational-education-and-training-fits-into-year-11-and-12)

## YOUR EDUCATION AND TRAINING OPTIONS: SCHOOL BASED

### VTAC

The Victorian Tertiary Admissions Centre (VTAC) facilitates access to tertiary education and further study opportunities and pathways for learners in Victoria.

VTAC acts as a central application point to make the process of getting into a course easier and more efficient. VTAC manages applications and assessment for the Special Entry Access Scheme (SEAS) and scholarships programs offered by tertiary education providers.

### Scholarships

Scholarships provide financial support to help students with the costs of tertiary education. Scholarships are awarded for many reasons. There is a wide range of access and equity scholarships, such as those to support students with financial disadvantage, difficult circumstances and the need to relocate for study. There are also scholarships for Indigenous Australians, community service and academic merit.

More information can be found on [the Scholarships page of the VTAC website](#)

### Special Consideration and Special Entry Access Scheme (SEAS)

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

The Special Entry Access Scheme (SEAS) covers a range of access and equity programs offered by institutions. SEAS is a single application that is sent to all the courses you apply to.

More information can be found on the [Special consideration and Special Entry Access Scheme \(SEAS\) page of the VTAC website](#)

### School-Based Apprenticeships or Traineeships (SBATs)

Some VET options are available as a paid school-based apprenticeship or traineeship (SBAT) while you do the VCE, VCE VM or VPC.

This option allows you to learn on-the-job as a part-time employee, while earning a training wage and working alongside qualified professionals. Many SBAT students continue employment as a full-time apprentice or trainee after finishing year 12.

For more information on SBATs, talk to your school career advisor or visit the Victorian Government website: [School-Based Apprenticeships and Traineeships | vic.gov.au](#)

## YOUR EDUCATION AND TRAINING OPTIONS: SCHOOL BASED

### Work Experience

Work experience is the short-term placement of secondary school students, generally during Years 9 and 10, with employers to provide insights into industry and the workplace.

It provides students with the valuable opportunity to:

- develop employability skills
- explore possible career options
- understand employer expectations
- increase their self-understanding, maturity, independence and self-confidence.

Students are placed with employers primarily to observe and learn – not to undertake activities which require extensive training or expertise.

Further information about Work Experience talk to your school career advisor or visit:

[Work Experience: Resources | education.vic.gov.au](#)

### Structured Workplace Learning (SWL)

Structured Workplace Learning is on-the-job training that is available to students undertaking a VET program as part of their senior secondary studies.

Structured Workplace Learning provides students with the opportunity to integrate practical on-the-job experience and learning in the workplace with nationally recognised Vocational Education and Training (VET), undertaken as part of the VCE, the VCE Vocational Major, or the Victorian Pathways Certificate.

Structured workplace learning provides the opportunity for:

- enhanced skill development
- practical application of industry knowledge
- assessment of units of competency
- achievement of some learning outcomes
- enhanced employment opportunities.

For more information about SWL, talk to your school career advisor or visit:

[Structured Workplace Learning: Overview | education.vic.gov.au](#)

## YOUR EDUCATION AND TRAINING OPTIONS: SCHOOL BASED

### Head Start

Head Start combines secondary school education with an apprenticeship or traineeship. Head Start operates in 12 hubs across Victoria and is available in every Victorian government school.

Head Start coordinators are based in schools and support students to undertake school-based apprenticeship and traineeships (SBATs), aligned to the student's preferred pathway. The coordinator liaises with the school, student, parents, employers and training organisations while the student undertakes the SBAT.

Head Start aims to help students:

- complete their schooling
- remain at school and build numeracy and literacy skills
- increase their future employability and earning potential
- access quality VET courses with an approved training provider
- get the skills, confidence and knowledge needed to succeed in the workplace
- undertake paid employment to build the career they want.

Further information about Head Start talk to your school career advisor or visit:

[School-Based Apprenticeships and Traineeships: About Head Start | education.vic.gov.au](https://www.education.vic.gov.au/school-based-apprenticeships-and-traineeships/about-head-start)

### VET Clusters

VET Clusters are a consortium of secondary schools that has joined forces to improve the provision of VET programs in the Department of Education region. These clusters are facilitated by a governance group and project managed by LLENs or pre-formed cluster facilitators.

#### Hume VET Cluster

Contact: Hume Whittlesea LLEN  
Email: [hwillen@hwillen.com.au](mailto:hwillen@hwillen.com.au)  
Website: [www.hwillen.com.au](http://www.hwillen.com.au)

#### Northern Melbourne VET Cluster

Handbook: <https://nmvc.vic.edu.au/nmvc-vet-handbook/>  
Website: <https://nmvc.vic.edu.au/>  
Online enquiry: [Contact - NMVC](#)

#### Sunbury Macedon Ranges VET Cluster

Contact: Central Ranges LLEN  
Email: [info@centralrangesllen.org.au](mailto:info@centralrangesllen.org.au)  
Website: [www.centralrangesllen.org.au](http://www.centralrangesllen.org.au)

## YOUR EDUCATION AND TRAINING OPTIONS: SCHOOL BASED

### Key VET Providers & Trade Training Centres

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

NCAT is a government co-educational senior college that provides individualised programs for students in Years 10-12 and Tertiary students. NCAT offers pathways to further study, employment, or training in a variety of creative, technical, and trade fields.

**Contact:**

Phone: (03) 9478 1333  
Address: 62 Murray Road, Preston  
Email: [ncat@education.vic.gov.au](mailto:ncat@education.vic.gov.au)  
Website: [www.ncat.vic.edu.au](http://www.ncat.vic.edu.au)

#### Outer Northern Trade Training Centre (ONTTC)

The Outer Northern Trade Training Centre (ONTTC) is a trade training centre that provides secondary school students in and around the Northern suburbs the opportunity to enrol and complete vocational training in four trades: Automotive, Building & Construction Carpentry, Electro-technology and Plumbing.

**Contact:**

Phone: (03) 9464 7779  
Address: 407 High Street, Lalor  
Website: [www.onttc.vic.edu.au](http://www.onttc.vic.edu.au)

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

Central Ranges Trade Training Facilities are located at:

**Alexandra Secondary College**

Phone: (03) 5770 2000  
Website: [www.asc.vic.edu.au](http://www.asc.vic.edu.au)

**Assumption College Kilmore**

Phone: (03) 5783 5000  
Website: [www.assumption.vic.edu.au](http://www.assumption.vic.edu.au)

**Seymour College**

Phone: (03) 5771 1300  
Website: [www.seymourcollege.vic.edu.au](http://www.seymourcollege.vic.edu.au)

**Whittlesea Secondary College**

Phone: (03) 9719 1200  
Website: [www.whittleseasc.vic.edu.au](http://www.whittleseasc.vic.edu.au)

## YOUR EDUCATION AND TRAINING OPTIONS: FLEXIBLE

### VCE Vocational Major (VCE VM) & Victorian Pathways Certificate (VPC) at TAFE settings

#### Kangan Institute

If you are looking for an alternative learning environment to traditional secondary school, or want to learn as a mature age student, then you might like to consider studying a senior secondary qualification at Kangan Institute.

**Contact:**

VCE Vocational Major website: [Victorian Certificate of Education \(kangan.edu.au\)](http://Victorian Certificate of Education (kangan.edu.au))  
Victorian Pathways Certificate (VPC) website: [Victorian Pathways Certificate \(kangan.edu.au\)](http://Victorian Pathways Certificate (kangan.edu.au))  
Phone: 13 82 33

#### Melbourne Polytechnic

The Victorian Certificate of Education Vocational Major (VCE VM) is a two-year senior school completion certificate. The VCE VM program is for young people 16 years of age and above who are interested in a vocational training pathway, and don't require an ATAR. VCE Vocational Major at Melbourne Polytechnic aims to provide learners with skills, knowledge and attitudes to make informed choices about pathways to further education and employment.

**Contact:**

Website: [Victorian Certificate of Education - Vocational Major \(melbournepolytechnic.edu.au\)](http://Victorian Certificate of Education - Vocational Major (melbournepolytechnic.edu.au))  
Phone: 1300 635 276

#### Box Hill Institute

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

**Contact:**

For more information on the VCE, VCE VM, and VPC courses  
Phone 1300 269 445  
Visit: <https://www.boxhill.edu.au/course-areas/vce/>

## YOUR EDUCATION AND TRAINING OPTIONS: FLEXIBLE

### Flexible Learning Option (FLO) settings

#### Hester Hornbrook Academy

Hester Hornbrook Academy is a fee-free Specialist Assistance School for young people aged 15-25, offering flexible, individualised learning. With a focus on both education and wellbeing, each classroom is supported by a teacher, youth worker, and education officer to help students build positive pathways tailored to their unique journeys.

Locations: City, Prahran, South Melbourne, Sunshine, Werribee (opening 2025)

**Contact:**

Email: [admin@hhacademy.vic.edu.au](mailto:admin@hhacademy.vic.edu.au)  
Phone: 1800 517 218  
Website: <https://www.hhacademy.vic.edu.au/>

#### Indie School

Indie School is a registered and accredited non-government school providing an alternative education for young people aged 15-18 across many locations throughout Victoria.

**Contact:**

Phone: 1800 046 343  
Email: [enquiries@indieschool.edu.au](mailto:enquiries@indieschool.edu.au)  
Website: <https://indieschool.edu.au/>

#### Lynall Hall Community School

Lynall Hall Community School (LHCS) is a small, progressive and inclusive all-gender government secondary school. We offer programs at campuses in the Melbourne suburbs of Richmond and Coburg. We believe every young person should have access to a learning environment that best suits their needs and interests.

**Contact:**

<u>Richmond:</u> Years 7 ~ 12 Victorian Curriculum 7 ~ 10 VCE & VCE Vocational Major (incl. VET) 7 Gleadell St, Richmond Phone: (03) 9428 4421	<u>Coburg:</u> Years 10 (Applied Learning), 11 & 12 (VCE Vocational Major) 189 Urquhart St, Coburg Phone: (03) 9489 0611
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General enquiries: [lynall.hall.cs@education.vic.gov.au](mailto:lynall.hall.cs@education.vic.gov.au)  
Website: [www.lynallhall.vic.edu.au](http://www.lynallhall.vic.edu.au)

## YOUR EDUCATION AND TRAINING OPTIONS: FLEXIBLE

### Plenty River College

Plenty River College is an independent specialist senior secondary school, delivering the Victorian Pathways Certificate (VPC) and VCE Vocational Major (VM). We provide a safe and inclusive learning environment for young people aged 15-20 years who may have been disengaged or are at risk of disengaging from education.

**Contact:**

Phone: 0406 949 124  
Email: [admin@prc.vic.edu.au](mailto:admin@prc.vic.edu.au)  
Website: <https://prc.vic.edu.au/>

### Prace College

Prace College is an Independent Senior Secondary School for young people aged between 16-19 years of age. Prace College offers both the VPC (Victorian Pathways Certificate) and the VCE VM (Victorian Certificate of Education Vocational Major) for young people who seek to undertake their senior school completion in an alternative setting to mainstream school.

**Contact:**

Address: 56 Schotters Road, Mernda and 35 Sturdee Street, Reservoir  
Phone: (03) 9462 6077  
Email: [collegeadmin@prace.vic.edu.au](mailto:collegeadmin@prace.vic.edu.au)

### Project REAL - Banksia Gardens Community Services

Project REAL is a Flexible Learning Option (FLO) for Tier 3 students ages 9-12. Project REAL accepts 6-7 students per annum, for 3 days per week at school, and provides 1:1 teaching and learning with Department of Education and Training registered teaching and learning staff, as well as family support services.

To be eligible, students must be referred from schools in the NCESE network (a network of schools across the Hume and Merri-bek region).

**Contact:**

Phone: (03) 9309 8531  
Seral Fehmi, Lead Teacher, Project REAL  
Email: [seral.f@banksiagardens.org.au](mailto:seral.f@banksiagardens.org.au)  
Jaime de Loma-Osorio Ricon, Dept CEO and NCESE Co-Director  
Email: [jaime.d@banksiagardens.org.au](mailto:jaime.d@banksiagardens.org.au)

Eric Dommers, NCESE Co-Director  
Email: [eric.d@banksiagardens.org.au](mailto:eric.d@banksiagardens.org.au)

## YOUR EDUCATION AND TRAINING OPTIONS: FLEXIBLE

### St Joseph's Flexible Learning Centre

St Joseph's offers an inclusive, supportive alternative for 12-25 year olds seeking a different approach to education. With personalised learning and job ready skills, students receive the support they need to overcome challenges and confidently pursue further education, training or employment.

**Contact:**

Phone: (03) 9269 6900  
Address: 385 Queensberry Street, North Melbourne  
Website: <https://stjosephs.vic.edu.au/>  
Contact: <https://stjosephs.vic.edu.au/contact-us/>  
Enrolment Enquiry: <https://stjosephs.vic.edu.au/enrol-at-st-josephs/>

### The Gateway School

The Gateway School is a flexible learning school designed to accommodate the educational, behavioral, and social needs of a young person who cannot be adequately addressed in a mainstream school environment, and have disengaged from schooling.

The Gateway School aims to provide its students with the opportunity to enhance their education in tandem with their social development, and to negotiate their transition into further education, employment or training at their own pace.

**Contact:**

Email: [rider.damien.c@edumail.vic.gov.au](mailto:rider.damien.c@edumail.vic.gov.au)  
Phone: 0417 291 250  
Email: [roxburgh.co.roxburgh@edumail.vic.gov.au](mailto:roxburgh.co.roxburgh@edumail.vic.gov.au)  
Website: <https://gateway.roxburghcollege.vic.edu.au/>

### The Pavilion School

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

The school is designed for secondary school age students who wish to complete their Year 12 certificate in a flexible setting. The Pavilion offers VPC and VCE-VM through multi-age classrooms. The Pavilion School's integrated academic program is delivered alongside intensive student wellbeing and pathways support.

**Contact:**

Phone: Epping Campus: (03) 9401 3900  
Preston Campus: (03) 9470 2023  
Website: [www.pavilionschool.vic.edu.au](http://www.pavilionschool.vic.edu.au)



## YOUR EDUCATION AND TRAINING OPTIONS: FLEXIBLE

### The Y Community School

The Y Community Schools offer a school re-engagement program for students aged 15 years or older who find it difficult to thrive in the mainstream education system. The school operates smaller class sizes and brings together educators, youth workers and counsellors to create a safe and positive environment.

**Contact:**

Phone: (03) 9407 6229

Email: [ycommunityschool@ywhittlesea.org.au](mailto:ycommunityschool@ywhittlesea.org.au)

Website: <https://whittlesea.ymca.org.au/y-community-school/>

## Re-engagement programs and disengagement support

### Navigator Program – Jesuit Social Services

The Navigator Program helps disengaged learners aged 10-17 (Hume Meri-bek) and 12-17 (North East Melbourne) re-engage with education or training. Through case management and outreach, Navigator works with young people, families and schools to create personalised re-engagement plans that address individual goals and barriers. The program is for those who have missed over 70% of the last school term.

More information about the Navigator program and referral system can be found on the Jesuit Social Services website:

[Navigator - Jesuit Social Services \(jss.org.au\)](http://jss.org.au).

The Victorian Government Department of Education and Training (DET) Navigator Coordinator manages the referral process to the Navigator program at Jesuit Social Services. If you would like to proceed with a referral to this program, please email: [navigator@education.vic.gov.au](mailto:navigator@education.vic.gov.au).

**Contact:**

Phone: (03) 9387 1233

Website: <https://jss.org.au/programs/navigator/>

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

### Operation Newstart

Operation Newstart engages students who are experiencing difficulties at school to be part of a high challenge, outdoor adventure program that helps them to reach their potential. Operation Newstart is aimed at young people between the ages of 14-17 years.

Students are involved in the program for 8 weeks and will participate in a wide range of activities and camps focusing on community involvement, outdoor activities and personal development.

## YOUR EDUCATION AND TRAINING OPTIONS: POST SECONDARY

**Contact:**

Brendan Delaney

7 Stanley Street, Collingwood

Phone: (03) 9419 0369

Email: [delaney.brendan.b@edumail.vic.gov.au](mailto:delaney.brendan.b@edumail.vic.gov.au)

Website: [www.opnewstart.org](http://www.opnewstart.org)

## Support for School Leavers

### School Leavers Information Kit (SLIK)

The School Leavers Information Kit (SLIK) has been created by the National Careers Institute (NCI) to help you prepare for your next steps after school. The SLIK is a collection of education, training, and employment information for you to explore when preparing for your next steps after leaving school, including pursuing further study/education, volunteering, doing seasonal work, taking a gap year, or starting work.

The SLIK can be found on the Your Career website: [School Leavers Information Kit | Your Career](#)

### Kangan Next Step

Finding the right course or career path can feel overwhelming and confusing. If taking your NEXT STEP feels like this, Kangan Institute's NEXT STEP team is here to help. NEXT STEP has helped hundreds of young people choose the right education, training and pathways. If you're aged between 15 and 24 and need help finding your feet, one of the NEXT STEP team will help you discover your options.

**Contact:**

Phone: 1300 289 290

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

### La Trobe Tertiary (University) Preparation Program - TPP

If you don't have an ATAR, haven't completed Year 12 or completed it some time ago, La Trobe's Tertiary Preparation Program (TPP) unlocks access to our courses, while developing skills to set you on a path to university success.

The Tertiary Preparation Program (TPP) is a 100% online and free program designed to help you with returning to study.

Want to learn more about the TPP? For further information or to apply, visit:

[Tertiary Preparation Program | La Trobe University](#)

## YOUR EDUCATION AND TRAINING OPTIONS: POST SECONDARY

### Skills and Jobs Centres

If you are looking to train or re-skill, Skills and Jobs Centres provide advice on training and employment opportunities. These one-stop-shops offer a range of support services for individuals and businesses. Though the individual Centres are locally focused, they are also connected, meaning your local Skills and Jobs Centre is able to link you into the Centre or TAFE that best suits your particular training needs.

#### What services will they provide?

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

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

The following Skills and Jobs centres offer advice and a range of services:

#### Kangan Institute

Broadmeadows Campus  
Building A, 59-69 Pearcedale Parade, Broadmeadows  
Phone: 1300 100 606  
Email: [skills&jobscentre@kangan.edu.au](mailto:skills&jobscentre@kangan.edu.au)  
Website: <https://www.kangan.edu.au/study-with-us/skills-and-job-centre>

#### Melbourne Polytechnic

Preston campus, Library, Building B,  
77 St Georges Rd, Preston VIC 3072  
Phone: (03) 9269 1932  
Email: [sjc@melbournepolytechnic.edu.au](mailto:sjc@melbournepolytechnic.edu.au)  
Website: <http://www.melbournepolytechnic.edu.au/locations/skills-and-jobs-centre/>

#### RMIT University

Bundoora Campus  
Building 202, Level 2,  
225-245 Plenty Road, Bundoora

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Carlton Campus  
Building 70, level 1,  
39-43 Cardigan street, Carlton

Phone: 0418 465 633  
Email: [sajc@rmit.edu.au](mailto:sajc@rmit.edu.au)  
Website: <https://www.rmit.edu.au/careers/rmit-skills-and-job-centre>

#### GoTafe - Wallan

57 High Street, Wallan  
Phone: 1300 468 233  
Enquiries: <https://www.gotafe.vic.edu.au/students/skills-jobs-centres/enquire>  
Website: <https://www.gotafe.vic.edu.au/students/skills-jobs-centres>

#### William Angliss Institute

Ground Floor, Building A, 555 LaTrobe Street, Melbourne  
Phone: (03) 9606 2111  
Email: [skillsjobscentre@angliss.edu.au](mailto:skillsjobscentre@angliss.edu.au)  
Website: <https://www.angliss.edu.au/study-with-us/meet-us/skills-and-jobs-centre/>

### TAFE

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

#### Victorian Government Free TAFE program

Through the Free TAFE Program, you can access more than 80 Free TAFE qualifications and short courses without the cost of tuition fees. There may be additional fees associated with some courses. Please ask your preferred TAFE for specific information about additional costs, such as amenity fees, student services and any books or materials required for study.

For more information, visit the Victorian Government website:

[Free TAFE for more Victorians | vic.gov.au](https://www.vic.gov.au)

The following section provides a snapshot of the local TAFE providers. More information can be found by contacting these organisations directly. To search for more TAFE course throughout Victoria, visit: <https://www.tafecourses.com.au/>

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### Box Hill Institute

Box Hill Institute has five campuses - three located in Box Hill, one campus located in Melbourne's CBD, and one located in Lilydale.

**Contact:**

Phone: 1300 269 445

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

### Deakin College

Deakin College is a direct pathway to Deakin University. After completing a Deakin College diploma with the required grades, you can enter into the second year of a bachelor degree at Deakin University. Alternatively, the Foundation Program is equivalent to Year 12 and prepares you for entry into first year degree studies. Deakin College campuses are located at Deakin University's Burwood Campus, Geelong Waurin Ponds Campus, and Geelong Waterfront Campus.

**Contact:**

Phone: (03) 9244 5197

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

Website: <http://deakincollege.edu.au>

### Holmesglen Institute

Holmesglen Institute's campuses are located at Chadstone, East Malvern, Glen Waverley, Melbourne, Moorabbin, North Melbourne, and Southbank.

**Contact:**

Phone: 1300 639 888

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

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

### Kangan Institute

Kangan Institute has five campuses located at Broadmeadows, Docklands, Essendon, Moonee Ponds and Richmond.

**Contact:**

Phone: 13 82 33

Online enquiries: <https://www.kangan.edu.au/contact-us>

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

### La Trobe College Australia

If you miss out on direct entry to a bachelor degree at a university, La Trobe College's diploma

## YOUR EDUCATION AND TRAINING OPTIONS: POST SECONDARY

programs can lead to second year entry of a wide range of bachelor degrees at La Trobe University.

**Contact:**

Phone: (03) 9479 2404

Enquire online: <https://www.latrobecollegeaustralia.edu.au/about/contact/>

Website: <https://www.latrobecollegeaustralia.edu.au/>

### Melbourne Polytechnic

Melbourne Polytechnic has eight campuses, located at Broadmeadows, Collingwood, Epping, Fairfield, Greensborough, Heidelberg West, Preston, and Prahran.

**Contact:**

Phone: 1300 635 276

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

Website: <https://www.melbournepolytechnic.edu.au/>

### RMIT University

RMIT offers TAFE courses at three Melbourne campuses, located at Bundoora, Brunswick, and Melbourne.

**Contact:**

Phone: (03) 9925 2000

Website: <https://www.rmit.edu.au/tafe>

### Swinburne University of Technology

Swinburne University of Technology offers TAFE courses at three campuses, located in Croydon, Hawthorn, and Wantirna.

**Contact:**

Phone: 1300 794 628 (option 2)

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

### Victoria University

Victoria University offers TAFE courses at 5 campuses, located at in Melbourne CBD (City Campus), Footscray, St Albans, Sunshine, and Werribee.

**Contact:**

Phone: 1300 82 33 87

Website: <https://www.vu.edu.au/study-at-vu/tafe>

## YOUR EDUCATION AND TRAINING OPTIONS: POST SECONDARY

### William Angliss Institute

William Angliss Institute is a specialist training provider for education and training in the foods, tourism, hospitality and events industries. The Melbourne campus is located in the CBD.

**Contact:**

Phone: (03) 8595 5334  
Website: [www.angliss.edu.au](http://www.angliss.edu.au)

### Universities

Universities offer higher education qualifications ranging from undergraduate coursework through to research-based postgraduate study, masters degrees and doctoral degrees. Options vary depending on the course and the educational institution. The following section provides a snapshot of the local universities who have campuses within the Greater Metropolitan Melbourne region. More universities can be found at the following link:

[List of Australian Universities | Study Australia](#)

### Australian Catholic University (ACU)

ACU has eight campuses around Australia, and a campus in Rome, Italy. The Melbourne Campus is located in Fitzroy.

**Contact:**

Phone: 1300 275 228  
Enquiry: [AskACU](#)  
Website: <https://www.acu.edu.au/>

### Deakin University

Deakin University's Melbourne campus is located in Burwood. Deakin also has campuses in Geelong, Warrnambool, and Warrnambool.

**Contact:**

Phone: 1800 693 888  
Enquire online: [Domestic prospective student enquiry | Deakin](#)  
Website: <https://www.deakin.edu.au/>

### La Trobe University

La Trobe University's Melbourne campuses are located in Bundoora and the CBD.

**Contact:**

Phone: 1300 135 045  
Enquire online: <https://latrobe.custhelp.com/>  
Website: [www.latrobe.edu.au](http://www.latrobe.edu.au)

## YOUR EDUCATION AND TRAINING OPTIONS: POST SECONDARY

### Monash University

Monash University's Melbourne campuses and facilities are located at Clayton, Caulfield, Frankston (Peninsula campus), Parkville, Docklands, and Law Chambers in the CBD.

**Contact:**

Phone: 1800 666 274  
Enquire online: [General domestic enquiry - Study at Monash](#)  
Website: [www.monash.edu.au](http://www.monash.edu.au)

### RMIT University

RMIT's Campuses are located in Bundoora, Brunswick and Melbourne CBD.

**Contact:**

Phone: (03) 9925 2000  
Contact online: [Contact\\_Study@RMIT](mailto:Contact_Study@RMIT) - RMIT University  
Website: [www.rmit.edu.au](http://www.rmit.edu.au)

### Swinburne University of Technology

Swinburne University of Technology has three campuses based in Melbourne, located in Hawthorn, Croydon and Wantirna.

**Contact:**

Phone: 1300 794 628  
Online enquiry: [Email Us Your Question | Swinburne](#)  
Website: <http://www.swinburne.edu.au>

### University of Melbourne

University of Melbourne's main campus is located in Parkville. Additional specialist campuses are located across regional Victoria.

**Contact:**

Phone: 136 352  
Enquiries online: [UniMelb Enquiries](#)  
Website: <https://www.unimelb.edu.au/>

### Victoria University

Victoria University has campuses across Melbourne's western suburbs, located at Footscray, St Albans, Sunshine and Werribee, in addition to the city campus located in the CBD.

**Contact:**

Phone: 1300 842 864  
Website: [www.vu.edu.au](http://www.vu.edu.au)

## YOUR EDUCATION AND TRAINING OPTIONS: POST SECONDARY

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

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

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

## Other colleges, RTOs and private providers

### JMC Academy

JMC Academy is a private college specialising in the Creative Industries of Music and Entertainment, and Visual and Interactive Media. Campuses are located in South Melbourne.

#### Contact:

208 Park Street, South Melbourne VIC 3205  
169-171 Bank Street, South Melbourne  
Phone: 1300 410 311  
Website: [www.jmccademy.edu.au](http://www.jmccademy.edu.au)  
Admissions email and inquiries: [melbourne@jmc.edu.au](mailto:melbourne@jmc.edu.au)

### Melbourne City Institute of Education

Melbourne City Institute of Education (MCIE) is a provider of vocational education and training programs, and is located in Melbourne, Southbank, North Melbourne and Ballarat.

#### Contact:

Phone: 1300 737 004  
Email: [info@mcie.edu.au](mailto:info@mcie.edu.au)  
Website: <https://www.mcie.edu.au/>

### New Futures Training

New Futures Training are a not-for-profit, Registered Training Organisation (RTO) that focuses on working with refugees, asylum seekers and migrants, and offer a range of Certificate courses, Diploma courses, and short courses. Campuses are located in Braybrook, Broadmeadows, Coburg, Craigieburn, Epping, and Werribee.

#### Contact:

Phone: (03) 9383 2533  
Email: [info@vicsegnewfutures.org.au](mailto:info@vicsegnewfutures.org.au)  
Website: [www.vicsegnewfutures.org.au](http://www.vicsegnewfutures.org.au)

## YOUR EDUCATION AND TRAINING OPTIONS: YOUR LOCAL COMMUNITY

### Neighbourhood Houses and Community learning centres

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

They offer a variety of programs and services to support their local community, including short courses, pre-accredited courses and accredited courses. The costs of programs are usually kept at a minimum. If you are experiencing financial difficulties in accessing a course or service, discuss this with the centre and they may be able to offer concessions or discuss other options.

Information on centres in our local area can be found below. Up-to-date information on the different programs and courses offered by each centre can be found by contacting them directly.

### Hume LGA Neighbourhood Houses

#### Anglicare Broadmeadows Women's Community House

2 Hadfield Crt, Broadmeadows  
Phone: (03) 9301 5250  
Email: [womenshouse@anglicarevic.org.au](mailto:womenshouse@anglicarevic.org.au)  
Website: [Broadmeadows Women's Community House - Anglicare Victoria](http://Broadmeadows Women's Community House - Anglicare Victoria)

#### Attwood House Community Centre

202 Erinbank Cres, Attwood  
Phone: (03) 9302 2643  
Email: [admin@attwoodhouse.org.au](mailto:admin@attwoodhouse.org.au)  
Website: <https://www.attwoodhouse.org.au/>

#### Banksia Gardens Community Services

71-81 Pearcedale Parade, Broadmeadows  
Phone: (03) 9309 8531  
Email: [admin@banksiagardens.org.au](mailto:admin@banksiagardens.org.au)  
Website: <https://banksiagardens.org.au/>

#### Craigieburn Education & Community Centre

20 Selwyn Avenue, Craigieburn  
Phone: (03) 9308 1477  
Email: [ceacc@craigieburn.org.au](mailto:ceacc@craigieburn.org.au)  
Website: <https://www.craigieburn.org.au/>

## YOUR EDUCATION AND TRAINING OPTIONS: YOUR LOCAL COMMUNITY

### Dallas Neighbourhood House

180 Widford St, Broadmeadows  
Phone: (03) 9302 2131  
Email: [coordinator@dallasnh.org.au](mailto:coordinator@dallasnh.org.au)  
Website: [www.dallasnh.org.au/](http://www.dallasnh.org.au/)

### Glenroy Neighbourhood Learning Centre

5B Cromwell St, Glenroy  
Phone: (03) 9304 3910  
Email: [admin@gnh.org.au](mailto:admin@gnh.org.au)  
Website: <https://gnh.org.au/>

### Goonawarra Neighbourhood House

8 Gullane Dve, Sunbury  
Phone: (03) 9740 6627  
Email: [admin@goonawarranh.com.au](mailto:admin@goonawarranh.com.au)  
Website: <https://www.goonawarranh.com.au/>

### Homestead Community Learning Centre

30 Whiltshire Drive, Roxburgh Park  
Phone: (03) 9205 2760  
Email: [homestead@hume.vic.gov.au](mailto:homestead@hume.vic.gov.au)

### Meadow Heights Education Centre

3-13 Hudson Circuit, Meadow Heights  
Phone: (03) 9301 9200  
Email: [admin@mhec.vic.edu.au](mailto:admin@mhec.vic.edu.au)  
Website: <https://mhec.vic.edu.au/>

### Sunbury Neighbourhood House

531 Elizabeth Drive, Sunbury  
Phone: (03) 9740 6978  
Email: [enquiries@sunburyhouse.com.au](mailto:enquiries@sunburyhouse.com.au)  
Website: <https://www.sunburyhouse.com.au/>

### Tullamarine Community House

30 Carol Grove, Tullamarine  
Phone: (03) 9338 9072  
Email: [admin@tullamarinehouse.org](mailto:admin@tullamarinehouse.org)  
Website: <https://www.tullamarinehouse.org/>

## YOUR EDUCATION AND TRAINING OPTIONS: YOUR LOCAL COMMUNITY

### Whittlesea LGA Neighbourhood Houses

#### Creeds Farm Living and Learning Centre

2 Snugburgh Way, Epping North  
Phone: (03) 9023 4606  
Email: [manager@creedsfarm.org.au](mailto:manager@creedsfarm.org.au)  
Website: <https://creedsfarm.org.au>

#### Greenbrook Community House

40 McFarlane Cres, Epping  
Phone: (03) 8401 6261  
Email: [greenbrookch@whittlesea.vic.gov.au](mailto:greenbrookch@whittlesea.vic.gov.au)

#### Lalor Neighbourhood House

47A French St, Lalor  
Phone: (03) 9465 6409  
Email: [office@lalornh.org.au](mailto:office@lalornh.org.au)  
Website: <https://lalornh.org.au/>

#### Mernda Community House

2 Heals Road, Mernda  
Phone: 0475 454 133  
Email: [merndach@whittleseacc.org.au](mailto:merndach@whittleseacc.org.au)  
Website: [merndach.org.au](http://merndach.org.au)

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

68 Mill Park Drive, Mill Park  
Phone: (03) 9404 4565  
Email: [admin@millparkcommunityhouse.com](mailto:admin@millparkcommunityhouse.com)  
Website: [www.millparkcommunityhouse.com](http://www.millparkcommunityhouse.com)

#### Thomastown Neighbourhood House

Thomastown Library and Community Centre, 52 Main St, Thomastown, 3074  
Phone: 0488 224 439  
Email: [manager@tnh.org.au](mailto:manager@tnh.org.au)  
Website: [www.tnh.org.au](http://www.tnh.org.au)

#### Whittlesea Community House

92A Church Street, Whittlesea VIC 3757  
Phone: (03) 9716 3361  
Email: [wchi@whittleseach.com.au](mailto:wchi@whittleseach.com.au)  
Website: [www.wchi.com.au](http://www.wchi.com.au)

## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

### Apprenticeships

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

### Apprentice Connect Australia

Apprentice Connect Australia Providers are a free national service. They are experts on apprenticeships and can give you tailored advice for your situation. You can't start an apprenticeship or hire an apprentice without an Apprentice Connect Australia Provider. They will help handle tasks such as finalising your training contract, finding the right Registered Training Organisation and guide you to understand which incentives you could claim.

### How can they support me?

Apprentice Connect Australia Providers can help you by:

- Finding you an employer to get started as an Australian Apprentice if you haven't already found one
- Guiding you to find the right course and Registered Training Organisation for the career you want
- Getting your prior experience recognised by your Registered Training Organisation
- Making sure you know your rights as an apprentice
- Providing support and pastoral care to resolve any issues that may arise throughout your training
- Supporting you to claim any financial incentives that may be available
- Helping you to make changes or complete your apprenticeship
- Once you have started the process of becoming an apprentice your Apprentice Connect Australia Provider will keep in touch to check how things are going for you and your employer. If you ever need any support, they're available for you to call.

### How can I get in touch?

The following page provides a list of local Apprentice Connect Australia Providers, or you can search for providers on the Australian Apprenticeships website:

[Apprentice Connect Australia Provider | Australian Apprenticeships](#)

If you want to become an apprentice, Apprentice Connect Australia Providers are the first point of contact to get started. They connect apprentices and trainees with employers, and support you throughout your apprenticeship. If you're already an apprentice and don't know who your Apprentice Connect Australia Provider is, call the Skilling Australia hotline on **1800 020 108**.

For more information, go to the Australian Apprenticeships website:

<https://www.apprenticeships.gov.au/>

## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

### Local Apprentice Connect Australia Providers

#### AGA into Work

As an Apprentice Employment Service, we offer a diverse range of accredited and tailored training programs for apprenticeships and traineeships.

Phone: 1300 000 242

Online enquiries: [Contact Us | AGA](#)

Website: <https://aga.com.au/>

#### APM Apprenticeships

Clean Energy Specialist; Women in male-dominated trades specialist  
Building 2, G.02, 1100 Pascoe Vale Road, Broadmeadows VIC 3047

Phone: 1800 276 221

Email: [apprenticeships@apm.net.au](mailto:apprenticeships@apm.net.au)

Website: <https://apm.net.au/job-seekers/apprenticeships>

#### Apprenticeship Support Australia (ASA)

Women in male-dominated trades specialist  
Level 3, 150 Collins Street, Melbourne Vic 3000

Phone: 1300 363 831

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

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

#### Apprentice Success

Clean Energy specialist

Phone: 1300 360 921

Online enquiry: <https://www.apprenticesuccess.com.au/contact-us>

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

#### BUSY At Work

We are part of the Australian Apprenticeship Support Services appointed by the government to help you get qualified and have a successful career within an apprenticeship or traineeship. Our services are 100% free and we give both you and your employer comprehensive ongoing support as required.

3/9 Dawson Street, Coburg North VIC 3058

Phone: 132 879

Email: [busy@busyatwork.com.au](mailto:busy@busyatwork.com.au)

Website: <https://www.busyatwork.com.au/apprenticeships-traineeships/victoria/>

## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

### MEGT

Melbourne Polytechnic Epping Campus, Building A, Room EA-149  
Cnr Cooper St & Dalton Rd, Epping 3076  
Phone: 13 63 48  
Email: [acpinfo@megt.com.au](mailto:acpinfo@megt.com.au)  
Website: <https://www.megt.com.au/about-us/services/career-hub-apprentices-and-trainees>

### Sarina Russo Apprenticeships

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

### SYC

First Nations specialist  
Level 1, Suite 6-7, 769 High Street, Epping VIC 3076  
Phone: (03) 8405 7400  
Online enquiry: <https://www.syc.net.au/contact-us>  
Website: <https://www.syc.net.au/>

## Group Training Organisations

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

### Ai Group Apprentice & Trainee Centre

The Ai Group Apprentice and Trainee Centre (ATC) is a national employer of Apprentices and Trainees. We offer a holistic service that includes recruitment, guidance, and mentoring, giving our Apprentices and Trainees the very best opportunity to thrive and succeed.

#### Contact:

Phone: 1300 761 944  
Email: [atc.admin@aigroup.com.au](mailto:atc.admin@aigroup.com.au)  
Website: <https://www.aigroupapprentices.com.au/>

### My Freight Career

A freight and logistics traineeship is a practical way to get a nationally recognised qualification in International Freight Forwarding or Supply Chain Operations, learn new skills on-the-job and

## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

get paid. My Freight Career graduates are now eligible for postgraduate study at University of Tasmania.

#### Contact us:

Email: [mail@myfreightcareer.com.au](mailto:mail@myfreightcareer.com.au)  
Phone: (03) 9379 3755  
Website: [www.myfreightcareer.com.au](http://www.myfreightcareer.com.au)

### Skillinvest

Skillinvest is a provider of employment, education and training services throughout Victoria, incorporating the agricultural-focused Longerenong College. They employ apprentices and trainees across industries including automotive, business, carpentry, civil construction, commercial cookery, disability services, electrical, landscape construction, plumbing, parks and gardens, and sports turf management.

#### Contact:

Phone: 1300 135 008  
Website: [www.skillinvest.com.au](http://www.skillinvest.com.au)

## Supporting Women in Trades

### Women in Construction - Building Futures

Building and construction is one of the most important and fast-growing industries in Australia. Whether you like making things with your hands, are good at STEM, have a creative side or see yourself leading a team, a career in building and construction can take you places.

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

#### Contact:

Phone: 1300 280 131  
Email: [contact@womeninconstruction.com.au](mailto:contact@womeninconstruction.com.au)  
Website: <https://womeninconstruction.com.au/>

### SheForce

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

*Continued over page...*



## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

### Contact:

Level 3, 6 Hartington Street, Glenroy

Phone: 1800 743 367

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

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

### Finding a manufacturing apprenticeship with AMWU

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

### Contact:

Courtney Munn – AMWU Organiser

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

## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

### Training Checklist for young people

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

Answer all of these questions before choosing a training course and/or enrolling in one:

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

Training Checklist continued over page...

## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

### Training Checklist for young people (continued)

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

## YOUR EDUCATION AND TRAINING OPTIONS: APPRENTICESHIPS & TRAINEESHIPS

Things to consider	Find out the following:	✓
<b>Shop around for a course and training provider that meets your needs.</b>  <i>(Continued from previous page...)</i>	Ask whether training and/or assessment will be undertaken in a real workplace. If a simulated environment is to be used to replicate a workplace, consider how realistic the environment is. <b>This may be critical when applying for a job or credit transfer.</b>	<input type="checkbox"/>
	What are the hours of attendance and total hours of course delivery? Check this against nominal hours recommended on <a href="http://www.training.gov.au">www.training.gov.au</a> . ( <b>Beware</b> of courses that offer low hours as these are often not recognised by relevant industries or employers. In most cases if you start at a higher qualification – you cannot then study something later at a lower qualification. If unsure start at the lower qualification and work up to the Diploma.)	<input type="checkbox"/>
	Is there flexibility in the course delivery? (E.g. early completion)	<input type="checkbox"/>
	Ask about the timetable, location of the training and assessments. How and where students are assessed? When are the certificates awarded to students? Does the certificate list the competencies? Is a Diploma a nationally recognised <b>full</b> qualification or does the term “Diploma” relate to the organisations own in-house recognition. (Sometimes organisations blend qualifications that are combinations of various certificates but are not a <b>full nationally accredited qualification</b> in their entirety). <b>Very important to check this.</b>	<input type="checkbox"/>
	Does the training provider provide any support services to students with non-English speaking backgrounds, disability aid, indigenous and/or financial assistance?	<input type="checkbox"/>
	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)	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Training Checklist continued over page...

**Training Checklist for young people (continued)**

Things to consider	Find out the following:	✓
<p><b>Be cautious about paying large sums of money up-front.</b></p>	<p>Before making any up-front payments or signing any documents for VET Student Loans, students should make sure the training provider is registered and the course offered meets their needs.</p>	<input type="checkbox"/>
	<p>Compare training charges for the course to other institutions. Does it seem right?</p>	<input type="checkbox"/>
	<p>Ask for a receipt on payment, check that it is correct and keep it in a safe place.</p>	<input type="checkbox"/>
	<p>Students may qualify for government subsidies (e.g. if holder of a Health Care/ Disability/VET affairs card). Check if you are eligible.</p>	<input type="checkbox"/>
<p><b>Read the contract.</b></p>	<p>Read the contract/enrolment form carefully <b>before</b> signing or paying any money.</p>	<input type="checkbox"/>
	<p>Ask the training provider to explain items you are unsure of and discuss the conditions of enrolment with family, friends, colleagues or teachers to clarify.</p>	<input type="checkbox"/>
	<p>Ensure you understand and agree with any cancellation and refund conditions.</p>	<input type="checkbox"/>
	<p>Do not commit to anything over the telephone.</p>	<input type="checkbox"/>
	<p>Remember, training is NOT free.</p>	<input type="checkbox"/>

**Disclaimer:**

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

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

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

**Hume City Council Youth Services**

**Hume City Council Youth Engagement and Pathways**

Hume City Council's Youth Engagement and Pathways Unit (YEP) is a free service for young people aged 6-24 with a connection to Hume. It includes the Mental Health, Wellbeing and Leadership Team, and the Partnerships, Engagement and Pathways Team.

YEP offers support for mental health, leadership, and advocacy, as well as programs to help young people transition from school to university, TAFE, or employment. The service also provides resources for schools and youth organizations, and supports awards and scholarships to empower young people in the community.

For more information, visit the [Hume Youth Services Instagram](#) or the [Youth page on the Hume City Council website](#).

**Youth Centres**

Youth Central  
37 Pearcedale Parade  
Broadmeadows

Craigieburn Youth Centre  
58 Craigieburn Road  
Craigieburn

Roxburgh Park Youth Centre  
75 Lakeside Drive  
Roxburgh Park

Sunbury Youth Centre  
51-53 Evans Street  
Sunbury

**Contact:**

Hume City Council Youth Services  
Phone: (03) 9205 2556  
Email: [youth@hume.vic.gov.au](mailto:youth@hume.vic.gov.au)  
Instagram: [hume.youth](#)  
Website: [Youth - Hume City Council](#)

**City of Whittlesea Youth Services**

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

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

*Continued over page...*

## LOCAL GOVERNMENT SERVICES

Young people can get involved through:

- Contacting our Youth Development Officers by emailing [youth@whittlesea.vic.gov.au](mailto:youth@whittlesea.vic.gov.au) or phoning (03) 9217 2170
- Participating in a youth program
- Attending youth events
- Joining our Facebook group or mailing list

### Youth Development Officers

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

### Youth Programs and Events

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

### School holiday activities

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

[Youth events | City of Whittlesea](#)

### Contact:

EDGE Youth Services  
Shop MM1, Westfield Plenty Valley, 415 McDonalds Road, Mill Park  
Phone: (03) 9217 2170  
Email: [youth@whittlesea.vic.gov.au](mailto:youth@whittlesea.vic.gov.au)  
Instagram: [@cityofwhittleseayouth](#)

## Yarra Plenty Regional Library

Yarra Plenty Regional Library (YPRL) operates library services for the Cities of Banyule, Whittlesea and Shire of Nillumbik. Service delivery is provided through ten branch libraries, 13 Mobile Library stops, and through 3 Click & Collect Hubs.

The Mobile Library Schedule is available at all libraries and [online](#).

## LOCAL GOVERNMENT SERVICES

### Library Locations

#### Diamond Valley Library

Civic Drive, Greensborough 3088  
Phone: (03) 9434 3809  
Website: [Diamond Valley Library](#)

#### Ivanhoe Library and Cultural Hub

275 Upper Heidelberg Road, Ivanhoe 3079  
Phone: (03) 9497 5780  
Website: [Ivanhoe Library](#)

#### Mernda Library

180 Riverdale Blvd, Mernda 3754  
Phone: (03) 9117 6116  
Website: [Mernda Library](#)

#### Rosanna Library Pop-up

56 Beetham Parade, Rosanna 3084  
Phone: (03) 9459 6171  
Website: [Rosanna Library Pop-up](#)

#### Watsonia Library

4-6 Ibbotson Street, Watsonia 3087  
Phone: (03) 9435 2397  
Website: [Watsonia Library](#)

#### Mobile Library

13 stops across Whittlesea, Nillumbik & Banyule  
Phone: 0419 883 159  
Website: [Mobile Library](#)

#### Galada Community Centre Hub Click & Collect Service

10A Forum Way, Epping 3076  
Phone: (03) 9465 2353  
Website: [Galada Click & Collect](#)

### Contact:

General enquiries: (03) 9408 7888  
Website: [www.yprl.vic.gov.au](http://www.yprl.vic.gov.au)  
Facebook: [@YarraPlentyRegionalLibrary](#)  
Instagram: [@yprlibrary](#)

#### Eltham Library

Panther Place, Eltham 3095  
Phone: (03) 9439 9266  
Website: [Eltham Library](#)

#### Lalor Library

2A May Road, Lalor 3075  
Phone: (03) 9465 2353  
Website: [Lalor Library](#)

#### Mill Park Library

394 Plenty Road, Mill Park 3082  
Phone: (03) 9437 8189  
Website: [Mill Park Library](#)

#### Thomastown Library

52 Main Street, Thomastown 3074  
Phone: (03) 9464 1864  
Website: [Thomastown Library](#)

#### Whittlesea Library

57-61 Laurel Street, Whittlesea 3757  
Phone: (03) 9716 3028  
Website: [Whittlesea Library](#)

#### Bellfield Community Hub Click & Collect Service

15 Daphne Cres, Bellfield VIC 3081  
Phone: (03) 9497 5780  
Website: [Bellfield Click & Collect](#)

#### Hurstbridge Community Hub Click & Collect Service

50 Graysharps Road, Hurstbridge 3099  
Phone: (03) 9439 9266  
Website: [Hurstbridge Click & Collect](#)

## LOCAL GOVERNMENT SERVICES

### Hume Libraries

Hume Libraries consists of five branches located at Broadmeadows, Craigieburn, Gladstone Park, Tullamarine and Sunbury, plus Kiosk Libraries at Greenvale, Kalkallo, and Mickleham. Our branches are fantastic places for work or study either in groups or individually in designated quiet areas.

#### Services

Hume Libraries provide a wide range of books, magazines, and audio-visual items, along with programs and events for all ages. They offer free services like Job Help sessions, Microsoft Office classes, and workshops for community learning and socializing. Wi-Fi, computers, printing, and scanning are also available. Find all events on the website: [Events | Hume Libraries](#)

#### Library locations

##### Broadmeadows Library

1093 Pascoe Vale Rd  
Broadmeadows VIC 3047  
Phone: (03) 9356 6900

##### Gladstone Park Community Library

Taylor Drive  
Gladstone Park VIC 3043  
Phone: (03) 9356 6990

##### Tullamarine Library

58 Spring Street  
Tullamarine VIC 3043  
Phone: (03) 9356 6966

##### Craigieburn Library

75-95 Central Park Avenue  
Craigieburn VIC 3064  
Phone: (03) 9356 6980

##### Sunbury Library

44 Macedon Street  
Sunbury VIC 3429  
Phone: (03) 9356 6970

##### Kiosk Libraries

- Greenvale West Community Centre
- Kalkallo Community Centre
- Mickleham North Community

#### Contact:

Visit our Website:  
[www.humelibraries.vic.gov.au](http://www.humelibraries.vic.gov.au)

## SUPPORT SERVICES AND ASSISTANCE

### Government support services and assistance

#### Ask Izzy

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

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

## SUPPORT SERVICES AND ASSISTANCE

### Services Australia

Services Australia provides various services to people at different stages of their life through Medicare, Centrelink and Child Support programs. The links below are relevant to young people who are seeking assistance with studying, looking for work and undertaking a traineeship or apprenticeship.

- **Services Australia – Youth Allowance**  
<http://www.servicesaustralia.gov.au/individuals/services/centrelink/youth-allowance>
- **Services Australia – Payments for students, trainees or Australian Apprentices**  
<http://www.servicesaustralia.gov.au/individuals/students-and-trainees>
- **Services Australia – Payment and Service Finder**  
<https://www.servicesaustralia.gov.au/payment-and-service-finder>
- **Services Australia – Phone us (Information for Medicare, Centrelink, or Child Support)**  
<http://www.servicesaustralia.gov.au/individuals/contact-us/phone-us>

#### Local Services Australia Service Centres:

##### Coolaroo Service Centre

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

##### Epping Service Centre

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

##### Greensborough Service Centre

16-20 Grimshaw Street  
Greensborough VIC 3088  
Hours: 8:30 am - 4:30 pm

##### Sunbury Service Centre

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

### myGov

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

#### One username and password for government services

You can link these government services to your myGov account:

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

Continued over page...

### One Inbox for your important notices

myGov Inbox will keep your letters, statements and messages safe, secure and in the one place.

You can get notices from:

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

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

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

Member services that participate in Update Your Details are:

- Australian JobSearch
- Australian Taxation Office
- Centrelink
- Medicare

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

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

## Child, Youth and Family Support

### Anglicare Victoria

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

- Family & Parenting Support
- Family Violence
- Children and Young People
- Education
- Financial Counselling
- Emergency Relieve
- Alcohol and Drug Support
- Community Support Programs

#### Contact:

Locations: Broadmeadows, Craigieburn and Epping

Website: <https://www.anglicarevic.org.au/>

Phone: 1800 809 722

### Banksia Gardens Community Services

Banksia Gardens Community Services is a vibrant organisation with its headquarters located in the heart of Broadmeadows. Banksia Gardens is a neighbourhood house, a learn local, a registered charity, and an organisation with a strong commitment to community development

and action research principles. Our Programs focus mainly on early childhood, education and training, gender equity, young people, environmental sustainability and community participation and advocacy. More than 30 groups and Associations are located at our headquarters and other sites, in 2023 more than 80,000 people used our Service.

Links for services offered:

- [Aiming High VCE Support Program](#)
- [Broadmeadows Community Youth Justice Alliance](#)
- [Climate Action Requires Youth Action \(CARYA\)](#)
- [Girls Circle](#)
- [Good People Act Now \(GPAN\)](#)
- [The Northern Centre for Excellence in School Engagement \(NCESE\)](#)
- [Social Cohesion Through Education \(SCTE\)](#)
- [Youth Transitions Support Program](#)
- [21 Plus Driving Program](#)

### Uniting Vic Tas

Our services support individuals, families and communities throughout Victoria and Tasmania.

Our services include:

- Alcohol and other Drugs
- Home, Community and Carers
- Disability
- Emergency Relief
- Employment Services
- Early Learning
- Family Services
- Homelessness Support
- Housing
- Mental Health
- Money Matters
- Multicultural Services
- Enterprise Partnerships
- Social Enterprises

#### Contact:

Phone: (03) 9192 8100

Email: [hello@unitingvictas.org.au](mailto:hello@unitingvictas.org.au)

Website: <https://www.unitingvictas.org.au/>

### Melbourne City Mission

Melbourne City Mission is a community support organisation working alongside people to live the life they aspire to, their way, providing a broad range of support in: Homelessness, Early Years, Disability, Early Childhood Intervention Services, Education, Palliative Care and Mental Health service areas.

#### Contact:

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

Phone: (03) 9977 0000

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

### VincentCare Victoria

VincentCare provides support services for people experiencing homelessness and disadvantage in Victoria. Services include:

- housing and homelessness programs
- drug and alcohol rehabilitation
- Aboriginal and Torres Strait Islander young people support
- LGBTQ+ support
- family violence services
- financial counselling
- health and wellbeing
- reconnecting people to their communities
- supported employment and outreach services for young people, adults, families and diverse communities.

**Contact:**

Northern Community Hub  
175 Glenroy Road, Glenroy 3046  
Telephone: (03) 9304 0100  
Website: <https://vincentcare.org.au/>

### Whittlesea Community Connections

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

**Contact:**

Main office: Shop 111, Pacific Epping, 583 High Street, Epping  
Hume office: Level 5/61 Riggall Street, Dallas (Monday, Thursday & Friday)  
Phone: (03) 9401 6666  
Website: [www.whittleseacc.org.au](http://www.whittleseacc.org.au)  
Facebook: <https://www.facebook.com/whittleseacommunityconnections>

## Disability services

### Montague Continuing Education Centre

Montague Continuing Education Centre is a special school for students aged 15 to 18 with mild intellectual disabilities. Through hands-on training, personalised instruction, and industry partnerships, the school equips students with the skills and confidence to succeed in their chosen fields, pursue further study, or contribute to their communities.

**Contact:**

100 Montague Street, South Melbourne VIC 3205  
Phone: (03) 9690 3535  
Email: [montague.ec@edumail.vic.gov.au](mailto:montague.ec@edumail.vic.gov.au)

### Brite Services

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

**Contact:**

1 Belfast Street, Broadmeadows, Vic 3047  
Phone: (03) 9301 7300  
E: [info@brite.com.au](mailto:info@brite.com.au)  
Website: <http://www.brite.com.au>

### Disability Employment Services (DES) Providers

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

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

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

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

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

### Youth Projects - Disability Employment Services (DES)

Youth Projects provides a specialised youth disability employment service.

Eligibility Criteria:

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

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

**Contact:**

Phone our Disability Employment Services Team on: (03) 9304 9100 or free call 1800 602 549  
Visit: <http://www.youthprojects.org.au/disabilityemploymentservices>

### DPV Health Disability Services

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

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

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

#### Contact:

Phone: 1300 234 263

Website: <https://www.dpvhealth.org.au/all-services/ndis-disability/>

Locations: Broadmeadows, Craigieburn, Meadow Heights, Mill Park and South Morang

### School Leaver Employment Supports

School leaver employment supports are NDIS supports available to students in their final year and preparing to leave secondary school. These supports give you the skills and confidence to help you move from school to employment. They offer individualised supports for up to 2 years after finishing school to help you get ready for work and plan your pathway to employment.

They are also tailored to meet your individual employment goals and may include:

- work experience in open employment
- job skills training
- travel training

#### Contact:

For more information visit: [Building skills and getting a job | NDIS](#)

To find your local NDIS provider visit: [Find a registered provider | NDIS](#)

### Youth Disability Advocacy Service (YDAS)

The Youth Disability Advocacy Service (YDAS) is an advocacy organisation that works with disabled young people who are aged 12 to 25. We work with disabled young people in Victoria to make sure you can speak up and are being treated fairly. You can access our free advocacy service if you need advice or support.

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

government and other organisations understand those issues so they can treat disabled young people fairly.

You can find more information here: [Youth Affairs Council Victoria | Get advocacy support](#)

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

### Young Leaders Program

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

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

You can find more information and sign up here:

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

For questions or enquiries about the Young Leaders Program, please contact:  
Haley Zilberberg  
Email: [hzilberberg@ydas.org.au](mailto:hzilberberg@ydas.org.au)  
Phone: 0476 287 414

### Map Your Future

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

You can find more information here: [Youth Affairs Council Victoria | Map Your Future](#)

#### Contact:

YDAS Admin Officer  
Email: [info@ydas.org.au](mailto:info@ydas.org.au)  
Mobile: 0455 621 849  
Website: <https://www.yacvic.org.au/ydas>



### Drug and Alcohol Services

#### Youth Northern Outreach Team (YNOT)

YNOT provides personalised, confidential outreach counselling, support, education and referrals for young people aged between 12 and 25 years dealing with substance use, vaping or other dependencies. You choose the location and we come to you.

**Contact:**

To make a referral or find out more information on this service, please contact our office

Phone: (03) 9304 9100

Website: [Youth AOD Counselling | Youth Projects Ltd](#)

#### Youth Support and Advocacy Service (YSAS)

YSAS is a state-wide community service providing a continuum of services for young people aged between 12 and 21 who are experiencing problems related to alcohol and other drugs.

**Contact:**

Level 3, 33 Lincoln Square South, Carlton Vic 3053

Phone: (03) 9415 8881

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

Email: [reception@ysas.org.au](mailto:reception@ysas.org.au)

### Emergency financial support

If you require financial assistance to support you through a crisis, The Salvos PAL line (formerly Salvation Army Emergency Relief) is available between 9 am and 4 pm Monday to Friday to discuss your situation.

Phone: (03) 8873 5288

### Employment support programs

#### Creating Futures For Youth Program - Brotherhood of St Laurence

The Creating Futures for Youth Program supports young people (16-24) from Melbourne's western or northern regions who are not engaged in work or study. Based in Broadmeadows and Sunshine, in partnership with Foundation House, the program offers individual career planning, practical training workshops, workplace tours, work experience, volunteering opportunities, and ongoing support for six months or more.

**Contact:**

Zeina Zogheib

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

Phone: 0436 413 802

Building 2, Level 2 – 1100 Pascoe Vale Road, Broadmeadows

### Given the Chance - Brotherhood of St Laurence

Given the Chance is a social enterprise supporting disadvantaged job seekers into paid employment by partnering with a variety of business across different industries. Given the Chance provides training and targeted placement in sectors as diverse as major projects and infrastructure, banking and finance, health care, call centres, administration, and aged care. For more information, visit: <http://www.bsl.org.au/services/getting-a-job/given-the-chance/>

**Contact:**

Phone: 0427 258 521

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

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

Current opportunities: <https://bsl.my.salesforce-sites.com/careers>

### Greener Futures Employability skills Program

This program is run by Enable and provides pathways to local employment in Melbourne's north by offering real industry experience. Participants can gain skills in computer equipment refurbishment, e-waste disassembly, online retailing, and warehousing. The program also focuses on building social, interpersonal, and workplace skills. It supports NDIS participants, including school leavers, seeking a supportive work environment. Participants must have a current Working With Children Check or be willing to obtain one, and must own steel-capped boots.

**Contact:**

Julie McKay

Phone: 0402 141 947

Email: [julie.mckay@enableaustralia.org.au](mailto:julie.mckay@enableaustralia.org.au)

Website: <https://www.enableaustralia.org.au/programs>

### Job Jumpstart

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

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

### Reconnect program at Kangan

The Reconnect program provides support to early school leavers and other high needs learners to overcome the barriers they face so they can participate in education, training, or to gain employment. This free service will provide personalised support and financial assistance towards education related expenses. For more information on the program, including eligibility, visit the [Kangan Reconnect website](#) or [download the Kangan Reconnect PDF](#)

**Contact:**

Phone: 1300 327 328

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

### Reconnect program at Prace

The Reconnect program at Prace is a free service offering individual support to those aged 17-64, to link in with education, training and employment. Those who have been disengaged from education and employment for six months or more can access ongoing assistance through their Reconnect Case Worker to connect with TAFE courses, training and/or employment.

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

**Contact:**

Phone or SMS: Adriana Pugliese on 0457 892 893  
Email: [apugliese@prace.vic.edu.au](mailto:apugliese@prace.vic.edu.au)  
Website: <https://prace.vic.edu.au/reconnect/>

### Support to start your own business

Visit the Workforce Australia website to access a range of support and guides to help you plan and prepare for starting a business.

Visit: <https://www.workforceaustralia.gov.au/individuals/coaching/starting-business>

### Transition to Work with AGA

AGA's Transition to Work is a free service for people aged 15-24, helping them transition into work, apprenticeships, or further education. We offer job readiness support, interview skills, career planning, free professional training, and flexible coaching. We also help with enrolling in education and matching you to local job opportunities. Reach out to see how we can support you.

**Contact:**

Phone: 1300 000 242  
Email: [ttw@aga.com.au](mailto:ttw@aga.com.au)  
Website: [aga.com.au/transition-to-work](http://aga.com.au/transition-to-work)

### Transition to Work with WCIG

Our Transition to Work services provide tailored pre-employment support to young people aged 15 to 24, helping them take the first steps towards a successful future in education or employment. Serving Northwest Melbourne, including the City of Hume, City of Whittlesea, City of Merri-bek, and City of Moonee Valley, we have offices in Broadmeadows, Craigieburn, and Epping, with outreach services available in Sunbury.

**Contact:**

Email: [info@wcig.org.au](mailto:info@wcig.org.au)  
Phone: 1800 611 579  
Website: <https://wcig.org.au/youth/transition-to-work-program/>

### Workforce Australia

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

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

### Your local Workforce Australia Employment Services providers:

#### BROADMEADOWS

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##### AMES Australia

Level 1  
61 Riggall Street,  
Broadmeadows  
Phone: (03) 8644 6163  
[Online contact form](#)  
Website: <https://www.ames.net.au/>

##### Asuria

Above the train station, up the ramp  
Level 2, Building 1 1100 Pascoe Vale Rd, Broadmeadows  
Phone: 1800 773 338  
Email: [contactus@asuria.com.au](mailto:contactus@asuria.com.au)  
Website: <https://www.asuria.com.au/>

##### Jobfind

Shop 10, 1100 Pascoe Vale Rd, Broadmeadows  
Phone: 1800 113 233  
Email: [broadmeadows@jobfind.com.au](mailto:broadmeadows@jobfind.com.au)  
Website: <https://jobfind.com.au/>

#### CAMPBELLFIELD

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##### Jobfind

Suite 103, Level 1, 1473 Sydney Road, Campbellfield  
Phone: 1800 113 233  
Email: [campbellfield@jobfind.com.au](mailto:campbellfield@jobfind.com.au)  
Website: <https://jobfind.com.au/>

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## SUPPORT SERVICES AND ASSISTANCE

### CRAIGIEBURN

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#### **AMES Australia**

Suite 1, Level 2 - Craigieburn Central,  
340 Craigieburn Road, Craigieburn  
Phone: (03) 8644 6162  
[Online contact form](#)  
Website: <https://www.ames.net.au/>

#### **Asuria**

Shop 37,  
10 Craigieburn Road, Craigieburn  
Phone: 1800 773 338  
Email: [contactus@asuria.com.au](mailto:contactus@asuria.com.au)  
Website: <https://www.asuria.com.au/>

#### **Jobfind**

Craigieburn Central, Level 2 (enter Central Suites, Main St), Craigieburn  
Phone: 1800 113 233  
Email: [info@jobfind.com.au](mailto:info@jobfind.com.au)  
Website: <https://jobfind.com.au/>

### EPPING

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#### **AMES Australia**

Suite 4, 763 High Street, Epping  
Phone: (03) 8644 6165  
[Online contact form](#)  
Website: <https://www.ames.net.au/>

#### **Sarina Russo Job Access**

Suite B, 748 - 760 High St, Epping  
Phone: 13 15 59  
[Online contact form](#)  
Website: <https://www.sarinarusso.com/>

#### **SYC**

Level 1, Suite 6-7, 769 High Street, Epping  
Phone: (03) 8405 7400  
Email: [epping@syc.net.au](mailto:epping@syc.net.au)  
Website: <https://www.syc.net.au/>

## SUPPORT SERVICES AND ASSISTANCE

### WCIG

Suite 1, 763 High Street, Epping  
Phone: (03) 9689 3437  
Email: [info@wcig.org.au](mailto:info@wcig.org.au)  
Website: <https://wcig.org.au/>

#### **The Salvation Army Employment Plus**

Suite 4-6, 8 Childs Road, Epping  
Phone: 13 61 23  
Website: <https://www.employmentplus.com.au/>

### SUNBURY

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#### **AMES Australia**

81 Oshanassy Street, Sunbury  
Phone: (03) 8644 6174  
[Online contact form](#)  
Website: <https://www.ames.net.au/>

#### **Asuria**

Shop 10, 114-126 Evans Street, Sunbury  
Phone: 1800 773 338  
Email: [contactus@asuria.com.au](mailto:contactus@asuria.com.au)  
Website: <https://www.asuria.com.au/>

#### **Jobfind**

72 O'Shanassy Street, Sunbury  
Phone: 1800 113 233  
Email: [info@jobfind.com.au](mailto:info@jobfind.com.au)  
Website: <https://jobfind.com.au/>

### WHITTLESEA (OUTREACH)

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#### **SYC**

Phone: (03) 8405 7400  
[Online contact form](#)  
Website: <https://www.syc.net.au/>

### First Nations support

#### Bert Williams Aboriginal Youth Services

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

The Bert Williams Aboriginal Youth Services operates three streams of operations:

- Aboriginal Youth Hostel Crisis/Homelessness Short Term Accommodation
- Koorie Youth Justice Program (KYJP)
- Early School Leavers Program (ESLP).

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

**Available for:** 12 week accommodation

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

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

#### Koorie Youth Justice Program (KYJP)

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

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

#### Early School Leavers Program (ESLP)

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

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

**Contact:**

Phone: (03) 9484 5310

Website: <https://www.vacsal.org.au/bert-williams-centre/>

#### Gunung-Willam-Balluk Learning Centre

#### Kangan Institute's Indigenous Education Centre

Kangan's Indigenous Education Centre supports Indigenous students in their studies across a variety of courses. The centre offers guidance with course selection, enrollment, and training, while fostering a welcoming environment. It also hosts social activities and cultural events throughout the year. Dedicated Koorie Liaison Officers, Student Support Officers, and an Engagement Mentor are available to assist students with support services.

**Contact:**

Location: Broadmeadows

Phone: 1300 328 329

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

Website: [Gunung-Willam-Balluk Learning Centre](#)

#### Koorie Youth Council (KYC)

KYC is the representative body for Aboriginal and Torres Strait Islander young people in Victoria. Led by an Executive of 15 young people, KYC advocates to government and community to advance their rights and representation. We host events like the annual Koorie Youth Summit, the largest gathering in Victoria for Aboriginal and Torres Strait Islander youth aged 18-28, to amplify their voices for social change.

**Contact:**

184-186 Gertrude Street, Fitzroy, VIC 3065

Email: [admin@koorieyouth.org.au](mailto:admin@koorieyouth.org.au)

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

Facebook: [@koorieyouthcouncil](#)

Instagram: [@koorieyouthcouncil](#)

#### Victorian Aboriginal Child Care Agency

The Victorian Aboriginal Child Care Agency (VACCA) is a state-wide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members. Together with the Aboriginal community, we design, develop and deliver programs that build on peoples' strengths. We understand intergenerational trauma, and that healing occurs in the context of developing relationships, connection to culture, community, and Country. We deliver services for Children and Families, Youth Services and Programs, Cultural Strengthening Programs, Community Support, and Family Violence.

**Contact:**

Phone: (03) 9287 8800

Website: <https://www.vacca.org>

#### Victorian Aboriginal Legal Services Cooperative

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

**Contact:**

Phone: 1800 064 865

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

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

### Victorian Aboriginal Health Services

The Victorian Aboriginal Health Service (VAHS) provides a comprehensive range of medical, dental and social services for our community. Services include a medical clinic, as well as a visiting Diabetes Educator, Dietitian and Paediatrician. Additional services available at the Fitzroy and Preston sites include Dental, Family Counselling Service, Women's and Children's, Men's Unit, Preventative Health Unit, and Community Programs.

**Contact:**

855 Plenty Rd, South Morang  
Phone: (03) 9419 3000  
Email: [info@vahs.org.au](mailto:info@vahs.org.au)  
Website: <https://www.vahs.org.au/>

### Gambling support

#### Gambler's Help

Gambler's Help North and North West offers free services to those experiencing harm from gambling. We provide therapeutic and financial counselling, peer-led support, and health promotion to reduce gambling-related harm and improve individual and community well-being. Services are free for anyone affected by gambling. For further information, call us to make an appointment or to speak with a member of our team, or visit our website.

**Contact:**

Phone: 1800 858 858  
Website: <https://bchs.org.au/services/gambling-support/gamblers-help>

### Healthcare, mental health and wellbeing

#### Urgent mental health support

**Do you need help urgently? If the situation is an emergency please call 000**

If you wish to speak to someone urgently who can help, call:

#### Kids Help Line

Kids Help Line is a national telephone counselling service for young people aged 5 to 18 years. It is free, anonymous and confidential. Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason.

Free call: 1800 55 1800

If you can't get to a phone or prefer to chat online, you can connect one-on-one with a Kids Helpline counsellor through WebChat (typing with a counsellor).

Visit: <https://kidshelpline.com.au/get-help/webchat-counselling>

For more information, or to access free resources, visit: <https://kidshelpline.com.au/>

### Lifeline Australia

13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)

### Beyond Blue

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

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

### Black Dog Institute

Black Dog Institute is a proudly independent not-for-profit globally renowned mental health research institute connected to UNSW Sydney. We are the only medical research institute in Australia that investigates mental health across the lifespan—from childhood to adulthood.

**Contact:**

Email: [blackdog@blackdog.org.au](mailto:blackdog@blackdog.org.au)  
Website: <https://www.blackdoginstitute.org.au/>  
Phone: (02) 9382 4530

### Butterfly Foundation

Support for eating disorders and body image issues. We believe everyone's experience of an eating disorder or body image issue is unique and access to effective services is essential.

**Contact:**

Phone: 1800 334 673 (for immediate assistance)  
Chat online: <https://butterfly.org.au/get-support/chat-online/>  
Online email: <https://butterfly.org.au/get-support/helpline-email/>  
Website: <https://butterfly.org.au/>

### Child and Youth Mental Health Service (CYMHS)

Northern Community Outpatient Team - Austin Health, provides assessment and treatments/ care coordination for young people aged 0-18 years and their families/carers.

**Contact:**

For new referrals phone Austin Health Mental Health Triage: 1300 859 789 (Option 1).  
For other enquiries phone: (03) 9496 5108

### Child Protection Services

You should contact Child Protection if you have reasonable grounds for believing a child has suffered or is suffering significant harm as a result of abuse or neglect and their parent has not or is unlikely to protect them from harm of that type. The Victorian Child Protection Service is specifically targeted to support those children and young people at risk of harm or where families are unable to protect them.

#### **Contacts:**

**Emergency:** Victoria Police - 000

**North Division Intake** (during business hours) - 1300 664 977

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

**After hours Child Protection Emergency Service** - 13 12 78

This is 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.

Hours: 5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays.

### DPV Health

DPV Health offers health care services to people of all ages. We are an inclusive organisation that celebrates the diversity of all people within our communities. Our vision is ensuring the health and wellbeing of our community.

Our professional staff deliver a wide range of health and wellbeing services, including medical services, dental services, Physical Health, Mental Health, Child & Youth Health, Disability Services, and Community Support.

#### **Contact:**

Phone: for all inquiries, including medical services, dental services, aged care, NDIS, and all other healthcare services, phone **1300 234 263**

Please refer to our locations page on our website: [www.dpvhealth.org.au/contact-us/locations/](http://www.dpvhealth.org.au/contact-us/locations/)

or visit our contact form: <https://dpvhealth.org.au/contact-us/>

### cohealth Youth Residential Recovery

The cohealth Youth Residential Recovery Program supports young people aged 16 to 25 with complex needs or mental illness in a residential setting focused on recovery and independent living.

The program helps participants build relationships, engage in sports, address substance issues, explore education and work options, and secure housing.

A fortnightly service fee of \$140 covers utilities and some living expenses, waived for those with no income.

#### **Contact:**

For more information, visit: <https://www.cohealth.org.au/service/youth-residential-recovery/>

To arrange a site visit, phone:

**Essendon:** (03) 9448 5516

**Reservoir:** (03) 9448 5525

**St Albans:** (03) 9448 5504

For referrals:

Phone: 1300 379 462, or

Email: [intake@neaminational.org.au](mailto:intake@neaminational.org.au).

### headspace

headspace is the National Youth Mental Health Foundation for young people aged 12-25 and their families. We are a youth friendly service that provides health advice, support and information. It's free, voluntary and confidential.

headspace helps with:

- General health
- Mental health and counselling
- Education, employment and other services
- Alcohol and other drug services

**For online and telephone mental health support:** visit <http://eheadspace.org.au>

#### **headspace office locations:**

##### **headspace Craigieburn**

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

Phone: (03) 8338 0919

Email: [info-headspacecraigieburn@orygen.org.au](mailto:info-headspacecraigieburn@orygen.org.au)

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

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

##### **headspace Glenroy**

2A Hartington St, Glenroy VIC 3046

Phone: 1300 880 218

Email: [infoheadspaceglenroy@orygen.org.au](mailto:infoheadspaceglenroy@orygen.org.au)

Website: [www.headspace.org.au/headspace-centres/glenroy](http://www.headspace.org.au/headspace-centres/glenroy)

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

## SUPPORT SERVICES AND ASSISTANCE

### **headspace Greensborough**

Suite 5, Level 1, 78 Main Street, Greensborough VIC 3088

Phone: (03) 9433 7200

Email: [headspacegreensborough@mindaustralia.org.au](mailto:headspacegreensborough@mindaustralia.org.au)

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

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

### **headspace Plenty Valley**

Westfield Plenty Valley, McDonalds Rd - Located at The Edge

Phone: (03) 9938 1940

Email: [headspaceplentyvalley@mindaustralia.org.au](mailto:headspaceplentyvalley@mindaustralia.org.au)

Website: <https://headspace.org.au/headspace-centres/plenty-valley/>

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

### **headspace Work and Study Service**

headspace Work & Study offers free, confidential support for young people aged 15-25 with job hunting, career advice, and study options. You can access tailored one-on-one guidance online or face-to-face, including help with writing resumes, preparing for interviews, and exploring study options. The service also offers career mentoring for those aged 18-25, matching you with an industry mentor to help you develop skills and confidence.

#### **Contact:**

Phone: 1800 810 794

Email: [help@headspace.org.au](mailto:help@headspace.org.au)

Website: <https://headspace.org.au/services/work-and-study-support/>

### **Orygen Specialist Program**

Formerly Orygen Youth Health, Orygen Specialist Program provides specialist mental health services for young people aged 15 to 25 who reside in the western and north-western regions of metropolitan Melbourne. Our focus is on providing early intervention to young people with severe and/or complex mental illness.

#### **Contact:**

Website: <https://oyh.org.au/>

#### **Orygen Triage (New referrals)**

Phone: 1800 888 320

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

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

Location: 35 Poplar Rd Parkville VIC 3052

General Enquiries: Phone (03) 9966 9100

## SUPPORT SERVICES AND ASSISTANCE

### **ReachOut**

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

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

#### **Contact:**

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

### **Youth Counselling - Sunbury Community Health Centre**

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

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

#### **Contact:**

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

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

Phone: (03) 9744 4455

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

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

### **Homelessness and housing support**

#### **DPV Health Homelessness Service**

Our free homelessness services aim to support people at risk of or experiencing homelessness, and currently living in, or have links to, the Whittlesea Local Government area.

Our team can provide you with referrals to other agencies including:

- Crisis accommodation
- Financial assistance
- Counselling

*Continued over page...*

## SUPPORT SERVICES AND ASSISTANCE

- Parenting support
- Drug and alcohol
- Education and employment
- Family/domestic violence

There are no fees for this service.

This service does not accept self referrals. **All referrals must come from Haven Home Safe: Phone (03) 9479 0700.**

If you are experiencing homelessness or worried that you might become homeless soon, you can call 1800 825 955 and speak with an Initial Assessment and Planning staff member about your situation.

### Frontyard Youth Services

Frontyard Youth Services in Melbourne's CBD supports young people aged 12-24 at risk of or experiencing homelessness. They offer face-to-face and phone based assistance, including help with housing, emergency accommodation, and referrals to support programs. Young people can drop in for essentials like showers, laundry, toiletries and phone charging – no appointments needed.

Frontyard is open Monday to Friday 9am to 8pm and weekends and holidays from 10am to 6pm.

#### **Contact:**

19 King St Melbourne

Phone: (03) 9977 0077

Website: <https://www.mcm.org.au/services/homelessness/frontyard>

### Hope Street Whittlesea

Hope Street Whittlesea provides supported transitional housing for young people and families in the Whittlesea area, offering safe and affordable accommodation for 12 months to 2 years. It is not a crisis service.

To access the program, participants must be 16-25 years old, homeless or at risk, linked to the Whittlesea area, engaged or willing to engage in education, employment or training and capable of independent living.

#### **Contact:**

Phone: (03) 8311 9610

Hours: 9.00am - 5.00pm Monday to Friday

Website: <https://www.hopest.org/programs/whittlesea/hope-street-in-whittlesea>

## SUPPORT SERVICES AND ASSISTANCE

### Launch Housing - Education First Youth Foyer

Kangan Institute Education First Youth Foyer offers affordable accommodation and support for young people aged 16-24, providing studio apartments with 24/7 staff supervision.

Services include life skills development, health support, mentoring and employment assistance. All residents complete the Certificate I in Developing Independence.

Eligibility requires being unable to live at home, engaged in education, and committed to participating in the Foyer program and community activities.

#### **Contact:**

Education First Youth Foyer at Kangan Institute

30 Cavendish Street, Broadmeadows, Victoria 3047

Email: [foyerbm@launchhousing.org.au](mailto:foyerbm@launchhousing.org.au)

Phone: (03) 9309 3946

Website: <https://www.launchhousing.org.au/service/education-first-youth-foyer>

### Uniting Reconnect

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

#### **Contact:**

Phone: Call the Epping Office on (03) 9051 2444 and ask to speak to a Reconnect worker

Email: [nereconnect@vt.uniting.org](mailto:nereconnect@vt.uniting.org)

### Vincentcare - Young Adults Outreach Support Services

The Young Adults Outreach Support Service helps 17-25 year olds in Hume and Meri-bek at risk of or experiencing homelessness, including couch-surfing or insecure housing. Case managers provide outreach support to help young people access long-term housing, crisis accommodation, and refugees. Referrals must go through VincentCare Northern Community Hub in Glenroy. Participation is voluntary, confidential and can be withdrawn at any time. For crisis support contact:

#### **Contact:**

Address: 175 Glenroy Road, Glenroy 3046

Phone: (03) 9304 0116 (Young Adults)

Phone: (03) 9304 0100 (General)

Website: [Young Adults Outreach Support Services \(YAOSS\) | VincentCare](#)



### Legal Services

#### Broadmeadows Community Youth Justice Alliance

The Broadmeadows Community Youth Justice Alliance (BCYJA) offers holistic support to young people aged 10-24 years in Broadmeadows and surrounding areas, aiming to prevent and reduce criminal activity. The program provides individual case support, mentoring, specialist services such as counselling, legal and employment aid, engagement with youth activities and access to referrals, support both participants and families.

**Contact:**

For more information contact Paul Atkinson

Phone: (03) 9309 8531

Email: [paul.a@banksiagardens.org.au](mailto:paul.a@banksiagardens.org.au)

#### Independent Third Persons (ITP) Program

People with disability or mental illness often need extra support during police interviews. An Independent Third Person supports people with disability or mental illness when they speak with police. They attend interviews with alleged offenders, victims and witnesses. ITPs are trained volunteers and they are independent of police and the investigation.

**Contact:**

For more information regarding the ITP program, contact the Office of the Public Advocate on:

Phone: 1300 309 337, 9am to 3pm, Monday to Friday

or visit: <https://www.publicadvocate.vic.gov.au/your-rights/with-the-police>

#### Legal Aid

If you need legal advice you can get this for free from Legal Aid. They help people with their legal problems. They focus on protecting the rights of Victorians and representing those who need it the most.

**Contact:**

Call 1300 792 387, weekdays from 8 am to 6 pm for free information about the law and how we can help you.

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

#### Northern Community Legal Centre (NCLC)

Our purpose is to ensure equal access to justice for all in Melbourne's North West and we do this by the provision of legal services, community legal education and law reform to meet the needs of the most vulnerable and disadvantaged people in Melbourne's North West. NCLC operates from a central office located in Broadmeadows with outreach services to areas such as Wallan, Sunbury, Coburg and Craigieburn.

**Contact:**

Level 3, Building 2, 1100 Pascoe Vale Road, Broadmeadows Vic 3047

Phone: (03) 9310 4376

Email: [admin@northernclc.org.au](mailto:admin@northernclc.org.au)

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

#### Victims of Crime Support Services

The Victims of Crime Helpline is an official Victorian Government service offering free information and support for people affected by crime. You can get advice about victim entitlements and the criminal justice system, apply for financial assistance, and access other support services. The Victims of Crime Helpline is available everyday between 8am to 11pm.

**Contact:**

Phone: 1800 819 817

Text: 0427 767 891

Email: [vsa@justice.vic.gov.au](mailto:vsa@justice.vic.gov.au)

For more information, visit: <https://www.victimsofcrime.vic.gov.au/>

#### Youth Referral Independent Person Program (YRIPP)

YRIPP provides "Independent Persons"—volunteers who attend police interviews with young people in custody when a parent or guardian is unavailable. YRIPP also helps divert youth from future offending through early intervention. Services include 24/7 volunteer support at police stations, information about youth justice and support services, and access to 24-hour legal advice from Victoria Legal Aid.

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

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

### Multicultural and Refugee Services

#### Arabic Welfare

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

**Contact:**

Level 2, 61 Riggall Street, Broadmeadows VIC 3047

Phone: (03) 9380 9536

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

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

### Brotherhood of St Laurence - Integrated Family Services

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

**Contact:**

The Integrated Family Services team  
Epping Community Services Hub, 713 High Street, Epping, Victoria 3076  
Phone: (03) 9422 5650  
Email: [mct@bsl.org.au](mailto:mct@bsl.org.au)  
Website: <https://www.bsl.org.au/services/family-support/integrated-family-services/>

### Brotherhood of St Laurence - Youth Transitions Support Program

The Youth Transitions Support program helps young refugees and vulnerable migrants (15-25 years old) gain skills for employment and community participation. It offers work 'tasters', career guidance, mentoring, work experience, and volunteering, as well as links to community organisations and ongoing coaching. Eligible participants are refugees or migrants who arrived in Australia within the last five years.

**Contact:**

Building 2, Level 2 – 1100 Pascoe Vale Road, Broadmeadows  
Email: Zeina Zogheib at [zeina.zogheib@bsl.org.au](mailto:zeina.zogheib@bsl.org.au)  
Phone: 0436 413 802.

### Centre for Multicultural Youth (CMY)

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

**Contact:**

304 Drummond St, Carlton VIC 3053  
Phone: (03) 9340 3700  
Website: [www.cmy.net.au](http://www.cmy.net.au)  
Email: [info@cmy.net.au](mailto:info@cmy.net.au)

### Foundation House

Foundation House supports the health and human rights of refugees who have experienced trauma, offering services including counselling, advocacy, and family support. Foundation House works with communities, provides professional development, advocates for policy changes, and contributes to research.

**Contact:**

Email: [info@foundationhouse.org.au](mailto:info@foundationhouse.org.au)  
Website: [www.foundationhouse.org.au](http://www.foundationhouse.org.au)

**Locations:**

Brunswick (Head Office) 4 Gardiner Street, Brunswick Victoria 3056 Phone: (03) 9389 8900	Dallas Level 4, 61 Riggall Street, Dallas Victoria 3047 Phone: (03) 9389 8904
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### Migrant Resource Centre - North West Region

The Migrant Resource Centre North West Region (MRC NWR) is a not-for-profit organisation serving Melbourne's North-West, providing settlement support for migrants and refugees, NDIS services, and youth support. It helps individuals and communities navigate settlement challenges, access culturally accessible services, and receive advocacy and support.

**Contact:**

Hume Office: Suite 10, 11-17 Pearcedale Parade, Broadmeadows VIC 3047  
Phone: (03) 9351 1278  
Email: [mrcnw@mrcnorthwest.org.au](mailto:mrcnw@mrcnorthwest.org.au)  
Website: [www.mrcnorthwest.org.au](http://www.mrcnorthwest.org.au)  
Facebook: [www.facebook.com/mrcnorthwest](http://www.facebook.com/mrcnorthwest)

### Spectrum Migrant Resource Centre

Spectrum provides services to migrants and refugees, offering settlement support, community development, youth programs, family services, aged care, and disability support. It advocates for inclusive communities, delivers culturally responsive services, empowers communities to address settlement challenges, and helps migrants and people with disabilities integrate into society.

**Contact:**

Level 5, 61 Riggall Street, Dallas VIC 3047  
Phone: (03) 9977 9000, After hours: 1300 735 653  
Email: [info@spectrumvic.org.au](mailto:info@spectrumvic.org.au)

### Rainbow Support Services

#### Beyond Blue

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

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

### Black Dog Institute

Black Dog Institute is a proudly independent not-for-profit globally renowned mental health research institute connected to UNSW Sydney. We are the only medical research institute in Australia that investigates mental health across the lifespan—from childhood to adulthood.

**Contact:**

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

Website: <https://www.blackdoginstitute.org.au/>

Phone: (02) 9382 4530

### Butterfly Foundation

Support for eating disorders and body image issues. We believe everyone's experience of an eating disorder or body image issue is unique and access to effective services is essential.

**Contact:**

Phone: 1800 334 673 (for immediate assistance)

Chat online: <https://butterfly.org.au/get-support/chat-online/>

Online email: <https://butterfly.org.au/get-support/helpline-email/>

Website: <https://butterfly.org.au/>

### headspace

headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to 12-25-year-olds. headspace is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. headspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

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

### Minus18

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

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

### QLife

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

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

### Queerspace

Queerspace is an LGBTIQ+ health and wellbeing support service established by LGBTIQ+ communities for LGBTIQ+ communities. Queerspace has a focus on relationships, families, parenting and young people and offers co-located services across the north-west metropolitan region of Victoria. Find out more at: <https://www.queerspace.org.au/>

### Rainbow Door

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

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

### Switchboard

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

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

### Victorian Pride Centre

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

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

### Victorian Pride Lobby

The Victorian Pride Lobby works toward equality and social justice for the Victorian LGBTIQ+ community. To do this, we work constructively, cooperatively, and respectfully with trans and gender diverse, intersex, asexual, and other communities and organisations that support our mission and vision. Find out more: <https://www.vicpridelobby.org/>

## Sexual and reproductive health

### Sexual Health Victoria (SHV)

Sexual Health Victoria is an independent organisation focused on reproductive and sexual health care, education, and advocacy. It welcomes people of all backgrounds and provides confidential, youth-friendly services, including contraception, abortion options, pregnancy support, menstrual care, and STI screening. Low or no-cost services are available for those under 21.

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

*Continued over page...*

### Contact:

#### Our Reproductive & Sexual Health Clinic locations

##### SHV Box Hill

(near Box Hill Station)

901 Whitehorse Road, Box Hill

Phone: (03) 9257 0100, or freecall 1800 013 952

Clinic hours: Mon-Fri, 9am-5pm

##### SHV Melbourne CBD

(near Flinders St Station)

Level 1, 94 Elizabeth Street, Melbourne

Phone: (03) 9660 4700 or freecall 1800 013 952

Clinic hours: Mon-Fri, 9am-5pm

**Book an appointment online:** [Sexual Health Clinic Melbourne - Sexual Health Victoria](#)

Email: [shv@shvic.org.au](mailto:shv@shvic.org.au)

Website: [shvic.org.au](http://shvic.org.au)

Instagram: [sexualhealthvictoria](#)

## Sexual assault

### Gatehouse Centre

Gatehouse Centre is a department of the Royal Children's Hospital. It provides assessment, treatment and advocacy services where sexual abuse is known or suspected to have happened, or when problem or harmful sexual behaviours are a concern.

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

- A child or young person may have told someone (you, a teacher, a friend, another relative, etc.) about an experience of sexual abuse.
- If you are a parent or carer and are concerned about the possibility that your child has been sexually abused
- If you are concerned that a child or young person may have been acting in a sexual manner either with other children or with themselves
- If you are a child or young person and:
  - someone has sexually abused you
  - someone has exposed you to pornography
  - you have witnessed sexual abuse
  - you have witnessed sexually inappropriate content
  - you are worried you may have been sexually abused

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

### Contact:

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

Phone: (03) 9345 6391

Email: [gatehouse.centre@rch.org.au](mailto:gatehouse.centre@rch.org.au)

Website: [www.rch.org.au/gatehouse/about](http://www.rch.org.au/gatehouse/about)

### Northern Centre Against Sexual Assault (Northern CASA)

Northern CASA provides counselling, referrals, advocacy, group work and information for victims/survivors of sexual assault. We work with survivors of recent or childhood sexual assault aged 12 and up. Our services are free and confidential for people of all genders, including family members, friends and other people who are supporting victim-survivors.

#### Contact:

- If you are in immediate danger, **call 000**
- If you are not in immediate danger, you can contact NCASA on **(03) 9496 2240** from Monday to Friday, 9am to 5pm
- For after-hours support call the Sexual Assault Crisis Line (SACL) emergency line on: **1800 806 292** (more details on the SACL crisis can be found below).

### The Sexual Assault Crisis Line

The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault. SACL operates between 5pm weeknights through to 9am the next day and throughout weekends and public holidays.

**Contact:** Free call - 1800 806 292

## Support with Acquiring your Probationary Licence

### TAC L2P Program

This Program assists young learner drivers aged 16 to 21 who don't have access to a supervising driver or vehicle, to gain the 120 hours driving experience required to apply for a probationary licence. You can submit your application online here: [TAC L2P Program - Transport Victoria](#)

#### Contact:

##### Hume region

Phone: 0435 653 371

Email: [L2P@hwlln.com.au](mailto:L2P@hwlln.com.au)

Website: [TACL2P|hwlln](http://TACL2P|hwlln)

##### Whittlesea region

Phone: (03) 9401 6666

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

### Banksia Gardens 21 Plus Driving Program

21Plus is a supportive program designed to help young people aged 21 to 25 overcome the obstacles they face in obtaining their driver's license. We recognize that these challenges can include insufficient identity documentation, limited access to vehicles or qualified drivers for practice and instruction, financial burdens related to license fees and testing, language or literacy difficulties, and the need for culturally safe support.

#### Contact:

Phone: 0466 832 340

Email: [saida.n@banksiagardens.org.au](mailto:saida.n@banksiagardens.org.au)

Website: <https://banksiagardens.org.au/21plus-driving-program/>

### Which career path is right for you?

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

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

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

### Things you can do to develop a career path

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

### Develop your skills

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

For example:

#### Young people still at school

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

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

### Young people who have left school

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

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

[Transition to Work: Intensive employment assistance for eligible 15 to 24 year olds](#)

Specifically, these providers will help people:

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

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

### Volunteering

Volunteering can be a great way to try new things and discover what you are passionate about. You can explore your interests by choosing an organisation that supports a cause you care about, and you can try out a range of roles to find a position that suits you.

Volunteering can also be a great stepping stone to paid employment. It can lead to new skills and work experience, and can be a great way to boost your self-esteem and confidence.

Working with other volunteers is also a great way to network. These new contacts may know of new job opportunities, and you might connect with people who can be a referee on your resume, and provide references when you are applying for jobs.

Some of the many benefits of volunteering include:

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

To learn more and find out about local volunteering opportunities:

*Continued over page...*

- **Hume Volunteer Gateway** offers a range of support and opportunities for volunteers and volunteer organisations, to help find and support volunteering:  
Email: [gateway@hume.vic.gov.au](mailto:gateway@hume.vic.gov.au)  
Or Call: 9205 2200 and ask to speak to the Hume Volunteer Gateway Unit.
- **Whittlesea Community Connections** connects people who work, live or study in the City of Whittlesea to suitable volunteer roles and provide professional development opportunities. For more information, visit:  
[Volunteering and Leading Volunteers - Whittlesea Community Connections](#)

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

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

### Get into a routine

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

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

### Develop your network

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

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

### Online resources

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

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

### Looking for work

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

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

**Workforce Australia** – Workforce Australia allows you to search and apply for jobs or find more information on pathways to employment.

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

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

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

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

#### Handy Internet sites:

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

### Making contact by phone

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

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

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

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

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

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

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

#### If you can have an interview:

Ask for an interview time or suggest one yourself

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

## DO YOU KNOW YOUR RIGHTS IN THE WORKPLACE?

### Awards, Conditions and Pay Rates

There are rules about what people are entitled to, including the hours you work and how often you can have a break. Employers must provide their employees with at least the minimum entitlements for wages and conditions of employment. These entitlements are most often found in enterprise agreements or awards. Awards are legal documents that contain the minimum pay rates and conditions of employment, such as the number of working hours and annual leave entitlements. Enterprise Agreements, negotiated between a business and its employees, set out the terms and conditions for employees that it covers.

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

**If you have an enquiry or dispute about an award or enterprise agreement you can contact the Fair Work Commission:** Phone: 1300 799 675, Website: [www.fwc.gov.au](http://www.fwc.gov.au)

**If you have an enquiry about your rate of pay or your entitlement, you can contact the Fair Work Ombudsman:** Phone: 13 13 94, Website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

### Discrimination

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

#### Contact:

Phone: 1300 292 153

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

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

### Unfair Dismissal

Unfair dismissal is when an employee is dismissed from their job in a harsh, unjust or unreasonable manner. If you think you have been unfairly dismissed, you can contact the Fair Work Commission to see if you are eligible to apply for unfair dismissal. You must contact the Commission as soon as possible, as employees have to apply within 21 days of the dismissal taking effect.

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

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

#### Contact:

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

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

Phone: 1300 799 675

## DO YOU KNOW YOUR RIGHTS IN THE WORKPLACE?

### Unions

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

Joining a union gives you more power and say in your working conditions and strengthens your ability to fight back against unfair treatment, while protecting your safety and job security. Unions can represent a group of workers and negotiate with employers. This gives you more support when you have problems at work, or if you are negotiating for better working conditions or higher pay.

All workers in Australia – part-time, full-time, casual, temporary, apprentice, trainee or contract – can join a union.

More information about unions can be found on [the Australian Unions website](#).

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

- **The Australian Manufacturing Workers Union (AMWU)** represents a broad range of workers in the manufacturing sector and associated industries. Visit the website for more information: [Australian Manufacturing Workers' Union](#)
- **The CFMEU** covers workers in the construction industry. For more information, visit the website: [CFMEU Construction & General](#)
- **The Electrical Trades Union (ETU)** supports electricians, apprentices and electrical workers around Australia. For more information, visit their website: [Electrical Trades Union](#)
- **The Plumbing and Pipe Trades Employees Union (PPEU)** represents workers in the plumbing industries. More information can be found on their website: [Plumbing and Pipe Trades Employees Union Vic](#)
- **Hair Stylists Australia (HSA)** is the union for the Hair and Beauty Industry. More information can be found on their website: [Hair Stylists Australia - HSA](#)

### School Leavers

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

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

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

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### Contact:

The Australian Unions Support Centre  
<https://www.australianunions.org.au/contact-australian-unions/>  
Phone: 1300 486 466 (Monday – Friday 9am – 6.30 pm AEST)  
SMS: 0488 811 312 (text only, please do not call this number)  
or write to us via our webform or email: [info@australianunions.org.au](mailto:info@australianunions.org.au)

## Superannuation

Superannuation, or 'super', is money put aside by your employer over your working life for you to live on when you retire from work. Super is important for you, because the more you save, the more money you will have for your retirement.

For most people, your employer pays money – 'contributions' – into a super account for you. They pay these contributions on top of your salary and wages.

All employers in Australia must receive superannuation except:

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

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

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

### Contact:

Further information about superannuation can be found on the Australian Taxation Office (ATO) website:  
<http://www.ato.gov.au>

Or phone the Superannuation Hotline:  
13 10 20 (operates between 8:00 am and 6:00 pm, Monday to Friday).

## Writing a job application cover letter

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

### How to write a job application letter

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

The main mistakes people make with a covering letter are:

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

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

For example:

I can offer you:

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

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



### An example of a cover letter:

#### Alex Green

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

4 June 2024

Ms. Samantha Chapman  
Personnel Manager, Lightning Logistics  
Via Email

Dear Ms. Chapman,

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

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

In December 2023 I successfully completed a Certificate III in Transport and Distribution – Warehousing and Storage at Kangan Institute. Since finishing this course, I have been working on a short term contract as an Operations Assistant at A&S Transport Distributors. My contract comes to an end next month and I am now looking for full-time employment.

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

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

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

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

Yours sincerely,

*Alex Green*

Alex Green

### Writing a resume

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

### What is the purpose of a resume?

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

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

### How long should your resume be?

There is no set length for a resume. A resume varies in length depending on your experience and education. If you haven't worked much before, one or two pages is best, but three pages is okay if you've got a lot of study and work behind you. Make sure you don't provide unnecessary words or information on your resume. If your resume is only one page, as long as it's well-presented it might get better results than a two-page resume full of unnecessary information.

### How should you order your resume?

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

#### 1. CONTACT DETAILS:

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

#### 2. EDUCATION:

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

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

*Continued over page...*

## HOW TO APPLY FOR A JOB

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

### 4. INDUSTRY PLACEMENTS:

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

### 5. KEY SKILLS AND ABILITIES:

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

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

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

For some examples of the kind of skills and abilities you might list, see the example resume on the following pages.

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

### 6. PERSONAL QUALITIES:

If you haven't got much work experience, a list of personal qualities can be another way to demonstrate that you are the right person for the job. Things you could include in this section might be ways you can demonstrate that you are reliable, honest, trustworthy or quick to learn new things. You can include between three to five qualities, but make sure you don't include them instead of your key skills.

Check out this webpage to see a few of the things that employers are commonly looking for:

[Employability skills | Job skills | Youth Central](#)

### 7. FURTHER QUALIFICATIONS:

You may include having a Victorian Driver's License, Construction Induction Card, or a First Aid qualification.

## HOW TO APPLY FOR A JOB

### 8. IT SKILLS:

List any proficiency you have in the use of software skills.

### 9. REFEREES:

Your resume should list two, or at the most, three referees. Your referee is someone who can tell the potential employer what you are like as a person and what you are like to work with.

Referees should be people that you have worked with before. You need to provide the name of your referees, the title of their position, name of their company, phone number, and email.

Always seek approval and gain permission from your referees to ensure that they are happy to take on this role and for you to share their contact details.

The following pages provide an example of a resume:

### An example of a resume

#### Alex Green

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

#### Education

- Kangan Institute, Certificate III in Transport Distribution, 2022-2023
- Morang High School, Year 12, 2016–2021

#### Employment

##### A & S TRANSPORT DISTRIBUTORS

Administration / Operations Assistant, Jan 2024 – Present

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

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

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

#### Industry placements

##### WHITTLESEA TRANSPORT GROUP

Warehousing/Operations Assistant, Mar 2021 – May 2021  
Structured Workplace Learning placement

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

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

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

#### Key skills & abilities

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

#### Personal qualities

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

#### Further qualifications

- Victorian Driver's License (P2)
- First Aid Level 2 Certificate (Completed in January 2024)
- Teacher of Swimming and Water Safety (Completed in January 2023)

#### IT Skills

Microsoft:

- Word processing
- Excel spreadsheets
- PowerPoint

#### Other Information

I am fluent in Mandarin.

#### Referees

Ms. Jane Lily – Principal, Morang High School  
Phone: (03) 9879 1235  
Email: jlily@edu.vic.gov.au

Mr. Robert Spark – Course Coordinator, South Morang TAFE  
Phone: (03) 9467 8963  
Email: robert.spark@smtafe.edu.au

### Addressing the Key Selection Criteria

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

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

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

Some employers list the KSC for the role but say that it is not necessary to address them in a separate document. The employer asks only for a cover letter (also known as a covering letter) and a resume. However, you should always address the criteria in the cover letter and it should be much shorter.

In a cover letter version you should draw the reader's attention to the examples briefly. These examples should then be listed in more detail on your resume.

### The structure of the Cover Letter

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

The following page provides an example of how to address the Key Selection Criteria in a cover letter:

**Alex Green**

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

4 June 2024

Ms. Samantha Chapman  
Personnel Manager, Lightning Logistics  
Via Email

Dear Ms. Chapman,

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

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

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

**Relevant experience:** Since finishing the above course, I have been working on a short term contract as an Administration / Operations Assistant at A&S Transport Distributors where I am undertaking, reception and general office duties, sea, air and road job registrations, freight invoicing and maintaining warehouse organisation. While completing a round of Structure Workplace Learning Placement with the Whittlesea Transport Group, I was involved in helping floor staff to find items, and providing customer service.

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

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

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

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

Yours sincerely,

*Alex Green*

Alex Green

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

Some job applications, especially for government positions, professional appointments and larger businesses, require you to address the Key Selection Criteria (KSC). The KSC lists the qualifications, skills and experience you need to have to get the job. It is used by the employer to shortlist applicants for the interview process. You must satisfy each one of the criteria.

If you need to address the KSC, then this is likely to be the most important document in your application. KSC responses need to be accompanied by a cover letter and your resume.

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

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

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

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

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

### The structure for addressing the Key Selection Criteria

#### 1. **Provide a context:**

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

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

#### 2. **Provide your first example:**

This should be your best example. For example:

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

#### 3. **Provide another example:**

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

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

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

The following page provides an example of how to address Key Selection Criteria in a separate document:

### Alex Green

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

### Key Selection Criteria

**Operations Assistant, Position No: 2019/035**  
**Lightning Logistics**

#### Essential:

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

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

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

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

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

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

#### Desirable:

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

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

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

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

### Interview tips

#### Preparing for an interview

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

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

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

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

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

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

#### Your appearance at an interview

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

#### DO:

- ✓ **Plan what you are going to wear the night before your interview.** This will give you the time to carefully choose what you are going to wear. Ask a family member for their opinion.
- ✓ **Be careful with your choice of clothing.** You want the employer to focus on what you are saying, not on what you are wearing. Be conservative in what you wear, particularly the colours you choose. Don't be adventurous in what you choose to wear for an interview.
- ✓ **Be well groomed.** You need to be neat and tidy in all areas of your appearance, including hair, clothes and body odour.
- ✓ **Organise your trip well before leaving.** Make sure you check bus/train timetables or a Street Directory the day before, so you know exactly when and where you are going. If you can do a practice run to the company, even a day before the interview, that's a bonus. It saves time in getting lost on the actual interview day.

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### DON'T:

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

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

### Commonly asked interview questions

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

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

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

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

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

### What to do during the interview

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

### The STAR interview technique

The STAR interview format is a behavioral interviewing technique employers use during hiring. "STAR" stands for Situation, Task, Action, and Result.

The method is designed to bring a structured and focused approach to interviewing and primarily focuses on a candidate's working styles, behavioral attributes, and competencies.

STAR method interview questions usually focus on asking candidates for concrete examples of situations they've encountered in their past experiences – either in a work or educational setting. Questions typically start with phrases like "Describe a situation where," "Tell me about a time you had to," or "Share an example of when you."

The best answers will include clear, concise information covering the following:

- **Situation:**  
The candidate describes the situation or context they were in, explaining the circumstances or challenges they faced.
- **Task:**  
The applicant explains the specific task(s) they had to achieve in the situation described. This helps the interviewer to better understand the candidate's roles and responsibilities in the scenario.

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## HOW TO APPLY FOR A JOB

- **Action:**  
The candidate describes the actions they took or decisions they made to work through their tasks and goals – including how they overcame any specific challenges. This gives the interviewer insight into the candidate’s problem-solving abilities, working style, decision-making abilities, and more.
- **Result:**  
The applicant defines the outcomes and results of their actions. These could be either positive or negative. They help show the interviewer the impact or value the candidate added to the task or how they rectified a negative outcome. This stage in the method provides an excellent opportunity for candidates to discuss any quantifiable impact they made – for instance, increasing sales by 2%.

The underlying idea behind the STAR format is that it helps employers assess how candidates have responded to different situations at work – which is a reliable indicator of how they’ll handle similar scenarios in the future.

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

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

## PHONE DIRECTORY

### A

AGA into Work	1300 000 242
Ai Group Apprentice & Trainee Centre	1300 761 944
AMES Australia	13 26 37
Anglicare Broadmeadows Women’s Community House	(03) 9301 5250
Anglicare Victoria	1800 809 722
APM Apprenticeships	1800 276 221
Apprenticeship Support Australia	1300 363 831
Apprentice Success	1300 360 921
Arabic Welfare	(03) 9380 9536
Asuria	1800 773 338
Attwood House Community Centre	(03) 9302 2643
Australian Catholic University (ACU)	1300 275 228

### B

Banksia Community Youth Justice Alliance	(03) 9309 8531
Banksia Gardens 21 Plus Driving Program	0466 832 340
Banksia Gardens Community Services	(03) 9309 8531
Bert Williams Aboriginal Youth Services	(03) 9484 5310
Black Dog Institute	(02) 9382 4530
Box Hill Institute	1300 269 445
Brite Services	(03) 9301 7300
Broadmeadows Library	(03) 9356 6900
Brotherhood of St Laurence	(03) 9483 1183
BUSY at Work	13 28 79
Butterfly Foundation	1800 334 673

### C

Centre for Multicultural Youth (CMY)	(03) 9340 3700
Child and Youth Mental Health Service (CYMHS)	(03) 9496 5108
Child Protection Services	1300 664 977
Child Protection Services - After Hours Emergency Service	13 12 78



## PHONE DIRECTORY

City of Whittlesea Youth Services	(03) 9217 2170
Cohealth Youth Residential Recovery	1300 379 462
Craigieburn Education & Community Centre	(03) 9308 1477
Craigieburn Library	(03) 9356 6980
Creeds Farm Living & Learning Centre	(03) 9023 4606

### D

Dallas Neighbourhood House	(03) 9302 2131
Deakin College	(03) 9244 5197
Deakin University	1800 693 888
Discrimination advice (Victorian Equal Opportunity & Human Rights Commission)	1300 292 153
DPV Health	1300 234 263
DPV Health Homelessness Service	1800 825 955

### E

Emergency financial support (Salvos PAL line)	(03) 8873 5288
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### F

Fair Work Commission	1300 799 675
Fair Work Ombudsman	13 13 94
Foundation House - Brunswick	(03) 9389 8900
Foundation House - Dallas	(03) 9389 8904
Frontyard Youth Services	(03) 9977 0077

### G

Gambler's Help	1800 858 858
Gateway School	0417 291 250
Gladstone Park Library	(03) 9356 6990
Glenroy Neighbourhood Learning Centre	(03) 9304 3910
Goonawarra Neighbourhood House	(03) 9740 6627
GOTAFE Jobs & Skills Centre (Wallan)	1300 468 233

## PHONE DIRECTORY

Greenbrook Community House	(03) 8401 6261
Gunung-Willam-Ballak Learning Centre	1300 328 329

### H

headspace	1800 650 890
headspace Work and Study Service	1800 810 794
Hester Hornbrook Academy	1800 517 218
Holmesglen Institute	1300 639 888
Homestead Community Learning Centre	(03) 9205 2760
Hope Street Whittlesea	(03) 8311 9610
Hume City Council Youth Engagement & Pathways (Youth Services)	(03) 9205 2556
Hume Whittlesea Local Learning and Employment Network	0435 653 912

### I

Independent Third Persons (ITP) Program	1300 309 337
Indie School	1800 046 343

### J

JMC Academy	1300 410 311
Jobfind	1800 113 233

### K

Kangan Institute	13 82 33
Kangan Institute's Indigenous Learning Centre	1300 328 329
Kangan Institute Skills & Jobs Centre	1300 100 606
Kangan Next Step	1300 289 290
Kids Help Line	1800 55 1800

### L

L2P Program - Hume region	0435 653 371
L2P Program - Whittlesea region	(03) 9401 6666

## PHONE DIRECTORY

Lalor Neighbourhood House	(03) 9465 6409
La Trobe College	(03) 9479 2404
La Trobe University	1300 135 045
Launch Housing - Education First Youth Foyer	(03) 9309 3946
Legal Aid	1300 792 387
Lifeline Australia	13 11 14
Lynall Hall Community School - Coburg campus	(03) 9489 0611
Lynall Hall Community School - Richmond campus	(03) 9428 4421

### M

Meadow Heights Education Centre	(03) 9301 9200
MEGT	13 63 48
Melbourne City Institute Of Education	1300 737 004
Melbourne City Mission	(03) 9977 0000
Melbourne Polytechnic	1300 635 276
Melbourne Polytechnic Skills & Jobs Centre	(03) 9269 1932
Melbourne University	13 63 52
Mental Health (CYMHS)	(03) 9496 5108
Mernda Community House	0475 454 133
Mill Park Community House	(03) 9404 4565
Monash University	1800 666 274
Montague Continuing Education Centre	(03) 9690 3535
My Freight Career	(03) 9379 3755

### N

Navigator Program	(03) 9387 1233
New Futures Training	(03) 9383 2533
Next Step (Kangan Institute)	1300 289 290
Northern Centre Against Sexual Assault (Northern CASA)	(03) 9496 2240
Northern College of the Arts & Technology (NCAT)	(03) 9478 1333
Northern Community Legal Centre	(03) 9310 4376

## PHONE DIRECTORY

### O

Operation Newstart	(03) 9419 0369
Oxygen Specialist Program	(03) 9966 9100
Outer Northern Trade Training Centre	(03) 9464 7779

### P

Pavilion School - Epping campus	(03) 9401 3900
Pavilion School - Preston campus	(03) 9470 2023
Plenty River College	0406 949 124
Prace College	(03) 9462 6077
Project REAL (Banksia Gardens Community Services)	(03) 9309 8531

### R

Reconnect program - Kangan Institute	1300 327 328
Reconnect program - Prace	0457 892 893
RMIT University	(03) 9925 2000
RMIT University Skills & Jobs Centre	0418 465 633

### S

Salvation Army Emergency Relief (Salvos PAL line)	(03) 8873 5288
Salvation Army Employment Plus	13 61 23
Sarina Russo Apprenticeships	13 15 59
Sarina Russo Job Access	13 15 59
Sexual Assault Crisis Help Line (after hours)	1800 806 292
Sexual Health Victoria	1800 013 952
SheForce	1800 743 367
Skillinvest	1300 135 008
Skills & Jobs Centre - GOTAFE Wallan	1300 468 233
Skills & Jobs Centre - Kangan Institute	1300 100 606
Skills & Jobs Centre - Melbourne Polytechnic	(03) 9269 1932
Skills & Jobs Centre - RMIT University	0418 465 633

## PHONE DIRECTORY

Skills & Jobs Centre - William Angliss Institute	(03) 9606 2111
Spectrum Migrant Resource Centre	1300 735 653
St Joseph's Flexible Learning Centre	(03) 9269 6900
Sunbury Community Health Centre Youth Counselling	(03) 9744 4455
Sunbury Library	(03) 9356 6970
Sunbury Neighbourhood House	(03) 9740 6978
Superannuation Hotline	13 10 20
Swinburne University of Technology	1300 794 628
SYC	(03) 8405 7400

### T

TAC L2P Program - Hume region	0435 653 371
TAC L2P Program - Whittlesea region	(03) 9401 6666
The Australian Unions Support Centre	1300 486 466
The Gateway School	0417 291 250
The Hester Hornbrook Academy	1800 517 218
The Pavilion School - Epping campus	(03) 9401 3900
The Pavilion School - Preston campus	(03) 9470 2023
The Y Community School	(03) 9407 6229
Thomastown Neighbourhood House	0488 224 439
Transition to Work program - AGA	1300 000 242
Transition to Work program - WCIG	1800 611 579
Tullamarine Community House	(03) 9338 9072
Tullamarine Library	(03) 9356 6966

### U

Unions support - The Australian Unions Support Centre	1300 486 466
Uniting Reconnect	(03) 9051 2444
Uniting Vic Tas	(03) 9192 8100
University of Melbourne	13 63 52

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### V

Victims of Crime Support Services	1800 819 817
Victorian Aboriginal Child Care Agency	(03) 9287 8800
Victorian Aboriginal Health Services	(03) 9419 3000
Victorian Aboriginal Legal Services Cooperative (VALS)	1800 064 865
Victorian Equal Opportunity & Human Rights Commission	1300 292 153
Victoria University	1300 842 864
Victoria University Polytechnic (TAFE)	1300 82 33 87
VincentCare Victoria	(03) 9304 0100
VincentCare Young Adults Outreach Support Services	(03) 9304 0100

### W

WCIG	(03) 9689 3437
Whittlesea Community Connections	(03) 9401 6666
Whittlesea Community House	(03) 9716 3361
Whittlesea Youth Services	(03) 9217 2170
William Angliss Institute	(03) 8595 5334
William Angliss Institute Jobs & Skills Centre	(03) 9606 2111
Women in Construction - Building Futures	1300 280 131

### Y

Yarra Plenty Regional Library	(03) 9408 7888
Y Community School	(03) 9407 6229
Youth Counselling - Sunbury Community Health Centre	(03) 9744 4455
Youth Disability Advocacy Service (YDAS)	0455 621 849
Youth Northern Outreach Team (YNOT)	(03) 9304 9100
Youth Projects (Disability Employment Service)	(03) 9304 9100
Youth Services - Hume	(03) 9205 2556
Youth Services - Whittlesea	(03) 9217 2170
Youth Support & Advocacy Service (YSAS)	(03) 9415 8881

# Hume Whittlesea LLEN

Please visit our website or contact us for information about our events, programs and online resources:

- Career Networking Expo
- VET Discovery Expo
- Structured Workplace Learning
- Real Industry Job Interviews
- Industry tours
- VIC VICE (Virtual Industry Careers Experience)
- School Industry Guest Speaker Program
- Videos, podcasts and publications
- Network meetings, community forums and more...

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