

# Whittlesea School Leavers' Guide

## 2021-2022

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



Whittlesea

**Youth**  
Commitment



Hume

Whittlesea

# WHAT'S IN THE GUIDE?

## Working out your options!

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

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

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

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

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

Good luck on your journey for a career!

# ACKNOWLEDGEMENTS

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

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

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

Email: [kim.s@hwllen.com.au](mailto:kim.s@hwllen.com.au)

Whittlesea Youth Commitment / Hume Whittlesea LLEN  
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**Cover image:** © Andy Goldsworthy

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# CHOOSING A CAREER PATH

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

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

## Which career path is right for me?

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

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

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

## Things you can do to develop a career path

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

## Develop your skills

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

For example:

# CHOOSING A CAREER PATH

## 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, Reconnect and JVES 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.

This link <https://jobsearch.gov.au/transition-to-work> identifies Transition to Work providers that could assist young people to build their skills, confidence and readiness to enter employment. 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 working with young people who have left school early or who have had difficulty entering employment after school. They also have strong links with employers, community services and schools in their local community.

## Volunteer work

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

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

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

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

# CHOOSING A CAREER PATH

## Get into a routine

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

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

## Develop your network

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

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

## Online resources

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

- [www.myfuture.edu.au](http://www.myfuture.edu.au)
- [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

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

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

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

**jobactive or JVES** – jobactive or JVES providers work closely with job seekers, tailoring their

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services to the job seeker's needs so they can find and keep a job. A jobactive or JVES provider will have a face-to-face meeting with the job seeker to develop a Job Plan. The Job Plan will set out all of the activities the job seeker will do to help them find work.

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

**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.

**Melbourne's North Joblink** – Melbourne's North Joblink can help you find work closer to home and within your community. Sign-up for free and receive updates on all the latest jobs in Melbourne's North. Visit: <http://www.mnjoblink.com.au>

## 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 she or he knows of any other employers who are looking to fill any positions

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

### If you can have an interview:

Ask for an interview time or suggest one yourself

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



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## Writing a job application cover letter

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

## How to write a job application letter

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

The main mistakes people make with a covering letter are:

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

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 2021)

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

# CHOOSING A CAREER PATH

## An example of a cover letter:

**Alex Green**

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

4 June 2021

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 2020 I successfully completed a Certificate III in Transport and Distribution – Warehousing and Storage at Kangan Institute. Since finishing this course, I have been working on a short term contract as an Operations Assistant at A&S Transport Distributors. My contract comes to an end next month and I am now looking for full-time employment.

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

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

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

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

Yours sincerely,

*Alex Green*

Alex Green

# CHOOSING A CAREER PATH

## Writing a resume

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

### What is the purpose of a resume?

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

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

### How long should your resume be?

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

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

### How should you order your resume?

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

#### 1. Contact details:

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

#### 2. Education:

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

#### 3. Employment:

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

## CHOOSING A CAREER PATH

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

### 4. Industry placements:

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

### 5. Key skills and abilities:

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

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

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

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

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

### 6. Personal qualities:

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

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

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

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

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

### 9. Referees:

Your resume should list two, or at the most, three referees. Your referee is someone who can tell the potential employer what you are like as a person and what you are like to work with. Referees should be people that you have worked with before. You need to provide the name of your referees, the title of their position, name of their company, phone number, and email.

On the following two pages is an example of a resume:

# An example of a resume

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## Alex Green

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

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## Education

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- Kangan Institute, Certificate III in Transport Distribution, 2017–2018
  - Morang High School, Year 12, 2011–2016
- 

## Employment

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### A & S TRANSPORT DISTRIBUTORS

Administration / Operations Assistant, Jan 2019 – Present

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

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

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

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## Industry placements

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### WHITTLESEA TRANSPORT GROUP

Warehousing/Operations Assistant, Mar 2016 – May 2016  
Structured Workplace Learning placement

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

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

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

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## Key skills & abilities

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

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## Personal qualities

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

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## Further qualifications

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- Victorian Driver's Licence (P2)
- First Aid Level 2 Certificate (Completed in January 2019)
- Teacher of Swimming and Water Safety (Completed in January 2018)

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## IT Skills

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Microsoft:

- Word processing
- Excel spreadsheets
- PowerPoint

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## Other Information

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I am fluent in Mandarin.

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## Referees

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

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

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# CHOOSING A CAREER PATH

## Addressing the Key Selection Criteria

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

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

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

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

#### The structure of the Cover Letter

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

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

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**Alex Green**

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

4 June 2020

Ms. Samantha Chapman  
Personnel Manager  
Lightning Logistics  
Via Email

Dear Ms. Chapman,

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

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

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

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

## CHOOSING A CAREER PATH

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

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

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

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

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

Yours sincerely,

*Alex Green*

Alex Green

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

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

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

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



# CHOOSING A CAREER PATH

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

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

## The structure for addressing the Key Selection Criteria

### 1. Provide a context:

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

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

### 2. Provide your first example:

This should be your best example. For example:

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

### 3. Provide another example:

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

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

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

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

# CHOOSING A CAREER PATH

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

Alex Green

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

### Key Selection Criteria

Operations Assistant, Position No: 2019/035

Lightning Logistics

#### Essential:

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

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

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

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

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

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

#### Desirable:

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

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

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

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

# CHOOSING A CAREER PATH

## Interview tips

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

### Preparing for an interview

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

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

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

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

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

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

### Your appearance at an interview

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

#### DO:

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

## CHOOSING A CAREER PATH

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

### DON'T:

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

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

### Commonly asked interview questions

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

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

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

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

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

# CHOOSING A CAREER PATH

## What to do during the interview

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

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

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

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

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

### Services Australia

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

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

#### Services Australia – Youth Allowance

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

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

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

#### Services Australia – Payment and Service Finder

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

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

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

### Services Australia Service Centres

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

#### Broadmeadows Service Centre

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

#### Darebin Service Centre

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

#### Epping Service Centre

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

#### Greensborough Service Centre

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

#### Heidelberg Service Centre

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

### Employment support programs

A number of programs and services are available to help young people find meaningful, paid casual, part-time or full-time employment.

In this section you will find more details about each of these programs and the services you can contact for support and more information.

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## Jobs Victoria

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

### Jobs Victoria Employment Services (JVES)

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

#### *JVES Mentors:*

##### **Brotherhood of St Laurence - Whittlesea**

1/1 Latitude Blvd, Thomastown VIC 3074. Ph: 1300 275 634

##### **Whittlesea Community Connections Inc**

Shop 111 Epping Plaza, 583 High St, Epping 3076. Ph: 9401 6666

##### **NORTH Link**

Suite 4, Bld 1, 2 Research Ave, Bundoora 3086. Ph: 9479 3339

##### **MAX Solutions**

u16/26-38 Miller St, Epping 3076. Ph: 1800 603 503

##### **Australian Multicultural Community Services Inc**

Suite 111/44-56 Hampstead Rd, Maidstone 3012. Ph: 9689 9170

##### **CVGT Australia**

3/769 High St, Epping 3076. Ph: 13 28 48

## Jobs Victoria Advocates

Jobs Victoria Advocates can:

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

#### *Jobs Victoria Advocates Locations:*

##### **Whittlesea Community Connections Inc**

Shop 111 Epping Plaza, 583 High St, Epping 3076. Ph: 9401 6666

##### **Jesuit Social Services**

325 Church Street, Richmond 3121. Ph: 9421 7600

##### **Aboriginal Advancement League**

2 Watt Street, Thornbury 3071. Ph: 9480 7777

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## Jobs Victoria Career Counsellors

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

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

## Working for Victoria Youth Employment Program

The Working for Victoria Youth Employment Program offers 6–12 month roles in Victorian Government departments and agencies.

## Work and Learning Centres

Work and Learning Centres provide personalised support and services for each jobseeker. Jobseekers have access to:

- Career guidance and job service training
- Vocational training with local providers
- Foundation skill courses to improve work readiness
- Work opportunities through links with local employers
- Support services to address other barriers to employment such as health and mental health services, drug and alcohol support and child care.

The centres also take referrals from local services, health professionals and department staff. Further information, including identifying your local Jobs Victoria partners, can be found at <https://jobs.vic.gov.au/> or by calling Jobs Victoria on 1300 208 575.

## jobactive

If you are unemployed and receiving an income support payment, you will be referred to jobactive, the Government employment service. jobactive is delivered by a network of employment providers across Australia. Your provider who will work closely with you to help you find and keep a job.

A jobactive provider will have a face-to-face meeting with you to develop a Job Plan. The Job Plan will set out all of the activities you need to do to help you find work, such as the job searches and activities like employability skills training, or work experience.

Your provider can help:

- Look for work, write a résumé and prepare for interviews
- Refer you to jobs in the local area and help you relocate for work
- Become job ready, including targeted training that is suited to the skills that local employers need.



# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

For more information go to: [www.jobactive.gov.au/for-jobseekers](http://www.jobactive.gov.au/for-jobseekers)

If you're new to jobactive you will complete the Job Seeker Snapshot which is a series of questions to assess your circumstances. Your answers will help work out the support you need while you look for work. Depending on the results, you may be referred to a youth support program such as Transition to Work. To find more information on Transition to Work go to: [www.employment.gov.au/transition-work](http://www.employment.gov.au/transition-work)

The jobactive YouTube channel has hints and tips to help you with your job search, interview techniques and resume building. Go to: <https://www.youtube.com/c/jobactivejobs>

## Job seeker obligations

To ensure you are actively looking for work, you may need to meet certain requirements to keep receiving income support. These are called mutual obligation requirements. To find out more information go to: [jobactive.gov.au/compliance](http://jobactive.gov.au/compliance)

## Your local jobactive providers:

### AMES Employment

Suite 4, 763 High Street, Epping  
Phone: 8535 9680

### Job Prospects

769 High Street, Epping  
Phone: 8401 4801

### Matchworks

2/763 High Street, Epping  
Phone: 8405 3433

### Sarina Russo Job Access

748-760 High Street, Epping  
Phone: 8405 9500

### The Salvation Army Employment Plus

Suite 4, 8 Childs Road, Epping  
Phone: 13 61 23

## 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: <https://www.jobjumpstart.gov.au>

## Brotherhood of St Laurence – Given the Chance

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

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

### Contact:

Ph: 0427 258 521

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

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

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

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## Brotherhood of St Laurence – Jobs Victoria

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

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

### **Contact:**

Epping Community Services Hub, 713 High St Epping  
For referrals and enquiries, email [jvennorth@bsl.org.au](mailto:jvennorth@bsl.org.au) or phone 0491 050 261

## New Enterprise Incentive Scheme (NEIS)

Job seekers interested in starting and running a small business may be able to get practical small business training, business mentoring and financial assistance.

### **Contact:**

Holmesglen Epping, 769 High St, Epping Vic 3076  
Ph: 9209 5119 or 1300 634 748

## Enhanced Support for School Leavers

Delivered by the National Careers Institute, the Enhanced Support for School Leavers measure is for school leavers aged 15-24 years old. It provides you with access to information about your current and future education, training and work pathways in a labour market affected by COVID-19. It includes the:

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

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

To speak to an information officer or book your free session with a qualified career practitioner, call 1800 CAREER (1800 227 337) or SMS 'SLIS2021' to 0429 009 435.  
Note: this is a free service, however minimal call/text costs may apply.

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

## Youth Jobs PaTH

Supported by the Department of Education, Skills and Employment, this program is designed to help you to move into meaningful paid casual, part time or full-time employment. The program includes 3 stages - Prepare, Trial and Hire.

### 1. Prepare with Employability Skills Training (EST)

Employability Skills Training (EST) is designed to prepare you for employment by developing your skills to help employers to realise your capabilities.

Training Block 1 Courses focuses on pre-employment skills to help you meet the expectations of employers in the workplace. You will learn communication, teamwork, time management, reliability, problem solving and additional technology skills. You will be exposed to a variety of industries and jobs in demand. The training will help you to identify your relevant experiences and skills valued in a workplace and assist you to build these into your resume.

Training Block 2 Courses focuses on your career development and job preparation. You will learn advanced job-hunting skills, how to polish your resume and cover letter for the intended job, interview skills and labour market education. You will also attend industry awareness experiences which are opportunities to experience different work environments to help you find out which industry is right for you.

You can participate in one or both blocks depending on your needs.

#### Am I eligible for EST?

You may be eligible to take part in EST if you are aged 15 - 24, are on income support, are registered with jobactive or a participant in the New Employment Services Trial, and have mutual obligation requirements. You will need to discuss your eligibility and suitability to take part in the training with your jobactive provider.

#### How will the training be delivered?

The training will be delivered by an EST Provider. All EST Providers who deliver the training are Registered Training Organisations. Both EST blocks are 75 hours of face-to-face training. Depending on your mutual obligation requirements, the hours will be spread out over either three or five weeks. Your jobactive provider will refer you to an appropriate EST course based on the skills you need to improve.

#### Get started

If you're ready to get started, contact your jobactive provider. Let them know you would like to take part in EST. If there is a suitable option for you, they can connect you with the right EST course in your area.

### 2. Trial with a PaTH internship

An internship is a workplace trial. As part of Youth Jobs PaTH, you can take part in an Internship to gain work experience in the industry of your choice while improving your chances of getting

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

a job. This is a great way to learn if an employer is right for you and if the industry is what you expected. Internships run for between 4 and 12 weeks and include 30 to 50 hours of work experience per fortnight. Employers taking on PaTH interns must have a job in mind at the end of the internship.

## What are the benefits?

In addition to learning work skills, an Internship is an opportunity to show a host business what you can do and how you fit into their business with the potential to get a job at the end of it. Best of all PaTH Internships are voluntary, so if the industry or workplace isn't what you expected, you can leave the placement at any time without it affecting your income support payment.

You will receive an extra \$200 a fortnight on top of your income support payment during your Internship. This incentive will be paid as part of your income support payment by Services Australia (Centrelink).

## Which industries can I participate in?

You can participate in many different industries. Your provider can work with you to find industries in your area that interest you and match your skills and qualifications. Or you may find your own Internship opportunity.

PaTH internships achieve great results with around 65% of internships completed resulting in employment.

## Am I eligible to take part in an Internship?

You may be eligible to take part in an internship if you are aged 17 to 24, on income support with mutual obligation requirements and have been registered with jobactive, Transition to Work or Disability Employment Services. Your provider will be able to confirm your eligibility for a PaTH internship.

## 3. Get Hired

At any stage of the Youth Jobs PaTH when you find the right employer and they agree you are a good fit for their business, you can be hired as an employee. After all, this is what the program is all about.

### Contact:

For more information, visit the Youth Jobs PaTH website:

<https://www.employment.gov.au/youth-jobs-path>

## Selfstart

Selfstart offers information about the first steps for people who would like to start their own business.

Visit: <https://jobsearch.gov.au/selfstart>

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## Transition to Work

The Transition to Work (TtW) employment service provides eligible young people with practical support to successfully transition from school to further education and/or employment. TtW providers focus on building skills, confidence, and work readiness by connecting you with education or training, sourcing local job opportunities and/or connecting you with relevant local community services.

You will generally be expected to participate in TtW services for 25 hours per week for up to 18 months. Your provider will work with you to determine an appropriate mix of activities and services to assist you achieve your goals.

### Am I eligible?

To participate in Transition to Work you must be between 15-24 years old and an Australian citizen, or hold a permanent, or nominated category, of visa.

TtW is aimed at young people most at risk of long-term unemployment. Eligibility will also depend on whether you identify as Indigenous, have a Year 12 Certificate or Certificate III or higher, have been employed within the last six months and whether you are receiving income support payments such as Youth Allowance.

For more information, visit the TtW website: <https://www.dese.gov.au/transition-work>, or talk to your local provider.

## 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 is for people who have a disability, illness or injury who need occasional support to find and keep a job.

Employment Support Services is 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:

<http://jobsearch.gov.au/serviceproviders>

## Skills and Jobs Centres

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

TAFEs are the key hubs for all the Skills and Jobs Centres, ensuring that the centres are tailored

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

to meet the needs of their local communities and industries.

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

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

### What services will they provide?

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

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

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

#### Kangan Institute

Broadmeadows Campus

Building A, Office 121, Pearcedale Parade, Broadmeadows

Phone: 1300 100 606

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

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

#### RMIT University

Carlton Campus

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

Phone: 9925 2552

Mobile: 0418 465 633

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

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

#### Melbourne Polytechnic

Preston campus

Library, Building C

77 St Georges Rd, Preston VIC 3072

Phone: Student Connect 03 9269 8400

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

## Apprenticeships

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

### Apprenticeship Support Australia

Beginning an apprenticeship or traineeship and entering the workforce for the first time can be very daunting, no matter what your age or previous experience. There's often a lot to get your head around. The Apprenticeship Support Australia team will provide you with ongoing tailored support and assistance to ensure your journey runs smoothly.

#### **Contact:**

Level 3, 150 Collins St, Melbourne 3000

Ph: 1300 363 831

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

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

### Australian Apprenticeship Support Network

#### **What is the Australian Apprenticeship Support Network?**

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

#### **How will the Apprenticeship Network help me get an apprenticeship?**

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

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

#### **How will the Apprenticeship Network help me stay in training?**

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

You will be regularly contacted by Apprenticeship Network providers as the Australian Apprenticeship progresses and you can contact the provider any time you need help. The focus will be on supporting apprentices and employers to complete the apprenticeship.

# FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

## How will the Apprenticeship Network help me complete my apprenticeship?

Part of the Apprenticeship Network providers' targeted services will be identifying and providing any extra support or advice you may need to complete your apprenticeship, such as mentoring. They will engage with State Training Authorities to arrange completion of your apprenticeship and make sure you have the papers you need to prove you are qualified in your chosen trade or occupation.

## Who can access the Apprenticeship Network?

Anyone can access the Apprenticeship Network nationwide. It will support both new and existing apprentices as well as those deciding on a career pathway.

## Where can I find out more?

For more information, or to learn about Apprenticeship Network providers in your area, call 13 38 73 or go to [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au).

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

### Apprenticeship Support Australia

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

### MAS National

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

### MEGT

Melbourne Polytechnic, Epping Campus  
Building A, Room EA-149  
Cnr Cooper St & Dalton Rd, Epping 3076  
Ph. 9401 3666, 9219 8305 or 136 348  
[aasninfo@megt.com.au](mailto:aasninfo@megt.com.au)  
[www.megt.com.au](http://www.megt.com.au)

### Sarina Russo Apprenticeships

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

## MAS National

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

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

### Contact:

MAS Epping  
713 High Street  
Epping Victoria 3071  
Phone: 1300 627 628



## MEGT (Australia) Ltd

Thinking about the future? If you want to give your career a kickstart, an apprenticeship or traineeship is a great way to get real skills for a real career. As an apprentice or trainee, you get the benefit of structured and relevant competency-based training that teaches you skills you can use straight away. You'll also be working which means you're getting paid while you complete your training, as well as gaining valuable on-the-job experience. Once you've completed your apprenticeship or traineeship, you'll have the expertise, experience and qualification you need to take the next step in your career or to further your education.

Benefits of becoming an apprentice or trainee:

- EARN...while you learn both on-the-job and at TAFE or trade school.
- GAIN...fundamental skills you'll use long after you're qualified.
- CHOOSE...from a wide range of qualifications across ALL industries.
- ACCESS...potential Government financial support and personal benefits.
- BENEFIT... from personalised mentoring support throughout your training

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

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

Prefer to speak to a real person? Our Career Hub team is here to help you find your way around Career Hub. You can also chat to a Career & Recruitment Consultant about your options and any questions you might have about becoming an apprentice or trainee.

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

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

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

## Sarina Russo Apprenticeships

Earn while you learn, gain real work-life skills, achieve a nationally recognised qualification and create a stepping stone to run your own business. If you're a school student, re-entering the workforce, or looking for a career change an apprenticeship can deliver professional, financial, and personal rewards.

Sarina Russo Apprenticeships will help you to:

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

### Contact:

Suite A, 748 & 760 High Street, Epping

Phone: 13 15 59

<https://www.sarinarusso.com/>

## Group Training Organisations

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

### Ai Group Apprentice & Trainee Centre

Ai Group Apprentice & Trainee Centre is a Quality Approved Training Company owned and operated by Australia's leading employer association, the Australian Industry Group. Ai Group ATC can help you kick start your career in an apprenticeship. Ai apprentices undertake on the job training, under a contract of training, with specially selected host companies that have an excellent safety and training culture.

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

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

#### What's in it for you?

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

#### Contact:

Joanne Fox, Employment & Training Consultant/Recruitment

Phone: 03 9867 0154, or 0407 300 702

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

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

## Skillinvest

Skillinvest is a provider of employment, education and training services throughout Victoria. Skillinvest also incorporates Longerenong College, one of Australia's foremost institutions specialising in agricultural vocational education and training.

Skillinvest employs apprentices and trainees, both full-time and school-based, and places them

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

with a host employer to undertake their workplace training.

A Registered Training Organisation will provide the structured learning aspect either by on the job assessment or attending study blocks at trade school.

Skillinvest employs apprentices and trainees across all industry types, in a variety of occupations including: carpentry, electrical, plumbing, engineering, automotive (light, heavy, mobile plant, agriculture, small engine etc.), parks and gardens, landscape construction, sports turf management, civil construction, commercial cookery, agriculture, business, disability and many more.

### Contact:

Phone: 1300 135 008

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

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

## Training Checklist for young people

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

Answer all of these questions before:

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

Things to consider	Find out the following:	✓
The training provider must be registered to deliver the course they are providing.	Is the training provider registered and by which authority? Ask for the training provider's registration number, scope (what they are offering) and keep for your records.  Information about Registered Training Organisations (RTOs), Training Packages accredited courses and qualifications can be accessed at <a href="http://www.training.gov.au">www.training.gov.au</a> or <a href="http://www.vrqa.vic.gov.au/StateRegister/Search.aspx/Search">www.vrqa.vic.gov.au/StateRegister/Search.aspx/Search</a> or go to <a href="http://www.dese.gov.au">www.dese.gov.au</a> .	<input type="checkbox"/>
Make sure the qualification is nationally recognised.	Is the qualification nationally accredited? For further information visit <a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>	<input type="checkbox"/>
	Does the person delivering training hold a TAE 40110 AND the appropriate industry accredited qualification?	<input type="checkbox"/>
Check if you require a specific licence for this occupation.	Will I need a licence to practice this occupation? For further information on licensing requirements visit: <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"/>

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

Things to consider	Find out the following:	✓
<p>Check with the training provider what knowledge and skills the course will provide.</p>	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"/>
<p>Make sure the training is not affecting future studies.</p>	Will this course affect further study options in the future? Ask for a written explanation (or chart) so you can easily see the implications, if any, this course has on your future study selections.	<input type="checkbox"/>
	Does this training preclude students from undertaking a traineeship/Apprenticeship in a related field or any other field?	<input type="checkbox"/>
<p>Shop around for a course and training provider that meets your needs.</p> <p><i>(Continued over page...)</i></p>	I have been told that there are no up front costs? Does this mean I am using a VET Student Loan? If so, when do I have to pay this back and will it be with interest?	<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"/>

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

Things to consider	Find out the following:	✓
<p><b>Shop around for a course and training provider that meets your needs.</b></p> <p><i>(Continued from previous page...)</i></p>	<p>What is the breakdown of costs? (Including final total cost of training and any additional fees on top of stated tuition)</p>	<input type="checkbox"/>
	<p>What is the training provider refund policy? Obtain a copy of the refund policy and make sure you understand the details. <b>Will I still incur a debt?</b></p>	<input type="checkbox"/>
	<p>How will the course be delivered? (E.g. part time, full time, online, onsite, classroom). What support is available if online?</p>	<input type="checkbox"/>
	<p>What are the hours of attendance and total hours of course delivery? Check this against nominal hours recommended on <a href="http://www.training.gov.au">www.training.gov.au</a>. (<b>Beware</b> of courses that offer low hours as these are often not recognised by relevant industries or employers. In most cases if you start at a higher qualification – you cannot then study something later at a lower qualification. If unsure start at the lower qualification and work up to the Diploma.)</p>	<input type="checkbox"/>
	<p>Is there flexibility in the course delivery? (E.g. early completion)</p>	<input type="checkbox"/>
	<p>Ask about the timetable, location of the training and assessments. How and where students are assessed? When are the certificates awarded to students? Does the certificate list the competencies? Is a Diploma a nationally recognised <b>full</b> qualification or does the term “Diploma” relate to the organisations own in-house recognition. (Sometimes organisations blend qualifications that are combinations of various certificates but are not a <b>full nationally accredited qualification</b> in their entirety). <b>Very important to check this.</b></p>	<input type="checkbox"/>
	<p>Ask whether training and/or assessment will be undertaken in a real workplace. If a simulated environment is to be used to replicate a workplace, consider how realistic the environment is. <b>This may be critical when applying for a job or credit transfer.</b></p>	<input type="checkbox"/>
	<p>Does the training provider provide any support services to students with non-English speaking backgrounds, disability aid, indigenous and/or financial assistance?</p>	<input type="checkbox"/>
	<p>Obtain feedback to gain insight from past students on the quality of training and if it assisted them in finding appropriate employment. (Check on-line forums like Whirlpool and others)</p>	<input type="checkbox"/>

## FINDING A JOB, APPRENTICESHIP OR TRAINEESHIP

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

### Disclaimer:

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

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

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)).

# DO YOU KNOW YOUR RIGHTS IN THE WORKPLACE?

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

## Awards, Conditions and Pay Rates

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

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

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

### **Contact:**

Phone: 1300 799 675

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

## Discrimination

The role of the Victorian Equal Opportunity and Human Rights Commission is to protect and promote human rights in Victoria. When discrimination occurs or human rights are at risk, they support Victorians to exercise their rights by helping to resolve discrimination complaints and intervening in court cases.

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

### **Contact:**

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

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

# DO YOU KNOW YOUR RIGHTS IN THE WORKPLACE?

## Unions

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

### What is collective bargaining power?

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

### Who is eligible to join a union?

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

#### Contact:

The Australian Unions Support Centre

Ph: 1300 486 466

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

## JobWatch

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

#### Contact:

Phone: 9662 1933

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

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

## Superannuation

All employers in Australia must receive superannuation except:

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

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

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

#### Contact:

Phone: 1800 931 678



## YOUR EDUCATION AND TRAINING OPTIONS

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

### Trade Training Centres

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

Outer Northern Trade Training Centre is a state-of-the-art facility providing secondary students with hands-on learning. Currently there are four courses on offer at the Certificate II standard:

- Automotive
- Building and Construction
- Electro-technology, and
- Plumbing

The centre is located at 407 High Street Lalor and is within walking distance of the Lalor train station on the South Morang line. Its open design has flexible learning spaces cater for all needs. This highly equipped facility already caters for business groups and special functions.

ONTTC is currently partnered with Cummins, Paccar (Kenworth), Mercedes Daimler, Bayford Motors and Komatsu. These strong partnerships with industry and employment agencies help to ensure students have direct opportunities into chosen pathways.

ONTTC is committed to allowing local community access via training programs to improve their employment opportunities.

**Contact:**

Phone: (03) 9464 7779

Web: <http://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

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

**Assumption College Kilmore**

Phone: 03 5782 1422

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

**Seymour College**

Phone: 03 5771 1300

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

**Whittlesea Secondary College**

Phone: 03 9719 1200

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

**Contact:**

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

## YOUR EDUCATION AND TRAINING OPTIONS

### Re-engagement programs and alternative settings

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

#### Lynall Hall Community School

Lynall Hall Community School (LHCS) is a small coeducational government secondary school, comprised of three separate sites in the suburbs of Richmond and Coburg in Melbourne. The origins of each site are founded in the progressive education movement of the 1970s. Our vision is to be a collaborative community of learners participating in positive relationships, critical thinking, creativity and active citizenship.

We encourage our values (Learning, Opportunity, Respect and Safety) through the application of School Wide Positive Behaviour Support, and apply Restorative Practice to maintain healthy relationships. We actively promote an inclusive environment as a partner school in the DET Respectful Relationships program and a Safe School.

LHCS is a specific purpose school with no designated local neighbourhood zone, and also excluded from FLO referrals. This means students must make a positive choice to attend our school because they prefer our programs and the way we operate, and accept our expectations.

Our main campus in Richmond offers Victorian Curriculum, VCE, VET and VCAL for students in Years 7-12. Our Richmond Annex campus specifically offers individualised Re-engagement programs.

At our Coburg campus, The Island: Work Education, students work towards completing a VCAL certificate alongside participation in one of our specialist VET workshop programs (Automotive, Building, Furniture and Cabinet Making, and Hospitality). Students also take part in the Advance program for youth participation.

**Contact:**

Phone: 9428 4421

#### RMIT Urban School

Students have an opportunity to study VCE in an adult environment at our Urban School City campus. Specialised Pathways support is available to all students. Students are able to utilise all facilities and student support services in the wider university.

The Year 11 (Units 1 & 2) and Year 12 VCE (Units 3 & 4) programs offer a wide range of subject choices in an adult learning environment. In addition students can undertake selected Vocational education subjects or first year university subjects alongside their VCE subjects. These subjects count for credit if they continue to study these courses at RMIT. Year 12 students have the opportunity to participate in the SNAP Program when applying for courses through VTAC.

**Contact:**

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

Phone: 9925 4518 or 9925 4890

# YOUR EDUCATION AND TRAINING OPTIONS

## Operation Newstart

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

The program is made up of:

- Community project
- TAFE Tasters/vocational experiences
- Outdoor adventure activities and camps

### **Contact:**

Brendan Delaney

7 Stanley Street, Collingwood

Phone: 9419 0369

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

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

## Navigator Program

Jesuit Social Services commenced delivering the Navigator Program in the North Eastern Melbourne Area in 2020, in partnership with the Victorian Aboriginal Child Care Agency (VACCA) who bring expertise in supporting Aboriginal young people and their families. Jesuit Social Services also delivers the Navigator Program in the Hume, Moreland and Brimbank, Melton regions and the Inner East Melbourne region.

### **Who is Jesuit Social Services?**

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We work at the hard end of social justice with some of the most disadvantaged, vulnerable members of the community and support those most in need.

Jesuit Social Services provides programs and advocacy across five main areas:

1. Justice and Crime Prevention
2. Mental Health and Wellbeing
3. Settlement and Community Building
4. Education, Training and Employment
5. Gender and Culture.

### **What is Navigator?**

The Navigator Program is a program funded by the Department of Education and Training (DET) which supports disengaged learners, aged 12-17, to re-engage with an education or training pathway.

Navigator actively works with young people and their support networks to provide the support

## YOUR EDUCATION AND TRAINING OPTIONS

required for a successful return to education.

The program works intensively with young people, families and schools to help young people overcome barriers and successfully re-engage with an education or training pathway.

### Who is eligible?

To be eligible, the young people must:

- Be between 12 and 17 years of age
- Have been disengaged from an education setting for more than 70 percent of the most recent school term
- Live in, or, be enrolled in a school within an area that Navigator operates. In the North Eastern Melbourne areas that includes Darebin, Whittlesea, Banyule, Nillumbik and Yarra.

### What happens on the Navigator Program?

Navigator provides case management and intensive, assertive outreach to young people and their families. Our team assists each young person to create their own education re-engagement plan that:

- Expresses individual goals
- Addresses specific barriers to education
- Responds to issues underlying non-attendance
- Involves and works restoratively families, carers, schools and community support by:
  - Expanding and coordinating the network of people can provide ongoing support and oversight
  - Promote well-being, restore relationships and reduce further harm
- Navigator also works with education providers to ensure that each young person's reengagement into education best suits their needs.

### How can young people be referred to Navigator?

The Department of Education and Training (DET) Navigator Coordinator manages the referral process to the Navigator Program at Jesuit Social Services. Anyone can refer to the program through our online referral hub which can be found on the following website:

<https://www.education.vic.gov.au/about/programs/Pages/navigator.aspx>

#### **Contact:**

#### **Key contacts for the Navigator Program NEMA:**

DET Navigator Coordinator - Emma Couper: [couper.emma.e@edumail.vic.gov.au](mailto:couper.emma.e@edumail.vic.gov.au)

Jesuit Social Services Manager of Community Justice Portfolio – Genevieve Higgins:

[Genevieve.higgins@jss.org.au](mailto:Genevieve.higgins@jss.org.au)

Jesuit Social Services Navigator Coordinator – Jennifer Walters: [Jennifer.walters@jss.org.au](mailto:Jennifer.walters@jss.org.au)

## YOUR EDUCATION AND TRAINING OPTIONS

### Preston Reservoir Adult Community Education (PRACE)

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

#### At Prace, we aim to:

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

#### What we do

Prace College offers VCAL Foundation and Intermediate levels - with both full-time and part-time options available. Prace also offers a range of pre-accredited short courses in study areas including Hospitality, Computers and introductory Trade courses, as well as programs to improve literacy, such as our Evening Spelling, Reading and Writing class.

#### Who is it for?

Our Prace College VCAL program is for young people who seek to undertake their senior school completion in an alternative setting to mainstream school. Our pre-accredited short courses are for young people and/or adults who would like a more flexible and affirming learning environment and specialised, individual support.

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

#### Reconnect

Reconnect is a free service funded by the Department of Education and Training and offers individual support to those aged 17-64, to link in with education, training and employment.

Those who have been disengaged from education and employment for six months or more can access ongoing assistance through their Reconnect Case Worker to connect with TAFE courses, training and/or employment. Reconnect participants can also receive financial support to assist with the costs associated with a return to study or work. Eligibility criteria apply.

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

#### Contact:

Prace are located at Merrilands Community Centre  
Corner Asquith and Sturdee Streets, Reservoir VIC 3073  
Phone: 9462 6077

## YOUR EDUCATION AND TRAINING OPTIONS

### The Hester Hornbrook Academy

The Hester Hornbrook Academy, formerly Melbourne Academy, is an Independent school run by Melbourne City Mission. It was established to provide supportive, flexible education to reconnect young people with schooling, which is often the most important step in getting them back on track. Building on the evidence of what works, we provide both social and education supports to help people achieve their goals.

The Academy works with the Melbourne City Mission Registered Training Organisation (RTO), to deliver accredited training. In addition, as an Independent School, we deliver the Victorian Certificate of Applied Learning (VCAL). These are all delivered through our Academy program. Our Hester Hornbrook Academy classrooms focus on training towards a VCAL with VET Units of Competency. We deliver education from a range of classrooms each having a specific focus. We also provide an outreach education model.

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

- Be between 15–25 years of age
- Be willing to commit to classes 5 days per week
- Be willing to travel to Sunshine, Prahran or the CBD. 3 classrooms are at each site.

We offer Foundation, Intermediate and Senior level VCAL. We also provide a flexible learning environment, which gives students the opportunity to work on both individual areas of interest, as well as group activities.

We have a flexible enrolment, which means we can take students at any point during the school year.

**Contact:**

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

Phone: 1800 517 218

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

### The Pavilion School

The Pavilion is a secondary school for students who have disengaged from school or who have been expelled or excluded from their local mainstream school. 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. It offers VCAL Foundation, Intermediate and Senior within a calm and supportive learning environment. The Pavilion School provides an integrated academic program alongside intensive student wellbeing and pathways support.

**Contact:**

The Pavilion has campuses in Preston and Epping.

Ph: 9470 2023

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

## YOUR EDUCATION AND TRAINING OPTIONS

### VCE at Box Hill Institute, CAE Campus

Students have the opportunity to gain their VCE Certificate in an adult learning environment in a city location.

**Contact:**

VCE Office, Level 3, 21 Degraeves Street

Melbourne VIC 3000

Phone: 9652 0611

Email: [vce@cae.edu.au](mailto:vce@cae.edu.au)

[www.cae.edu.au/vce](http://www.cae.edu.au/vce) or [www.boxhill.edu.au](http://www.boxhill.edu.au)

### Youthworx

Youthworx is based in Brunswick and works with young people aged 15 to 25 years of age who are disengaged from education, employment or training. Youthworx offers training in Cert II and III in Screen & Media in a highly supported environment. The training days are Monday, Tuesday and Wednesday, and the program is considered full time for Centrelink purposes.

**Contact:**

Youth worker - Zoe Beck

29a Tinning St, Brunswick VIC 3056

Phone: 0417 451 880

Email: [zoe.beck@yda.org.au](mailto:zoe.beck@yda.org.au)

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

### Montague Continuing Education Centre

**Vision**

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

The aims of the learning programs are:

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

The school is committed to providing a pathway to post school life via participation in Vocational Employment and Training [VET] and Victorian Certificate of Applied Learning [VCAL] programs. These programs are school based or offered in liaison with other providers such as the Inner Melbourne VET Cluster, Kangan and Holmesglen TAFE and local industry. Each student has a Managed Individual Pathways Plan.

# YOUR EDUCATION AND TRAINING OPTIONS

## School values

Montague School expects students to:

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

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

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

## Philosophy

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

## Curriculum

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

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

## Facilities

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

## Partnerships

The establishment of partnerships with families, community organisations, further education and training providers and employers is vital to support students' transition to positive adult lives beyond Montague School.

## Contact:

100 Montague Street

South Melbourne VIC 3205

Phone: 9690 3535

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



### Vocational Education

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

NCAT provides individualised programs & pathways for students wanting to pursue further study, employment or training in areas such as:

- Design & Visual Arts
- Music Performance & Sound Production
- Photography & Photo-imaging
- Multimedia
- Animation
- Dance
- Media & Drama
- Furniture
- Automotive
- Building & Construction
- Electro-Technology
- Engineering
- Plumbing
- Robotics/Telecommunications/IT
- Sport & Recreation
- Music Instrument Making

The College offers a broad range of study options for students who have completed Year 12. These include its renowned Folio Preparation program in which students can complete the Certificate IV in Design or the Certificate IV in Visual Arts or the Certificate IV in Photoimaging. Students interested in photography can continue on to the Diploma of Photoimaging. Post Year 12 students can also do Certificate IV programs in Music or in Sound Production.

NCAT is the only training provider in Australia that delivers the Certificate IV in Musical Instrument Making & Repair with students coming from around Australia to do the program which then allows them to work in the industry, establish their own businesses or go on to further study.

Applications for entry to Certificate IV courses in Visual Art, Design, Music and Musical Instrument Making are directly via the college. Entry to Visual Arts and design courses requires an interview and folio, entry to the Music & Sound Production courses require an audition and interview and entry to the Musical instrument Making course is via interview. Please note: Entry to the Certificate IV and Diploma Photography and Photoimaging courses is via VTAC.

At Year 11 and 12, in addition to its VCE programs specialising in the Visual Arts, Music, Dance and Technology, NCAT also runs specialist integrated VCAL/VET programs in Music/performance, Visual Art, Sport & Recreation and in the Trades. Its VCAL Pre-apprenticeship programs allow students to complete up to four VET programs over two years. Students can choose from Certificate IIs in Automotive, Building & Construction, Electrotechnology, Engineering, Plumbing and Furniture Making.

**Contact:**

Phone: 9478 1333

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

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

## YOUR EDUCATION AND TRAINING OPTIONS

### Peter Lalor Vocational College

Peter Lalor Vocational College is a Centre for high quality Vocational Education for 14 – 19 year old students. Curriculum is strongly connected to the real world beyond the classroom. There are personalised programs and choices that reflect students' own interests and background. Independence, self-motivation and team work are promoted and individual learning styles are catered for.

Peter Lalor Vocational College offers applied learning programs for students studying Years 9 – 12. At Years 10 – 12 our students are enrolled in a Foundation, Intermediate or Senior Victorian Certificate of Applied Learning (VCAL) course. Our VCAL students are also enrolled in Vocational Education and Training (VET) courses. The college does not offer VCE programs.

Specialising in an Applied Learning approach provides practical, outcome-based learning and caters for a range of learning styles. The approach allows students to learn skills through 'doing tasks' that are part of the real world, promoting the development of 'hands on' skills. It develops employability skills such as teamwork, communication, self-management, problem solving, planning and organising, technology, initiative and enterprise.

Work Experience (WE) and Structured Workplace Learning (SWL) is a large part of our program with students connected to industry as part of their studies. Vocational Education provides a clear, well-defined pathway to a wide range of further education, training and employment options.

#### **Contact:**

35 Duncan Road, Lalor VIC 3075

Phone: 9464 0122

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

### TAFE

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

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

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

# YOUR EDUCATION AND TRAINING OPTIONS

## Box Hill Institute

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

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

## Pathways at Box Hill Institute

A pathway is like a stepping stone to further study or employment after you have successfully completed a course with Box Hill Institute. Once you finish your course, you can use the skills you've gained to go on to a more advanced course either with Box Hill Institute or with one of our university partners - Deakin, Australian Catholic University and La Trobe University. For more information visit: [www.boxhill.edu.au/study-with-us/pathways](http://www.boxhill.edu.au/study-with-us/pathways)

## Reconnect Program

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

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

### Contact:

Phone: 1300 518 028

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

## Swinburne University of Technology

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

- Arts and Humanities
- Built Environment and Architecture
- Business
- Design
- Education
- Engineering
- Film and Television
- Games and Animation
- Health
- Information Technology
- Nursing
- Science

### Contact:

W: [www.swinburne.edu.au](http://www.swinburne.edu.au)

Ph: 1300 794 628 (option 2)

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

# YOUR EDUCATION AND TRAINING OPTIONS

## Kangan Institute

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

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

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

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

### **Contact:**

Phone: 13TAFE (13 82 33)

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

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

Campuses: Broadmeadows, Cremorne, Docklands, Moonee Ponds and Essendon.

## Holmesglen Institute

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

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

In addition, our youth programs are designed to grow your independence, while developing your skills and knowledge along the way. Whether you want to learn the practical skills to implement your creative visions, move into an apprenticeship, or take the first steps towards your chosen career, we have a range of simple ways to help you with your education. For more information on our Youth programs, visit: [www.holmesglen.edu.au/Courses/Youth-programs/](http://www.holmesglen.edu.au/Courses/Youth-programs/)

### **Contact:**

Ph: 1300 639 888

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

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

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## Melbourne Polytechnic

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

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

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

Other specialised programs at Melbourne Polytechnic include:

### Melbourne Polytechnic Work Education Programs

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

- 22566VIC Certificate I in Work Education – Foundation (Streams: General, Ignition Theatre & Hospitality/Food Processing)
- 22481VIC Certificate II in work Education (Streams: Creative Events / Retail Warehouse)
- 22567VIC Certificate I in Transition Education
- 22554VIC Course in Initial Adult Literacy & Numeracy
- 22555VIC Certificate I in Initial Adult Literacy & Numeracy
- FBP20117 Certificate II in Food Processing

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

**Certificate II in Work Education** provides the opportunity for learners to develop work skills onsite in industry for entry level employment and pathways into further education and training. Focus is on students undertaking practical tasks in simulated work environments and industry delivery to develop knowledge of workplace expectations, rights and obligation of workers. Students develop hands on skills and confidence to prepare for employment.

**Certificate I in Transition Education** is for students who are not ready for employment but are interested in gaining skills valued by employers in the workplace such as independence,

## YOUR EDUCATION AND TRAINING OPTIONS

teamwork, communication and social skills. Students explore and participate in voluntary work and community activities to enhance their full potential.

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

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

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

Melbourne Polytechnic was awarded Inclusive Training Provider of the Year Award 2018 in recognition of outstanding record delivering training to students with additional needs.

### Short Courses

We are offering short course programs in 2021, these courses will be 7 weeks in duration—3 hours per week. Textile Art, Animation and Life Skills cooking are offered as a 4 day holiday program. Short Courses will include:

- Animation
- Café Culture
- Textile Art
- Life Skills - Cooking
- Hair and Beauty
- Dance and Movement

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

Subjects include:

- Multimedia
- Introduction to Trades
- Horticulture
- Introduction to Hospitality
- Performing Arts
- Creative Arts
- Technology
- Recreation and Health
- My Budget / Life Skills Cooking
- Communication Skills

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

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

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

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

### **Contact:**

For more information please contact the Work Education Programs:

Telephone: 9269 8390, or 9269 8391

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

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

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

The Melbourne Polytechnic VCAL program brings together a range of VCAL programs and services designed to meet the needs of young people. VCAL is for early school leavers, young people needing further career direction, unemployed young people and those needing skills development and preparation for further study, training or work.

VCAL programs include the Victorian Certificate of Applied Learning (VCAL) at Foundation, Intermediate and Senior levels. VCAL Support Services:

- Student Pathways Advisors
- Counselling services
- Disability Support
- Library
- Core Teacher
- Access to Studiosity (online study support)
- SLAM (Student Life at MP)
- Fitness Centre

### **Contact:**

Melbourne Polytechnic, TEC Centre, Heidelberg Campus

Corner Bell Street and Waterdale Road, Heidelberg VIC 3084

Phone: 9269 1400

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

### **VCAL Koorie program**

We offer a flexible VCAL Koorie program at Epping campus with:

- Wellness and cultural focus
- Projects working with Elders

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- Personal Development Skills Foundation VCAL unit
- Literacy and numeracy units

The program is delivered over three days a week, with an additional structured work placement possibility and is supported by Melbourne Polytechnic Koorie Services staff during all of the sessions.

### **Contact:**

Bronwyn Bannan

Phone: 9269 8668

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

## **RMIT**

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

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

More information on vocational study courses can be found on the RMIT website:

[www.rmit.edu.au/study-with-us/levels-of-study/vocational-study](http://www.rmit.edu.au/study-with-us/levels-of-study/vocational-study)

### **RMIT Vocational Study - Trades**

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

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

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

RMIT offers apprenticeships in:

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

**Contact:** Building and trades apprenticeship enquiries: Mobile phone 0418 717 249



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## Victoria University Polytechnic

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

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

### Contact:

Ph: 1300 82 33 87

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

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

## William Angliss Institute

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

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

### Contact:

Ph: 1300 ANGLISS

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

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

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

If you:

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

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

## Universities

Universities offer higher education qualifications ranging from undergraduate coursework through to research-based postgraduate study, masters degrees and doctoral degrees. Options

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vary depending on the course and the educational institution.

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

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

### Australian Catholic University (ACU)

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. By studying at ACU, you'll join a caring environment where you are supported to achieve your goals – during, and after, your studies with us. Study with us and become a highly sought-after professional; we're ranked first in Australia for graduate employment<sup>1</sup>.

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

We offer a large range of courses, including:

- Nursing, midwifery and paramedicine
- Criminology and criminal justice (new in 2022, subject to final approval)
- Law, business, commerce and IT
- Exercise science, psychology, physiotherapy, speech pathology and occupational therapy
- Teaching and education

Please visit [acu.edu.au](http://acu.edu.au) for our full course offerings.

#### Want to receive an early offer?

Apply through ACU Guarantee. This early offer program allows eligible Year 12 students to secure a place in their desired course\* prior to sitting their final VCE exams, and for an added benefit the ATAR requirement is waived completely. Year 11 results will be assessed instead, and applications are free of charge. You must still complete Year 12 exams and meet the subject prerequisites for your preferred course. Apply now and take the stress off your shoulders.

[Learn more at acu.edu.au/pathways](http://acu.edu.au/pathways)

<sup>1</sup> Graduate Outcomes Survey – Longitudinal 2020, full-time employment

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

#### Contact:

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

Phone: 1300 ASK ACU (1300 275 228)

Web: [acu.edu.au](http://acu.edu.au)

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

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## Deakin University

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

At Deakin, we're digital innovators. For the past 40 years, we've been perfecting distance and online learning. We use cutting-edge technology to provide personal and flexible learning experiences for all students. This includes helping you manage your course requirements, stay in control of your study, improve your skills and connect with your peers and staff, all at the touch of a button. Connect and learn in a dynamic community of 60,000+ students online and discover why we've been the #1 Victorian university for student satisfaction for the past 11 years\*.

For more information about studying at Deakin University phone us on 1300 DEGREE (1300 334733) or visit [www.deakin.edu.au](http://www.deakin.edu.au).

\* Australian Graduate Survey 2010–2015, Graduate Outcomes Survey 2016–2020 (GOS), Quality Indicators for Learning and Teaching (QILT)

## Deakin College

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

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

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

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

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

Study Deakin College diplomas in:

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

### Contact:

Deakin College

Ph: 9214 5600

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

# YOUR EDUCATION AND TRAINING OPTIONS

## La Trobe University

Learn from the experts. Then become one.

When you choose La Trobe, you'll learn with expert teachers and have the latest technology at your fingertips. You'll get an experience that sets you up for life with practical skills and industry connections that make you highly employable.

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

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

A range of pathways options are available through La Trobe University to help you get into your dream course.

To find out more visit: [latrobe.edu.au/pathways](http://latrobe.edu.au/pathways)

### **Contact:**

Ph 1300 135 045

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

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

## La Trobe College Australia

If you miss out on direct entry to a bachelor degree at a university, don't panic. Our diploma programs can lead to second year entry of a wide range of bachelor degrees at La Trobe University. You can choose from a variety of programs in the areas of:

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

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

### **Contact:**

Gary McGuire

Phone: 9479 2404

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

# YOUR EDUCATION AND TRAINING OPTIONS

## Monash University

Monash University was established in Melbourne, Australia in 1958. We are a youthful organisation, enthusiastic, optimistic and accessible. We believe quality education and research can change the world for the better. We offer a large number of courses across numerous disciplines, such as:

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

At Monash you can choose from many study options including double degrees, part-time study, off-campus learning and alternative pathways. For more info on your pathway options, visit:

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

### **Contact:**

Phone: 1800 666 274  
[www.monash.edu.au](http://www.monash.edu.au)

## RMIT University

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

Study areas include:

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

### **Pathways**

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

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

### **Contact:**

Phone: 9925 2000  
[www.rmit.edu.au](http://www.rmit.edu.au)

## YOUR EDUCATION AND TRAINING OPTIONS

### Swinburne University of Technology

At Swinburne, we believe your university experience should be the best years of your life. You'll find ideas that ignite you and lifelong friends.

At the same time, we know it takes more than just qualifications to compete in today's job market. That's why we've been partnering with leading Australian and global organisations to offer students practical work placements for over 50 years. So whether you're passionate about science, technology, innovation, business or design, at Swinburne we'll help get you job ready – before you graduate.

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

**Contact:**

Ph: 1300 SWINBURNE

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

### University of Melbourne

Our distinctive Melbourne experience helps graduates become well-rounded, thoughtful and skilled professionals – making a positive impact across the globe. We're tightly connected with our communities, at home and around the globe – a connection that enriches our learning, teaching and research. We're known for doing degrees a little differently. Our unique curriculum supports you to explore your passions and develop new skills, giving you a toolkit for success. We want you to leave with a degree as individual as you.

Choose from study areas such as:

- Architecture, building, planning & design
- Arts, humanities & social sciences
- Business and economics
- Education
- Engineering
- Environment
- Health
- Information technology & computer science
- Law
- Music, visual & performing arts
- Science
- Veterinary, agricultural & food sciences

### Special entry access schemes

If you're a domestic student applying for a Melbourne undergraduate or graduate study and your personal circumstances have affected your academic achievement you can apply for one of our special entry access schemes. Access Melbourne for undergraduate students can help you gain a place in your degree even if your academic results are below the selection rank normally required for an offer. For more information, visit:

<https://study.unimelb.edu.au/how-to-apply/special-entry-access-schemes>

**Contact:**

Phone: 136 352

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

# YOUR EDUCATION AND TRAINING OPTIONS

## Victoria University

Victoria University (VU) is the university of the west. Victoria University achieved university status in 1991, but our preceding institutions date back to 1916. We are one of Australia's few dual-sector universities. Today, we have over 40,000 enrolled higher education, and vocational education and training students studying on our campuses.

Being a dual-sector university means that our students can easily pathway from vocational education to higher education - such as from a certificate or diploma course through to an undergraduate degree or even a postgraduate qualification by coursework or research.

Choose from courses in study areas such as:

- Arts
- Business
- Computers & IT
- Education
- Engineering & Science
- Health & Biomedicine
- Law & Justice
- Sports & Exercise

### Pathways to VU:

'Pathway' is a term we use to refer to the different ways you can get into a course. They offer an easy transition between courses at different levels, so that you can start with a certificate and progress right through to postgraduate study. Our pathways are designed to suit all types of students. Whether you've just finished secondary school, are looking for career advancement, want to develop new skills or change your career direction, we can offer you a solution. For more information, visit: [www.vu.edu.au/study-at-vu/courses/pathways-to-vu](http://www.vu.edu.au/study-at-vu/courses/pathways-to-vu)

### Contact:

Phone: 1300 842 864

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

## Other colleges, RTOs and private providers

### JMC Academy

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

JMC Academy's ultimate focus is to deliver inspiring and technologically sophisticated programs, which cater to the global needs of the creative industries. We nurture, support and mentor students who share a passion and dedication for their craft, guiding them into rewarding careers within the creative industries.

### Further reading/watching:

**Courses** - [www.jmccademy.edu.au/courses](http://www.jmccademy.edu.au/courses)

**Request a Course Brochure** - <https://www.jmccademy.edu.au/contact-us/requestabrochure>

**Life at JMC Academy** - [www.jmccademy.edu.au/about-us/life-at-jmc](http://www.jmccademy.edu.au/about-us/life-at-jmc)

**Videos** - <https://www.jmccademy.edu.au/teachers/creative-scope/video>

## YOUR EDUCATION AND TRAINING OPTIONS

### **Contact:**

208 Park Street

South Melbourne VIC 3205

Phone: 03 9624 2929

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

Email: [melbourne@jmc.edu.au](mailto:melbourne@jmc.edu.au)

### **Melbourne Training Options (MTO)**

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

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

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

### **Short Courses:**

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

### **Pre-accredited training:**

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

### **Employability Skills Training and Pre-Employment Training**

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

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

### **Contact:**

Ph: 9304 9100

Email: [training@youthprojects.org.au](mailto:training@youthprojects.org.au)

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



## YOUR EDUCATION AND TRAINING OPTIONS

### New Futures Training - RTO 21203

Join us in making a difference! Our courses and supportive trainers, help develop your skills & talents to help bring positive change to the lives of others.

New Futures Training is a not-for-profit, Registered Training Organisation (RTO). We offer a range of Certificate III & IV courses in community development, youth work, childcare, aged care, disability services and more.

We're here to answer any questions you have and help you transition into a fulfilling career of your choice.

#### Certificate and Diploma level courses offered:

- Early Childhood Education and Care
- Youth Work
- Clothing and Textile
- Community Services
- Aged Care, Health Services & Disability Care

#### Short Courses:

First Aid, CPR, Food Safety & more

#### Contact:

Ph: (03) 9383 2533

Email: [nft@vicsegnnewfutures.org.au](mailto:nft@vicsegnnewfutures.org.au)

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

Follow us on Facebook: [New Futures Training](#)

Head office: 11 Munro Street, Coburg 3058

### TMG College Australia - RTO 21694

At TMG College Australia, we invite you to join our 30,000+ graduates, who have gained the workplace relevant skills, knowledge, and industry experience they need to succeed in their chosen career or pathway to further study.

TMG offers 60+ qualifications across the following industry sectors:

- Accounting
- Animal Services
- Barbering
- Beauty Services
- Business
- Early Childhood Education and Care
- Community Services
- Conveyancing
- Financial Services
- Hairdressing
- Health Services
- Hospitality
- Information Technology
- Leadership and Management
- Retail Services

## YOUR EDUCATION AND TRAINING OPTIONS

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

TMG has everything students need to enhance their study and career opportunities for the future. Campuses located in the CBD, Box Hill and Werribee provide learning environments fitted with state-of-the-art technology and facilities. Our Student Mentor Team provides guidance and assistance from pre-enrolment to graduation, and we support you in gaining work placement through our large network of providers and, there is so much more. TMG Students become Job Ready with current workplace skills and understand employer expectations.

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

### **Contact:**

Debra Peker

Phone: 9006 4592

Email: [debra@tmg.edu.au](mailto:debra@tmg.edu.au)

Website: [tmg.edu.au](http://tmg.edu.au)

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

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

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

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

### **Creeds Farm Living and Learning Centre**

Creeds Farm Living and Learning Centre is a neighbourhood house in Epping North. The Centre provides opportunities for people of all ages to meet, enjoy social and recreational activities, and participate in courses or workshops. We provide a gathering place with a community focus and opportunities for life-long learning, skills development, information sharing, social and recreational activities and community development.

## YOUR EDUCATION AND TRAINING OPTIONS

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

Creeds Farm is closed for repairs until around September 2021. We are holding programs and activities at other local venues and you can find out about these and on-line programs on our web site and facebook page.

### **Contact:**

2 Snugburgh Way, Epping North

Phone: 0400 235 529

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

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

Facebook: CreedsFarm LLC

## Greenbrook Community House

Greenbrook Community House is inclusive and accessible to all community members. It provides a number of creative programs that encourage personal development, self-esteem and artistic expression, including art and craft classes, music workshops and singing groups, gardening group and other social groups. For more information on the classes and workshops, contact the House Coordinator.

### **Contact:**

40 McFarlane Cres, Epping

Phone: 8401 6261

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

## Lalor Living and Learning Centre Inc.

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

### **Pre-accredited courses:**

- English for the workplace: 1A, 1B, 2A, 2B
- Literacy for Learning: 1A, 1B, 2A, 2B
- Building English Skills in Living and Learning: 1A, 1B, 2A, 2B
- English for Living and Learning in Australia: 1A, 1B, 2A, 2B

### **Short courses:**

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

## YOUR EDUCATION AND TRAINING OPTIONS

### **Contact:**

47A French St, Lalor

Ph: 9465 6409

Email: [office@lalorllc.vic.edu.au](mailto:office@lalorllc.vic.edu.au)

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

### **Mernda Community House**

Mernda Community House welcomes you and provides a growing range of workshops and activities. The community house is your place to come together to make new friends, learn new skills and feel connected to your local community.

We offer programs such as:

- English conversation
- Health and wellbeing classes
- Art and craft for Adults
- Community garden
- Women's\* Shed (for all people who identify as women\* and/or non-binary)
- Homework Club
- Art for Kids

### **Contact:**

2 Heals Road, Mernda

Ph: 0475 454 133

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

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

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

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

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

- accredited training in Certificate 1 and 2 in Business
- accredited training in Certificate 1 and 2 in Information Technology
- computer courses
- medical reception and a range of allied health courses
- accounting packages
- dressmaking and associated craft programs
- yoga/meditation

### **Contact:**

68 Mill Park Drive, Mill Park

Ph: 9404 4565

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

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

### **Thomastown Neighbourhood House**

Thomastown Neighbourhood House is located in the heart of Thomastown on the site of Thomastown Library and next door to Thomastown Recreation and Aquatic Centre.

## YOUR EDUCATION AND TRAINING OPTIONS

It offers a range of programs including:

- playgroup
- meditation
- introduction to computers
- introduction to office skills
- introduction to social media

For more information on programs offered, visit the website.

### **Contact:**

Thomastown Library, 52 Main Street, Thomastown VIC 3074

Ph: 8376 6939

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

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

## Whittlesea Community House

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

Talk to us about any of the following:

- CHC33015 Certificate III in Individual Support (Ageing, Home & Community)
- CHC52015 Diploma of Community services
- CHC43315 Certificate IV in Mental Health
- Construction Induction (White Card)
- RIIWHS205D Control Traffic with Stop-Slow Bat
- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID003 Provide First Aid
- HLTAID004 Provide Emergency First Aid Response in an Education and Care Setting
- Mental Health First Aid
- Responsible Service of Alcohol
- SITXFSA001 Use Hygienic Practices for Food Safety
- Barista Training
- Boat Licensing

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

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

### **Contact:**

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

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

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

Phone: 9716 3361

Address: 92A Church Street, Whittlesea VIC 3757

# SUPPORT SERVICES AND ASSISTANCE

Your need for support may vary as your circumstances and life stage change. If support is needed, it can come from a variety of sources—both formal (government and other organisations) and informal (family, friends and community groups). The following section provides a snapshot of support services and assistance available to you in and around the local area.

## Government support services and assistance

### myGov

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

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

You can link these government services to your myGov account:

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

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

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

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

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

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

# SUPPORT SERVICES AND ASSISTANCE

## Medicare

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

### How Medicare works

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

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

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

### Accessing Medicare

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

### When to use the Medicare card

You use your Medicare card when:

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

### What does Medicare cover?

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

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

We don't pay for things like:

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

### Contact:

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

## 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>

## Child, Youth and Family Services

### Baseline for Young People

Baseline for Young People, City of Whittlesea's dedicated Youth Service, offers a range of programs and services to assist local young people – aged 10 to 25 – to actively participate in their community. Young people from all backgrounds and abilities are invited to take part and get involved in everything we do. Baseline for Young People provides support to young people, parents and carers, and other agencies that work with young people.

Young people can get involved through:

- Contacting our Youth Development Officers at EDGE Services
- Participating in a youth program
- Attending youth events
- Joining our Facebook group or mailing list

### Youth Development Officers:

Youth Workers 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 grab bags:

Local secondary students aged 12 to 17 can buy one of our 'grab bags' to use during the school holidays. Grab bags contain a range of vouchers and discounts, including a movie ticket and other activities. They are sold the week before each school holidays.

### Contact:

We are based @ EDGE Services for Young People,  
Shop MM1, Westfield Plenty Valley, 415 McDonalds Road, Mill Park  
Phone: 9404 8800

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

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

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



# SUPPORT SERVICES AND ASSISTANCE

## Anglicare Victoria

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

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

### **Contact:**

8 Hurtle Street, Lalor VIC 3075

Phone: 8641 8900

## Melbourne City Mission

### Finding Solutions

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

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

We work with young people:

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

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

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

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

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

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

## SUPPORT SERVICES AND ASSISTANCE

Monday–Friday for further referral information or enquires.

**Contact:**

19 King Street, Melbourne VIC 3000  
[www.melbournecitymission.org.au](http://www.melbournecitymission.org.au)

### Mission Australia

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

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

We draw on our research – including the findings from our annual Youth Survey – to develop and deliver support services, and advocate for young people.

Given the right support, we believe everyone can reach their full potential.

**Contact:**

Level 27, 150 Lonsdale Street, Melbourne  
Phone: 8615 2200

### Salvation Army Emergency Relief

For Emergency Relief Assistance (food, travel, water, phone, rates, clothing etc.), please call **13 72 58** from Monday-Friday 9am-5pm.

### Uniting

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

Our services include:

#### Child and Youth Services

- **Youth Mentoring** - Provides young people aged 11 to 17 years old who have a history of protective services involvement with the opportunity to connect to an adult role model/mentor over a significant period of time through joint participation in recreational activities
- **DHHS Youth Counselling** - Provides one-on-one counselling support to young people aged between 10 and 17 who live in the Northern Region and have had protective services intervention for long periods of their lives.

# SUPPORT SERVICES AND ASSISTANCE

## Family Services

- **Integrated Family Services (IFS)** – provides support, information and advice to families in their homes, including assistance to develop parenting skills and address children/s difficult behaviour.
- **Adolescent Family Violence Worker** – Works collaboratively with Integrated Family Services families when a young person is perpetrating family violence towards a parent/s, sibling/s and or carer/s.
- **Family Dog Project Worker** – Works collaboratively with client families in the IFS program using established canine assisted therapy techniques to pursue family related case goals.

## Family Violence and Homelessness Services

- **Families@Home** – Aims to keep family members safe and secure in their homes through coordinating access to a range of services including: financial counselling, assistance and support, family violence counselling, parenting support, help to obtain or maintain suitable and safe housing and assistance to access education, training and employment.
- **Energy Support Program** – a free service for households who are experiencing unaffordable energy (electricity and gas) bills. Our over-the-phone support includes:
  - Providing home energy efficiency advice
  - Assisting clients to access grants/rebates/concessions where eligible
  - Advocacy and support to set up affordable payment plans with energy retailers
  - Simple budgeting advice
  - Assistance with finding best electricity and gas deals for their household
- **Uniting CareRing** – a free service providing independent and confidential support to individuals and families experiencing financial and other difficulties and are the customers of Yarra Valley Water, ANZ, NAB, Suncorp, Westpac, Credit Union Australia (CUA), Allianz and other providers. CareRing offers financial counselling, home energy efficiency advice, no interest loans, family violence support and many other services. For access, please contact your providers or CareRing on 1800 545 366 for eligibility.
- **Tenancy Assistance & Advocacy Program (TAAP)** - provides renters in the Western and Northern suburbs who are on low incomes, or experiencing family violence, with information, advice and support with evictions, compensation, negotiation and advocacy (incl. VCAT info & support). Phone 1800 002 992 and ask for TAAP for further assistance.
- **No Interest Loans (NILS) and StepUp** - call 03 8401 0182
- **Financial Counselling** – Financial Counselling is available for people experiencing or vulnerable to financial hardship who live or work in the Local Government areas of Whittlesea, Hume, Moreland, Banyule, Yarra, Nillumbik and Darebin.

### Contact:

Address: 188 McDonalds Road, Epping VIC 3076

Phone: 8401 0100

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

## SUPPORT SERVICES AND ASSISTANCE

### VincentCare Victoria

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

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

We value and celebrate diversity and are committed to providing housing and support services that are fully inclusive.

#### **Contact:**

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

### Whittlesea Community Connections

Created by the community to support local people, Whittlesea Community Connections is a not for profit community organisation that will support you and your family, whatever your needs, building confidence and hope.

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

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

# SUPPORT SERVICES AND ASSISTANCE

## How can WCC help me and my family?

- **Youth programs** to help young people connect with volunteering, education, training and employment
- We also deliver the **L2P program** supporting young people to learn how to drive.

We can also help with:

- Legal help
- You and your family with settling into your new country
- Emergency financial needs, like food or bills
- You can become a volunteer with our support
- Tax help
- Community transport

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

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

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

- Want to find out about how to access local services, your rights and options
- Are unsure about where to go for help
- Are overwhelmed or alone with a problem
- Are worried about you or your family's situation
- Want to give back to the community and build your connections and skills
- Have ideas about how we can make things better

### **Contact:**

Phone: 9401 6666

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

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

## Disability services

### 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.

# SUPPORT SERVICES AND ASSISTANCE

You can find more information here:

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

For enquiries about our advocacy service, please contact:

Jade Maiolo - Intake Advocate

Email: [jmaiolo@ydas.org.au](mailto:jmaiolo@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:

Simon Green

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

Phone: 0447 678 653

## Map Your Future

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

You can find more information about Map Your Future here:

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



Photo: The YDAS Steering Committee

### Contact:

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

Natalie Voermans - YDAS Admin Officer

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

Mobile: 0455 621 849

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

## SUPPORT SERVICES AND ASSISTANCE

### National Disability Coordination Officer (NDCO) Program

The National Disability Coordination Officer program aims to drive change so that people with disability have equitable opportunity to access, participate and achieve their goals in tertiary education and subsequent employment.

The NDCO Program works strategically to reduce systemic barriers and can assist by:

- Improving linkages between schools, tertiary education providers, employment service providers, disability programs and assistance at all government levels
- Improving transitions for people with disability between school / community and tertiary education, and then to subsequent employment
- Improving participation of people with disability in tertiary education and subsequent employment

#### Resources:

- **The NDCO Victoria website** has a range of information and resources. These can be found at NDCO Victoria: <http://www.ndcovictoria.net.au/>
- **Broaden Your Horizons** is an information portal in the areas of transition and pathways, education, employment, reasonable adjustment and disability services: <https://imvc.com.au/broaden-your-horizons/>
- **Get Ready for Study and Work student workbooks:** <https://www.westernsydney.edu.au/getreadyforstudyandwork>

#### Contact:

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

Brighdie O'Dwyer

Phone: 9686 2354

Email: [region11@imvc.com.au](mailto:region11@imvc.com.au)

### School Leaver Employment Support (SLES)

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

#### SLES supports

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

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

#### SLES and Education

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

# SUPPORT SERVICES AND ASSISTANCE

## **SLES and other service systems**

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

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

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

### **Contact:**

For more information:

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

To find your local provider:

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

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

### **Specialised Youth Disability Employment Services**

Eligibility Criteria:

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

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

Some of our key supports are:

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

### **Contact:**

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

Ph: 9304 9100 or free call 1800 602 549

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



# SUPPORT SERVICES AND ASSISTANCE

## Disability Day Services

Day services are a type of support organised or provided directly by disability services providers. They can help you to:

- be involved in your community
- become more independent
- do things you want to do.

Day services usually involve activities in a range of lifestyle areas, including daily living, developing work skills, community participation and recreation. These activities can be during the day, in the evening or on weekends depending on the ability of the day service to provide staff and other resources. Specific activities are worked out with you and your supporters to make sure they best meet your needs and preferences.

Supports or activities may be:

- Provided directly by a day service provider (either within a facility operated by the provider or at other locations in the community), or
- Organised by the day service provider but delivered by another services (such as a swimming program at the local pool).

**Contact:**

Web: <https://services.dhhs.vic.gov.au/day-services>

Ph: Department of Health and Human Services Disability Information Line: 1800 783 783

## DPV Health Disability Services

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

Our services are designed to support you to pursue your goals, objectives and aspirations, increase independence, increase social and economic participation, and develop your capacity to actively participate in the community. Our workers will support you to learn new skills or maintain current skills and independence for your health and wellbeing.

We also support you to make and maintain relationships, develop new friendships and engage in your community.

**Contact:**

To book an appointment to speak with a DPV Health Client and Services Connection worker, please telephone 9407 9699

or email [millpark@dpvhealth.org.au](mailto:millpark@dpvhealth.org.au).

Location: 31A Morang Drive, Mill Park VIC 3082

## SUPPORT SERVICES AND ASSISTANCE

### Brite Services

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

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

Brite has three operating divisions:

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

### Brite Pathways

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

- skill building (life skills and employment)
- work experience
- education
- health and wellbeing.
- We work closely with each young person (and families) to deal with barriers and develop a tailored action plan.

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

#### **Contact:**

Ph: 03 9301 7300

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

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

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

### Multicultural and Refugee Services

#### Centre for Multicultural Youth (CMY)

The Centre for Multicultural Youth is a not-for-profit organisation supporting young people from migrant and refugee backgrounds to build better lives in Australia. CMY works to ensure that young people have every opportunity to succeed in Australia. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, CMY are working to remove the barriers young people face as they make Australia their home.

**Contact:**

304 Drummond St, Carlton VIC 3053

Phone: 9340 3734

Email: [info@cmynet.au](mailto:info@cmynet.au)

#### Foundation House

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

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

The organisation:

- provides services to clients in the form of specialist counselling, advocacy, family support, group work and complementary therapies
- works with client communities and the sectors they interact with
- offers professional and organisational development
- advocates to governments for improvements to policies and programs
- conducts and contributes to research

**Contact:**

4 Gardiner Street, Brunswick VIC 3056

Phone: 9389 8900

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

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

#### Spectrum Migrant Resource Centre

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

**Contact:**

Level 5, 61 Riggall Street, Dallas VIC 3047

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

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

# SUPPORT SERVICES AND ASSISTANCE

## Brotherhood of St Laurence (BSL)

### Integrated Family Services

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

#### **Contact:**

The Integrated Family Services team

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

Phone: 9422 5650

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

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

### ReSource Youth Program

The ReSource Youth program empowers young people from refugee and migrant backgrounds to make informed decisions about education, employment and volunteer pathways. The ReSource Youth program also aims to increase young people's inclusion and confidence by offering opportunities in leadership and youth projects.

Some of the youth initiatives are:

#### **Jobs coaching:**

- Support for young people in pre-employment, including assistance with job search, resume writing and referrals to other organisations.
- Workshops offering information on various education and employment pathways, workplace culture, volunteering opportunities and guidance on resume writing and interview skills.

#### **Youth-led projects**

- Young people have the opportunity to join leadership projects which are designed, led and implemented by young people. A Youth Committee has been established and will be meeting regularly in Epping.

#### **Who is eligible?**

The program is open to young people from refugee and migrant backgrounds (including those born in Australia), aged 15 to 25, who live, work and study or have a connection to the local government areas of Whittlesea or Darebin and surrounding suburbs.

#### **Contact us**

Call Zara Al-Hasany on 0427 364 742

Email: [zara.al-hasany@bsl.org.au](mailto:zara.al-hasany@bsl.org.au)

Web: <https://www.bsl.org.au/services/getting-a-job/resource-youth-program>

### Aboriginal and Torres Strait Islander Support Services

#### Bert Williams Aboriginal Youth Services

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

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

**Available for:** 12 week accommodation

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

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

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

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

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

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

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

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

##### **Contact:**

Phone: (03) 9484 5310

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

#### Victorian Aboriginal Child Care Agency

The Victorian Aboriginal Child Care Agency (VACCA) is a state-wide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members. We deliver more than fifty programs across Victoria. Together with the Aboriginal community, we design, develop and deliver programs that build on peoples' strengths. We understand intergenerational trauma, and that healing occurs in the context of developing relationships, connection to culture, community, and Country. Our services can also be accessed by non-Aboriginal people who have an Aboriginal family member, such as children or a partner.

We deliver services for:

- Children and Families
- Youth Services and Programs
- Cultural Strengthening Programs
- Community Support
- Family Violence

##### **Contact:**

Phone: 9287 8800

<https://www.vacca.org>

## SUPPORT SERVICES AND ASSISTANCE

### Victorian Aboriginal Legal Services Cooperative

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

**Contact:**

Ph: 9419 5999 or freecall 1800 064 865

Web: [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:

- Services include:
- Medical Clinic
- Dental
- Family Counselling Service
- Women's and Children's
- Men's Unit
- Preventative Health Unit
- Community Programs

**Contact:**

The Hub, Showroom 15, 560-650 High Street, Epping VIC 3076

Ph: 8592 3920

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

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

### Koorie Youth Council (KYC)

KYC is the representative body for Aboriginal and Torres Strait Islander young people in Victoria. Guided by our Executive of 15 Aboriginal and Torres Strait Islander young people and our state-wide network, KYC values the diversity and strength of young people as decision makers. We advocate to government and community to advance the rights and representation of Aboriginal and Torres Strait Islander young people.

We host events like the annual Koorie Youth Summit to bring Aboriginal and Torres Strait Islander young people together to amplify our voices for social change. The Koorie Youth Summit is the largest gathering in Victoria created for and by Aboriginal and Torres Strait Islander young people aged 18-28 years. Since 2014, Koorie Youth Council (KYC) has hosted the event to create a safe space for young mob to gather from around the state to connect with each other, discuss what is important to us, be proud, learn, share and celebrate our culture.

Learn more about KYC and join our state-wide network of young people and supporters by visiting our website: [www.koorieyouthcouncil.org.au](http://www.koorieyouthcouncil.org.au)

By signing up, you'll receive updates from Koorie Youth Council (KYC), events, and opportunities to connect.

Follow us on Facebook and Instagram @koorieyouthcouncil

# SUPPORT SERVICES AND ASSISTANCE

## Legal Services

### Police Assistance (Youth Resource Officers)

City of Whittlesea Phone: 9407 3321

Senior Constable Wendy Shields and Senior Constable Shannon Batten, Mill Park Police Station

### Legal Aid

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

**Contact:**

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

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

### 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.

For further information contact:

Level 1, 131 Johnston St, Fitzroy Vic 3065

Phone: 9415 8881

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

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

## Healthcare and mental health services

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

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

**Contact:**

For new referrals contact:

Austin Health Mental Health Triage: 1300 859 789 (Option 1).

For other enquiries contact: 9496 5108

### Kids Help Line

Kids Help Line is a national telephone counselling service for young people aged 5 to 18 years. It is free, anonymous and confidential.

Professional counsellors are available to talk to you over the phone 24 hours a day.

Free call: 1800 55 1800

# SUPPORT SERVICES AND ASSISTANCE

## cohealth Youth Residential Rehabilitation

The cohealth Youth Residential Rehabilitation Program is for young people between the ages of 16 to 25 who have complex needs or are diagnosed with a mental illness.

The support is focused on recovery in an independent living residential environment and assists young people to gain the necessary skills needed to be a contributing member of the community.

Staffed hours are from 8am - 7pm, Monday - Sunday.

The program is strength and recovery focussed, working collaboratively to achieve your goals, such as:

- Building better relationships and social connections
- Getting involved in sport and recreation
- Overcoming alcohol and drug issues
- Exploring education, training and work options
- Finding permanent housing

We also develop a range of support groups as required such as:

- Young person's hearing voices
- Health and wellbeing
- Mindfulness
- Fitness and exercise
- Cooking and nutrition
- Music and art
- Work readiness

### What do I need to do?

Interested in checking out our programs? For more information, visit:

<https://www.cohealth.org.au/health-services/young-people/youth-residential-rehabilitation/>

or feel free to call us to arrange a site visit:

**Essendon:** Ph 9448 5516

**Reservoir:** Ph 9448 5525

**St Albans:** Ph 9448 5504

Referrals to cohealth YRR can be made via the following services:

For Reservoir YRR – contact EACH Intake and Assessment on 1300 785 358

For Essendon or St Albans YRRs – contact NEAMI Intake and Assessment on 1300 379 462

### What will it cost me?

A fortnightly service fee of \$80 is charged to cover utilities, wi-fi access and some living expenses and group costs. Service fees are waived for young people with no income.



# SUPPORT SERVICES AND ASSISTANCE

## headspace

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

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

headspace can help young people if they:

- Are feeling down, stressed or can't stop worrying
- Can't deal with school or finding it difficult to concentrate
- Are feeling sick or worried about their health
- Want to cut down on drinking or drug use
- Want to talk about sexuality, identity or relationships
- Are having difficulties with friendships
- Have sexual health issues or want to find out about contraception
- Are being bullied, hurt or harassed
- Are worried about work or study or if they're having money trouble

### **headspace office locations:**

#### ***headspace Greensborough***

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

Phone: 03 9433 7200

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

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

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

#### ***headspace Plenty Valley***

Westfield Plenty Valley, McDonalds Rd - Located at The Edge, Baseline for Young People Services

Phone: 03 9433 7200

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

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

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

#### ***headspace Craigieburn***

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

Phone: 03 8338 0919

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

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

Instagram: [www.instagram.com/headspace\\_Craigieburn](https://www.instagram.com/headspace_Craigieburn)

## SUPPORT SERVICES AND ASSISTANCE

### *headspace Collingwood*

Level 1, Victoria Park (Social Club Building), Cnr Lulie & Abbott Streets, Abbotsford

Phone: (03) 9417 0150

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

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

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

### headspace Work and Study Service

Not sure what's next? If you're unsure about your job prospects, don't know where to start with study or just need support as you look for what's next, headspace Work & Study is here to help.

Our service is tailored to your needs and can support you in developing the skills, capacity and confidence to reach your work or study goals. Our specialists provide one-on-one support and can help with job searching, career planning and preparing for interviews, as well as looking at study options and courses.

Our support is free and all online – we use webchat, video, email, or phone – so it can be accessed anywhere and it's totally free!

If you're 15-25, we can help you with:

- job search skills and job applications
- resume and cover letter preparation
- career planning
- study and enrolment support
- support transitioning from school to work or further study
- navigating Centrelink or other government support options
- balancing your mental health and wellbeing with work or study

The online service is open weekdays and sessions usually take an hour. We'll work with you to find a time that's right.

If you need support, go to: [headspace.org.au/workandstudy](http://headspace.org.au/workandstudy) or call on 1800 810 794.

### DPV Health

DPV Health offers health care services to people of all ages. Our vision is ensuring the health and wellbeing of our community.

Our professional staff deliver a wide variety of clinical, support and community services that focus on integrated health promotion, treatment and prevention of illness. These include medical, child and adult NDIS and disability, and dental services. We also deliver a wide range of health and wellbeing services, including: Occupational Therapy, Paediatrics, Physiotherapy, Diabetes Care, Dietetics, Exercise Physiology, Podiatry, Psychology, Refugee and Settlement Health, Speech Pathology, Counselling, Housing / Homelessness, Family Violence, Chronic Disease, Women's Health, Pre and Post Pregnancy Support for Families and more.

## SUPPORT SERVICES AND ASSISTANCE

DPV Health is an inclusive organisation that celebrates the diversity of all people within our communities. We are passionate about helping to support people to lead happy healthy lives. We are dedicated to working with the Aboriginal and Torres Strait Islander, Disability, LGBTIQ, and newly arrived communities.

DPV Health is committed to the Victorian Child Safe Standards in policy and in practice, to promote and protect the best interests of all children involved in our services.

We proudly acknowledge the traditional Custodians, Elders and lands of the Wurundjeri people.

### **Contact:**

Please refer to our locations page on our website: <https://dpvhealth.org.au/contactus/locations> or visit our contact form: <https://dpvhealth.org.au/contact-us/>

DPV Health: Ph. 1300 234 263 (all locations)

Dental services: 9409 8766

Disability services: 9407 9699

Mill Park GP Super Clinic: 8401 7373

## Sexual and reproductive health

### Family Planning Victoria – Action Centre

The Action Centre provides sexual and reproductive health services for people of all ages. You will find it on Level 1, 94 Elizabeth Street, Melbourne (near Flinders St Station). As well as providing a range of health care and education services for young people, the Action Centre offers training in sexual and reproductive health care and education for health professionals.

### **Contact:**

Phone: 03 9660 4700

Email: [clinic@fpv.org.au](mailto:clinic@fpv.org.au)

## Sexual assault

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

Provides counselling, referrals, advocacy, group work and information for victims/ survivors of sexual assault. We work with survivors of recent or childhood sexual assault aged 12 and up.

### **Contact:**

For all referrals and info, contact NCASA intake, Mon-Fri between 9am - 5pm on 9496 2240.

### The Sexual Assault Crisis Line

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

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

# SUPPORT SERVICES AND ASSISTANCE

## Homelessness and housing support

### Melbourne City Mission

Melbourne City Mission provide a range of support services for young people experiencing or at risk of homelessness, such as:

#### **Creating Connections Education Employment Pathways (CEEP)**

Creating Connections Education Employment Pathways (CEEP) provides young people who are homeless or at risk of homelessness in Melbourne's north, west, and inner middle south with brokerage funding that will assist them to access or sustain education, employment and training.

This program assists young people who are homeless or at risk of homelessness to purchase computers, school fees, books, MYKI travel, uniforms and other education, employment and training related expenses. The funds will need to be applied for by a case manager (cannot be applied by young people directly).

***Is this support for me?*** We can support you if:

- You are aged 16-25 years
- You are homeless, or at risk of becoming homeless
- Receiving homelessness support in the North or West areas of Melbourne
- One of your goals is to access employment, education and training opportunities.

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

The Creating Connections Education Employment Pathways program will assist you to access packages of up to \$1,200 in brokerage funds per financial year to support you to access the education, employment of training opportunities. We will support you to use the funding you receive to access and sustain education, employment and training opportunities. If you need to find out more about this service, please contact us: Ph: 9534 3685 or email: [ceep@mcm.org.au](mailto:ceep@mcm.org.au)

### Melbourne Gateway Reconnect

Melbourne Gateway Reconnect is a statewide early intervention program that aims to prevent youth homelessness. We aim to improve the level of communication, engagement and connectedness of young people who are homeless or at risk of leaving home with family, education/training, work or the broader community. We particularly assist young people to connect back to their communities. We are based at Frontyard Youth Services.

***Is this support for me?*** We can support those:

- Aged between 12 to 18 years of age (or up to 21 years if from a CALD background and arrived in Australia in the last 5 years)
- Housing situation: Homeless or at risk of homelessness
- Who are connected to the CBD of Melbourne in some form (family, school, training etc.)
- Not currently case managed by DHHS Child Protection
- First episode of homelessness (dependent on circumstances)

## SUPPORT SERVICES AND ASSISTANCE

***How can this support assist me?*** We can:

- Provide support for young people to remain connected to family, school, training and their community
- Provide case management support
- Provide assistance and advocacy support, which may include issues arising from: family conflict, family mediation, education, income support, accommodation, employment and conflict resolution.
- Help with referrals for young people to other services such as health care providers, Services Australia Centrelink, legal and other community-based services within their local communities and alternative options / services for young people within their local communities.

***How can I access this support?***

Referrals to this service can be accepted from young people, family members, community agencies; other Reconnect services, schools, police, Centrelink, Child First services and Child Protection services.

Contact a Reconnect Worker on 03 9977 0077 between 9am– 5pm, Monday–Friday to discuss the referral first. A referral form is required to be filled out and a response will be provided within 48 hours.

### **Frontyard Integrated Youth Services**

Frontyard is an integrated service model that addresses the physical, emotional and social needs of people experiencing homelessness aged 16 to 24. Located in Melbourne’s CBD, Frontyard is a central space for young people to feel safe, if they are experiencing homelessness.

At Frontyard, young people can be referred to emergency accommodation, get quality case management and access a range of co-located and visiting services (including a health service, Youthlaw, Centrelink, YSAS). Young people with an interest in advocacy may be interested in participating in our Youth Action Group. On the top two levels of the Frontyard building there is an 18 bed crisis accommodation, who accept referrals from housing access points around Melbourne.

In order to get support, young people need to make contact themselves – they can either call or present to the service. They can contact a Frontyard worker on 03 9977 0077 between 9am-8pm, Monday-Friday or 10am-6pm weekends and public holidays. Frontyard is located at 19 King Street, Melbourne.

### **DPV Health Homelessness Service**

The DPV Health Homelessness Service is a case management service funded to support people at risk of or experiencing homelessness, and currently living in or have links to the Whittlesea Local Government area. We provide information and advice on housing options. We can offer assistance with obtaining and maintaining private rental accommodation.

Our team is also experienced in advocacy issues, as well as providing assistance with the Office

## SUPPORT SERVICES AND ASSISTANCE

of Housing and other services. We can help you with access and referral to Transitional Housing, where appropriate. We can also assist with Outreach Support. Our team can also provide you with referrals to other agencies including:

- Crisis accommodation
- Financial assistance
- Counselling
- Parenting support
- Drug and alcohol
- Education and employment
- Family/domestic violence

There are no fees for this service.

**The Homelessness Access Point Service in the Northern Region is Haven Home Safe, telephone number 9479 0700.**

The DPV Health Homelessness Service does not take direct referrals. If you are experiencing homelessness or worried that you might become homeless soon, you can call 1800 825 955 and speak with an Initial Assessment and Planning staff member about your situation. Calls are free from landlines and most mobiles (but not from all smaller providers). When you call the number you will be connected to the nearest Homelessness Access Point Service.

### Uniting Reconnect

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

**Contact:**

Call the Epping Office on 8401 0100 and ask to speak to a Reconnect worker.

### Hope Street Whittlesea

Hope Street Whittlesea is a supported accommodation program for the young people of the Whittlesea local government area. To access this program the young person must be 16-21 years of age, linked or willing to be linked with education or employment, homeless or at risk of homelessness and have the ability to receive an income that allows for independent living.

The program provides intensive case management with the capacity to work with singles, siblings, couples and families. The program uses a holistic approach and works with young people on any issues that may arise during their transition into independent living.

**Contact:**

Program Manager or Case Managers: Phone 8311 9625

Hours: 9.00am - 5.00pm Monday to Friday

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

### Drug and Alcohol Services

#### The Youth Northern Outreach Team (YNOT)

The Youth Northern Outreach Team (YNOT) at Youth Projects provides confidential and non-judgemental outreach counselling, support, education and referrals for young people dealing with alcohol and other drug issues aged between 12 - 25 years. Our experienced team understands that every individual has different needs and therefore take a personalised, tailored approach to developing goals and Individual Treatment Plans with each young person.

As a Youth Projects program, YNOT has direct links with our complete range of support services that make it easier to get help. This includes referrals for withdrawal (detox), rehabilitation and pharmacotherapy, health care, mental health, education, employment and training.

**Contact:**

To make a referral or find out more information on this service, please contact our office  
Ph: (03) 9304 9100, or visit: <https://www.youthprojects.org.au/youth-outreach-drug-counselling>

#### CatholicCare Victoria

CatholicCare Victoria provides a compassionate support and professional response to the often complex needs of family members affected by the drug use of someone they care about, and individuals with either current or past drug or alcohol issues. A non-denominational service which provides free Counselling and some Outreach throughout the Northern Metro area.

**Contact:**

713 High Street, Epping VIC 3076  
Phone: 8468 1305  
Email: [epping@ccam.org.au](mailto:epping@ccam.org.au)

### Gambling support

#### Gambler's Help

Gambler's Help North and North West provides free services to people experiencing harm from gambling. We aim to deliver services and activities that minimise the individual, personal, health, social and financial harms that arise from gambling and improve individual and community capacity to reduce gambling related harm.

Our services include:

- Therapeutic Counselling
- Financial Counselling
- Peer-led support programs
- Health Promotion

All services are free and are available for those who are experiencing harm from gambling or are affected by someone else's gambling.

For further information, visit: <https://bchs.org.au/services/gambling-support/gamblers-help> or call us on 1300 133 445 to make an appointment or to speak with a member of our team.

## SUPPORT SERVICES AND ASSISTANCE

### Help with getting your Ps

#### TAC L2P Program

L2P assists learners who do not have access to a supervising driver or vehicle, to gain the driving experience required to apply for a probationary licence. Young people are matched with fully trained volunteer mentors and have access to use a sponsored vehicle to gain supervised driving experience. The Whittlesea L2P is a community-based partnership project involving VicRoads, TAC, the City of Whittlesea Council and Whittlesea Community Connections. Community members are involved as steering group members and as volunteer driver mentors. For referrals or further information please contact:

Phone: 9401 6666

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

### Yarra Plenty Regional Library

Yarra Plenty Regional Library (YPRL) is one of Australia's largest and most progressive library systems. YPRL operates library services for the Cities of Banyule, Whittlesea and Shire of Nillumbik. Service delivery is provided through nine branch libraries located at Greensborough (known as Diamond Valley Library), Eltham, Ivanhoe, Lalor, Mill Park, Rosanna, Thomastown, Watsonia and Whittlesea. YPRL also provides computer services to Murrindindi Library Service, including full access to the library's database.

#### Library Locations

<b>Ivanhoe Library</b> 255 Upper Heidelberg Road Ivanhoe VIC 3079 Phone: 9497 5780	<b>Diamond Valley Library</b> Civic Drive Greensborough VIC 3088 Phone: 9434 3809	<b>Lalor Library</b> 2a May Road Lalor VIC 3075 Phone: 9465 2353
<b>Rosanna Library</b> 72 Turnham Ave Rosanna VIC 3084 Phone: 9459 6171	<b>Eltham Library</b> Panther Place Eltham VIC 3095 Phone: 9439 9266	<b>Mill Park Library</b> 394 Plenty Road Mill Park VIC 3082 Phone: 9437 8189
<b>Watsonia Library</b> 4-6 Ibbotson Street Watsonia VIC 3087 Phone: 9435 2397	<b>Thomastown Library</b> 52 Main Street Thomastown VIC 3074 Phone: 9464 1864	<b>Whittlesea Community Activity Centre</b> 57-61 Laurel Street, Whittlesea Phone: 9716 3028

#### Becoming a library member

Joining the library is free and easy – you can do it online or at any of our branches. You just need to show proof of your name and address. If you are under 18 we need the signature of your parent or guardian.



## SUPPORT SERVICES AND ASSISTANCE

### Programs and activities

The libraries run many programs and activities for all age groups (including young adults). Visit your local branch to collect an events brochure at your library, sign up for the library's e-newsletter, or check out the website for what's on. Regular events include computer classes, writing groups, tabletop games and homework help programs.

### Services

The libraries offer a range of services from loaning up to 30 items (DVDs, audio visual, magazines, books); free wifi and computer access, photocopying, reference and information services, online databases and can answer questions in person, over the phone, or email via the website. They also have items in the collection in over 15 community languages. Most library services are provided free of charge.

### Contact:

**General enquiries:** 9408 7888

**Renewals:** 9401 0777

**Overdues:** 9401 0750

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

Regional service: Mobile Library Schedule is available at all libraries and online.

Follow on facebook@YarraPlentyRegionalLibrary and Instagram: yprlibrary

## PHONE DIRECTORY

### A

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ACTU Workers' Hotline	1300 362 223
Ai Group Apprentice & Trainee Centre	9867 0201
AMES Employment	8535 9680
Anglicare Victoria	1800 809 722
Australian Apprenticeship Support Network	13 38 73

### B

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Baseline for Young People, Council's Youth Service	9404 8800
Bert Williams Youth Centre	9484 5310
Brite Institute	9309 5111
Brotherhood of St Laurence	9422 5650
Brotherhood Training: Skills for Work	9288 9900

### C

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CAE VCE/VCAL	9652 0611
CatholicCare	8468 1305
Centre for Multicultural Youth (CMY)	9340 3734
Centrelink - Indigenous Call Centre	1800 136 380

## PHONE DIRECTORY

Centrelink - Jobseekers	13 24 90
Centrelink - Employment Services	13 28 50
Child & Adolescent Mental Health Service	1300 859 789
City of Whittlesea - Youth Services	9404 8800
Cohealth Community Mental Health	9448 6314
Creeds Farm Living & Learning Centre	9023 4606

### D

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Deakin College	9244 5197
Deakin Learning Centres	1300 DEGREE (334733)
Deakin University	1300 DEGREE (334733)

### F

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Fair Work Commission	1300 799 675
Family Planning Victoria - Action Centre	9660 4700
Foundation House	9388 0022

### G

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Gamblers' Help	1300 133 445
Greenbrook Community House	8401 6261

### H

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headspace	1800 650 890
headspace Work and Study Service	1800 810 794
Hester Hornbrook Academy	1800 517 218
Holmesglen Institute	1300 639 888
Hope Street	8311 9610
Hume Whittlesea Local Learning and Employment Network	9309 5500 (Hume office) or 9408 5499 (Whittlesea office)

### J

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JMC Academy	9624 2929
jobactive	136 268
Job Prospects	8401 4801
Job Watch	9662 1933

## PHONE DIRECTORY

### K

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Kangan Institute	13 TAFE (13 8233)
Kangan Institute Skills & Jobs Centre	1300 100 606
Kids Help Line	1800 551 800
Koorie Youth Council (KYC)	9267 3724

### L

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La Trobe University	1300 135 045
Lalor Living and Learning Centre	9465 5162
Lynall Hall Community School - The Richmond Campus	9428 4421
Lynall Hall Community School - Island Work Education Centre, Coburg Campus	9489 0611
L2P Program	9401 6666

### M

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MAS National	1300 627 628
Matchworks	9471 3000
MEGT	13 63 48
Melbourne City Mission	8311 5451
Melbourne Polytechnic	9269 8400
Melbourne Polytechnic Bridging & Preparatory Studies - VCAL program	9269 8666
Melbourne Polytechnic Department of Work Education	9269 8390
Melbourne University	136 352
Mental Health (CAMHS)	1300 859 789
Mill Park Community House & ATSS	9404 4565
Mission Australia	1800 88 88 68
Monash University	1800 666 274
Montague Continuing Education Centre	9690 3535

### N

New Enterprise Incentive Scheme (NEIS)	1300 634 748
New Futures Training	9383 2533
Northern Centre Against Sexual Assault	9496 2240
Northern College of the Arts & Technology (NCAT)	9478 1333

## PHONE DIRECTORY

### O

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Operation New Start	9419 0369
Outer Northern Trade Training Centre (ONTTC)	9464 7779

### P

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Plenty Valley Community Health	9409 8787
Police Youth Resource Officers	9407 3333
Peter Lalor Vocational College	9464 0122
PRACE	9462 6077

### R

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RMIT University	9925 2000
RMIT University Skills & Jobs Centre	9925 2552
RMIT Vocational Study - Trades	9925 4372

### S

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Salvation Army Emergency Relief	8339 4987
Salvation Army Employment Plus	13 61 23
Sarina Russo Apprenticeships	1300 178 776
Sarina Russo Job Access (Epping)	8405 9500
Sexual Assault Crisis Help Line (after hours)	1800 806 292
Skillinvest	1300 135 008
Spectrum Migrant Resource Centre	1300 735 653
Superannuation Hotline	13 10 20
Swinburne University of Technology	1300 794 628

### T

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The Hester Hornbrook Academy	1800 517 218
The Pavilion School	9401 3900
Thomastown Neighbourhood House	8376 6939
Transition to Work	1800 314 677

### U

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Uniting	8401 0100
University of Melbourne	136 352

## PHONE DIRECTORY

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### V

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Victorian Aboriginal Child Care Agency	9287 8800
Victorian Aboriginal Health Services	9419 3000
Victorian Aboriginal Legal Services Cooperative	1800 064 865
Victoria University	1300 842 864
Victoria's Equal Opportunity & Human Rights Commission	1300 292 153
VincentCare	9611 9200

### W

Whittlesea Community Connections	9401 6666
Whittlesea Community House	9716 3361
Whittlesea Youth Commitment / HWLLEN	9408 5499
Whittlesea Youth Services	9404 8800
William Angliss Institute	1300 ANGLISS (2645477)
WISE Employment	8481 3500

### Y

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Yarra Plenty Regional Library	9408 7888
Youth Disability Advocacy Service (YDAS)	9267 3755 or 0412 814 851
Youth Substance Abuse Service	1800 458 685
Youthworx Media	9965 4912
Youth Support & Advocacy Service (YSAS)	1800 458 685

# Career Networking for Young People & Whittlesea Careers Expo

connecting you to further study, training and  
future employment opportunities.

12th May 2022  
Plenty Ranges Arts &  
Convention Centre  
Ferres Boulevard  
South Morang

Expand your career networking at this free  
event designed specifically for young people.

For further information contact Helen at  
Hume Whittlesea LLEN/  
Whittlesea Youth Commitment  
E: [helen.m@hwllen.com.au](mailto:helen.m@hwllen.com.au)  
P: 03 9408 5499

