

2009 - 2010

Banyule
& Nillumbik
SCHOOL LEAVERS GUIDE

*to employment
training and
support services*

acknowledgements

This resource has been compiled and produced by

**THE BANYULE/NILLUMBIK
LOCAL LEARNING AND EMPLOYMENT NETWORK INC. (BNLLEN)**

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BNLLEN has a commitment to utilise all community resources, including schools, TAFEs, businesses and community services in a co-operative and co-ordinated manner to identify and meet the education and training needs of young people and ensure their successful transition to employment.

Please let us know if any of the information which appears in this Guide has changed in some way.

Amendments, corrections and updates may be forwarded to:

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1. why should I read the school leavers guide?

At the moment you're probably all set to go on your selected path but sometimes you change your mind, or things don't turn out how you'd like them to. Don't panic!

At school you have received careers information and advice from your teachers. Remember that they are still there and keen to hear of your progress and to continue to assist you to take the next steps.

There are many ways to arrive at your desired destination. Sometimes you might need additional advice.

On Track is a Victorian Government initiative designed to ensure that Year 10 to 12 government and non-government school students are on a pathway to further education, training or employment after leaving school.

When you leave school, you will need to know about On Track. Whether you're planning to go to university or TAFE, get an apprenticeship or a job, On Track will contact you to make sure you're "on track" to achieve your goals.

On Track will contact you in 2010. If you're not studying or working full-time and want help, On Track will put you in contact with local services that can help you get the advice and support you need.

If you're planning to change your address and/or phone number after leaving school and want to be part of On Track - call **1800 220 520** to update your details. Also, let your school know.

On Track is not designed to be checking up on you, but to help you move along. Remember to accept their offer of support if you need it.

Making decisions about your future can be confusing and difficult, as well as exciting. There are so many things to learn and find out.

do I want an apprenticeship / traineeship, to go to TAFE or university?

am I ready for work and how can I get that job?

what sort of work do I want to do?

where can I find that important information?

how can I meet my personal, health and recreation needs?

It's not always easy, so why do it alone?

Whatever you decide to do after leaving school, there are many helpful people willing to assist you to find whatever you need and all for free.

This booklet has been put together to help you find these amazing people, so that whatever your need, be it health, education, employment, recreation, legal advice or accommodation we hope this Guide will make your life easier.

All this help is just a phone call away.

So read on, find the help you need and make contact.

2. centrelink - youth & student services

Centrelink is often the first place to start, because they could be your initial source of income, benefits, assistance and referral to other services.

Even before you leave school, it is a good idea to register at Centrelink to see if you might be eligible for Youth Allowance and/or a Health Care Card.

When you leave school visit Centrelink as soon as possible. The earlier you register, the earlier you may be able to access benefits, programs and the people who can help you get a job. At Centrelink you can establish what financial support and benefits will be available while you study or look for employment.

2.1 What should I take to Centrelink?

When you go to Centrelink you can make life much easier for yourself if you take the right information with you. At a minimum it is suggested that you take:

- **“Proof of Identity”** You will need to establish proof of identity by achieving 100 points. Points are allocated and added for a number of items, for example: Birth Certificate or Extract of Birth (70 points), Passbook or Bank Statement in your name (40 points), ATM or Credit Card (40 points), Driver's Licence or Learner's Permit (40 points), School Reports/ Certificates (20 points), Medicare Card (20 points) and current Student ID with photo (20 points).
- **“Confirmation of Exit Date From School”** You should obtain written confirmation of the date you exited from school. If you have a letter from the school stating your exit date then just take it to Centrelink.

If you don't have a letter, then take the School Exit Form in the back of this booklet to your school office and they will put the school stamp, exit date and signature on the Form.

2.2 What happens when I visit Centrelink?

When you go to Centrelink, you will be asked a series of questions and requested to provide “Proof of Identity” and confirmation of the date you finished school. You may also be asked questions about your personal circumstances. Be honest with your answers. If you leave out information, you may miss out on entitlements or if you provide incorrect information and receive excess benefits, you may end up having to pay back money in the future.

To protect yourself from financial problems, you must tell Centrelink if your personal circumstances change. For example if you receive Youth Allowance, and you stop studying and do not tell Centrelink you can end up with a large debt.

2.3 Personal and Job Search Support through Centrelink

When you leave school and you are looking for work, before you can access some helpful programs, you may need a **Job Seeker Identification Number (JSID)**. JSIDs are issued by Centrelink. Once you have your JSID you may be eligible for support to help you find work.

Depending on your circumstances you may be eligible for specialist support provided directly by the Centrelink Social Worker, Psychologist, Personal Advisor or Disability Officer. You may also be able to access assistance through the Job Services Australia, Disability Services, and other programs to help you get a job.

If you need to make an appointment to see a social worker, call Centrelink on **13 17 94**. If you are unsure of your choices contact Centrelink’s Youth and Student Services line on **13 24 90** or visit your local Centrelink office for information about career options, training and study choices, or looking for work.

If you are deaf or have a hearing or speech impediment, use Centrelink TTY 1800810580.

2.4 Youth Allowance

A great starting point is to sort out what income and support you are entitled to receive. Youth Allowance is the Centrelink payment for young people aged 16-24 who are studying or undertaking an Australian Apprenticeship full-time, or aged 16-20 who are looking for full-time work, undertaking a combination of "approved" activities, or have a temporary exemption. You may be eligible for Youth Allowance depending on your personal circumstances while at school.

If you are under 18 and leave school before completing Year 12, you may be required to undertake an activity such as study, training or job-hunting in exchange for Youth Allowance.

If you can't find a job, you need to consider whether you'll be better off going back to school or doing some other study or a training course.

If you don't think you are entitled to Youth Allowance, it is still a good idea to register at Centrelink. You may be eligible for a range of services or be able to get some "extras" like a Health Care Card.

To find out your entitlements or if any extras are available to you, call Centrelink on **13 24 90** or visit a Centrelink office. Students can register for Centrelink support **up to 8 weeks before leaving school.**

web: www.centrelink.gov.au/internet/internet.nsf/payments/youth_allow.htm

2.5 ABSTUDY

ABSTUDY helps indigenous people who want to stay at school or go on to further studies including approved full or part-time tertiary courses.

CENTRELINK CUSTOMER SERVICE CENTRES AND CONTACT NUMBERS

BOX HILL

3-13 Harrow Street
Box Hill 3128

HEIDELBERG

21 Yarra Street
Heidelberg 3084

YOUTH ALLOWANCE ENQUIRIES

ph: 13 24 90

GREENSBOROUGH Office temporarily closed

DAREBIN

251 Murray Rd
Preston 3072

EPPING

713 High St.
Epping 3076

ABSTUDY ENQUIRIES

ph: 13 23 17

3. getting careers information

3.1 School

Every school has many careers resources that you can access. Go back to school and have a chat with your careers teacher.

3.2 Melbourne Career Information Centre

The Melbourne Career Information Centre is run by Centrelink. It can provide you with an enormous range of careers, employment and training information. You can contact them by phone, mail or email for free assistance.

Melbourne Career Information Centre

Locked Bag 2005
Box Hill 3128

ph: 1800 048 525 (Freecall)

fax: 9403 8898

email: cic.melbourne@centrelink.gov.au

Monday to Friday

8am to 5pm

3.3 Career Counselling

Centrelink provides career counselling for jobseekers on Youth Allowance or young people aged 16-20 who are not eligible for income support, but who have registered as a jobseeker with Centrelink.

Career Counselling involves professional counsellors, informed about labour market opportunities, taking a pro-active approach in assisting people set their employment, education and training goals. Career Counselling will help you

- Identify and match your goals, interests and abilities.
- Find out about the training or study you need to do for your career choice.
- Look at the range of jobs available in your area of interest.
- Plan a strategy to get work in your chosen field.

Eligible jobseekers can attend two small-group Career Counselling sessions each running for about two hours. If you want some extra advice you may also be offered individual counselling assistance.

For more information or to make an appointment please phone 132 850, or visit Centrelink.

3.4 Yarra Plenty Regional Library Services

Libraries contain useful careers information such as TAFE and university handbooks, job search tips, resume writing hints and pamphlets. The reference librarians can assist you.

Many careers resources are available online. You can access these through the websites listed at the back of this Guide or via the Yarra Plenty Regional Library website listed below.

Yarra Plenty Regional Library Services has computers available for public use. You will need to confirm the opening and closing times, and call if you wish to book a computer.

YARRA PLENTY REGIONAL LIBRARY
web: www.yprl.vic.gov.au

For addresses, phone numbers and opening times see page 8.

LOCAL LIBRARIES

DIAMOND VALLEY

Civic Drive

Greensborough 3088

ph: 9434 3809

Monday, Tuesday, Wednesday

10.00am - 8.30pm

Friday, Saturday

10.00am - 5.00pm

Sunday

1.00pm - 5.00pm

ELTHAM

Panther Place

Eltham 3095

ph: 9439 9266

Tuesday, Wednesday, Thursday

10.00am - 8.30pm

Friday, Saturday

10.00am - 5.00pm

Sunday

1.00pm - 5.00pm

IVANHOE

255 Upper Heidelberg Road

Ivanhoe 3079

ph: 9497 5780

Monday, Tuesday, Thursday

10.00am - 8.30pm

Friday, Saturday

10.00am - 5.00pm

Sunday

1.00pm - 5.00pm

ROSANNA

72 Turnham Avenue

Rosanna 3084

ph: 9459 6171

Monday, Wednesday, Thursday

10.00am - 8.30pm

Friday, Saturday

10.00am - 5.00pm

WATSONIA

Ibbottson Street

Watsonia 3087

ph: 9435 2397

Monday, Tuesday, Thursday

10.00am - 8.30pm

Friday, Saturday

10.00am - 5.00pm

Sunday

1.00pm - 5.00pm

4. resumes and job applications

You will need an up-to-date resume and a good job application letter. To help you prepare your own personal resume, download the sample resume from Banyule/Nillumbik Local Learning and Employment Network website www.bnllen.org.au and type in your details.

4.1 Sample Resume

SAMPLE RESUME

A resume provides a snap shot of your personal details. It sets out who you are and what you have done. Your resume needs to be short, clear and accurate.

1. PERSONAL DETAILS

Name: Suzie Swizzle

Address: 96 Frogmorton Grove
Heidelberg 3084

Telephone: 9459 4321

email: iwantajob@gmail.com

2. EDUCATION

Year/Date: 2004 - 2008

Name of school: Caring College

Level completed: Year 10

Subjects: English
Maths
Science
Photography
SOSE

3. ADDITIONAL QUALIFICATIONS/TRAINING

List any other courses/certificates you have completed. Some examples may include Lifesaving course, First Aid course, VET/TAFE course. You could also mention things like art, music or a language you have studied.

Year/Date: June/July 2008

Name of Course: Certificate II Arts Interactive Multimedia

Name of Institution: Caring TAFE

Description of Course: Studied web design, video production and media design

4. WORK HISTORY

If you have not had any work experience, holiday or part time work leave this section out.

List your current or last job first and work back. Spell out exactly what you have achieved within your past employment. Use action words such as "assisted the chefs in" or "delegated tasks" or "supervised the shop while the boss was absent". Identify your skills and explain how you gained those skills for example, "Negotiation skills gained through my computer sales experience". The following verbs may assist you when describing the work you have done:

Adapted, calculated, compiled, conducted, coordinated, delivered, developed, distributed, established, gathered, identified, initiated, interviewed, maintained, observed, operated, prepared, produced, researched, taught, trained.

School Work Experience

Date/Year: 2 March 2007

Place of work: The Fishface Cafe

Position: Chef's Assistant

Duties/ Responsibilities: Washed, prepared and diced vegetables. Prepared pastry

cases for pie fillings. Observed fish filleting and meat preparation

Skills gained: Knife handling, taking initiative, working under pressure

Casual/Part time/Full time work

Date/Year: 2006 - 2007

Place of work: Caring & Company

Position: Mailroom Assistant

Duties/ Responsibilities: Mail sorting, mail delivery, machine operation

Skills:

Efficient and productive approach to work, working well in a team, working well under pressure

5. EXTRA CURRICULAR ACTIVITIES

The following headings give the employer more information about your personality. Hobbies, memberships, interests or community work may demonstrate creativity, initiative or organisational ability. Skills you develop in these areas can be transferred to skills required at work. For example, participation in team sports can be seen as a demonstration of leadership and team work which are very important in the workplace.

Voluntary Work

Date/Year: 2005 - 2007

Organisation: Caring Cross

Activities: The Caring Cross Community Assistance Program.
Volunteer worker collecting money via door-knocking over a 9-month period

Community Activities

Date/Year: 2005 - 2007

Organisation: Caring Primary School

Activities: Assisting grade 2 students with reading at the local primary school

Hobbies and Interests

Reading, photography, cooking, listening to music, walking

Sport/Leisure Activities

School competitive netball, swimming, social tennis

List any clubs that you are involved in, and any positions of responsibility you've held.

6. ADDITIONAL SKILLS/PERSONAL QUALITIES

Personal Qualities:	Punctual and reliable	Eager to learn
	Patient	Good team worker and listener
	Well presented	Honest and friendly

Technical Skills: Computing - use of Microsoft program - Word
Taking and developing photos

Language Skills: Fluent in the Italian language

4.2 Sample Application Letter

SAMPLE APPLICATION LETTER

1313 Mockingbird Lane
Greensborough VIC 3088

← Type your address here

1 September 2008

Ms Margaret Murgatroyd
Personnel Manager
Caring Graphic Design
25 Caring Road
SOUTH MELBOURNE VIC 3002

← Type the contact details of the person you are sending the letter to here

Dear Ms Murgatroyd

I am applying for the position of Trainee Graphic Designer, which was advertised in The Argus on 27 August 2008.

Since leaving school in June last year, I have successfully completed a certificate course in graphic art with Caring Art Institute. I am now looking for full time employment.

I have completed work experience in two graphic design studios, which has strengthened my desire to enter this field. I understand from the enquiries I have made that you are a growing company and a leader in the design field. I am keen to work with your company and become part of this exciting industry.

I have the necessary skills, commitment and enthusiasm to succeed in this position and believe I will be a great asset to your company.

Please find attached a copy of my resume and two references. I look forward to hearing from you soon.

Yours sincerely

← Sign your letter here - you do not need to add your contact details as they will be on your resume

Suzie Swizzle

← Type your name here

encl

← encl means enclosed ie: there are extra documents being sent with your letter such as resume and or reference letters

Change the body of the letter to match your skills and the job you're applying for

5. finding a job

There are many websites with advertised job vacancies, the main one being **www.jobsearch.gov.au** but sometimes you'll need more personal assistance.

If you are considering employment, there are many challenges you will face. For you, this is a new experience, however, the people who can assist you have all experienced the change from school to work. They have lots of knowledge, resources and contacts and are being paid to help you.

It's free to use their services.

where can I find these people?

what can they do for me?

Make sure you register with Centrelink as a Job Seeker so you are entitled to assistance. You do not necessarily have to receive payments to get help.

If you are looking for help, there are a lot of names you will come across, such as:

- Job Placement Organisations
- Job Services Australia
- Australian Apprenticeships

Don't be concerned by all these names - they are simply services which can help you.

This School Leavers Guide will describe the help that each of these services can offer, and you can decide which services are best for you.

5.1 Job Placement Organisations and Job Services Australia

The Job Placement Organisations and Job Services Australia are a group of organisations concerned with helping people find jobs.

Whether you qualify for Youth Allowance or not will determine which services you can access.

Job Placement Organisations (JPOs) can be accessed by all people who have left school and are looking for work. You do not have to be on Youth Allowance. If you are at school, you can only access the JPOs if you are looking for an Apprenticeship and/or Traineeship.

JPOs work to help employers fill vacancies. JPOs obtain the vacancies from employers, list these vacancies on the Australian Job Search website, and screen and refer suitable job applicants to employers.

By registering directly with a JPO, you can apply for and be referred to the employers with vacancies. You can also be referred by Centrelink to a JPO.

Job Services Australia

In most cases job seekers will connect with Job Services Australia providers following a referral by Centrelink. Job Services Australia will work with you one-on-one to help develop and enhance your skills – for the job or training that’s right for you.

Job Services Australia providers will:

- provide an individually tailored assistance
- build links with employers to identify job vacancies and match suitable candidates to those vacancies
- connect job seekers to appropriate skills development opportunities
- build links with local community and health services, registered training organisations, state, territory and local government and other service providers.

At your first appointment, your Job Services Australia provider will meet with you to discuss your current skills, goals and individual circumstances. To make this easier you should bring:

- identity documents
- a letter from your employer, separation certificate or some other documentary evidence that you have lost your job (if appropriate)
- your Centrelink Customer Reference Number (if you have one)
- any education certificates
- details of your work history
- names and contact details of referees
- a copy of your résumé on disk or in hard copy, if you have one. If you don't have a résumé, don't worry, your Job Services Australia provider can help you prepare one.

JOB SERVICES AUSTRALIA PROVIDERS

Breakthru Employment Solutions

Level 1 92 Main Street
Greensborough 3088
Ph: 9431 7200
Fax: 9432 9636
www.breakthru.org.au
email: greensborough@breakthru.org.au

Job Prospects

Level 2 104 Burgundy Street
Heidelberg 3084
ph: 9455 3910
Fax: 9456 9165
web: www.jobprospects.com.au
email: heidelberg@jobprospects.com.au

Sarina Russo Job Access (Australia)

Level 3 271 Para Road
Greensborough 3088
ph: 9433 0400
fax: 9433 0499
web: www.sarinarusso.com.au
email: greensborough@sarinarusso.com.au

Sarina Russo Job Access (Australia)

106 Burgundy Street
Heidelberg 3084
ph: 9455 8500
fax: 9455 8599
web: www.sarinarusso.com.au
email: heidelberg@sarinarusso.com.au

Campbell Page Heidelberg Employment Hub

Level 3 106 Burgundy Street
Heidelberg 3084
freecall: 1300 139 920
web: www.campbellpage.org.au
email: heidelbergjobs@campbellpage.org.au

5.2 Vocational Rehabilitation Services

Vocational Rehabilitation Service is a service provided to people with a disability, injury or health condition to help them get and/or keep a job.

All vocational rehabilitation programs include job search assistance and support for up to six months following job placement.

Vocational rehabilitation is suitable for job seekers who:

- Are aged 14 to 65 years
- Have a health condition that is managed well enough to participate in a vocational rehabilitation program.

CRS AUSTRALIA

Suite 6, 2 Enterprise Drive

Bundoora 3083

ph: 9468 7050

fax: 9468 7066

5.3 Get Ready Program

The Get Ready Program provides free intensive support for young people aged 15 to 20 years who are actively seeking assistance with finding employment. The program can also provide links to a range of additional youth employment services through Employment Focus, including pre-apprenticeships and other forms of education and training.

A Get Ready Employment Program is also available which links young people into apprenticeships and traineeships.

EMPLOYMENT FOCUS

1st Floor 73 Burgundy Street

Heidelberg 3084

ph: 9450 5700

fax: 9450 5757

email: getready@empfocus.vic.edu.au

www.empfocus.vic.edu.au

5.4 Breakthru People Solutions

Breakthru People Solutions provides free employment assistance and support to people with disadvantages and disabilities, especially psychiatric disabilities.

To access Breakthru People Solutions, you need to:

- have a disability or be disadvantaged in securing a job
- be unemployed and looking for a job
- not be with another employment agency
- be keen and motivated to find work

Breakthru People Solutions

1st floor, 52 Mary Street
Preston 3072

ph: 9479 9744

fax: 9471 2755

www.breakthru.org.au

Satellite services are available from Greensborough.

Please contact the Preston Office for details of the location and times.

5.5 NorthStar Specialist Employment Services

NorthStar provides free employment assistance to people who are disadvantaged, have a disability, medical condition/injury, health problem or learning disability etc.

NorthStar services include:

- Career counselling
- Resume and application letters preparation
- Job search
- Apprenticeship and Traineeship assistance
- Travel training
- Work site training
- Workplace modifications
- Ongoing support to facilitate job retention

NorthStar Specialist Employment Services

725-727 High St.
Epping 3076

ph: 9408 5299

fax: 9408 9324

25 Grimshaw St.
Greensborough 3088

ph: 9435 7198

fax: 9434 0507

206 Broadway
Reservoir 3073

ph: 9460 2258

fax: 9460 9914

1A/104 Mount St.
Heidelberg 3084

ph: 9458 1566

fax: 9458 1477

email: enquiries@northstar.org.au

web: www.northstar.org.au

5.6 Disability Employment Network

The Disability Employment Network (DEN) members can assist you if you have a disability that is likely to be permanent. The Disability Employment Network is designed to support you if you require specialist assistance for more than six months after being placed in a job or require ongoing support to keep a job.

The Disability Employment Network helps people with disabilities to:

- get ready to look for a job
- find a job and to keep a job
- provide ongoing support in the workplace

DISABILITY EMPLOYMENT NETWORK MEMBERS

Breakthru Peoples Solutions

1st Floor, 52 Mary Street
Preston 3072

ph: 9479 9744

fax: 9471 2755

web: www.breakthru.org.au

Wesley Employment Services

267 High Street
Preston 3072

ph: 9416 8699

email: jobs@wesleyemployment.com.au

web: www.wesleyemployment.com.au

Wise Employment, Northcote

336 High Street
Northcote 3070

ph: 9482 2102

email: northcote@wiseemployment.com.au

web: www.wiseemployment.com.au

Interact Employment Services

Level 1, 92 Main Street
Greensborough 3088

ph: 9432 9855

email: greensborough@interactaust.com.au

web: www.interactaust.com.au

NorthStar

25 Grimshaw Street
Greensborough 3088

ph: 9435 7198

1A 104 Mount Street
Heidelberg 3084

ph: 9458 1566

fax: 9458 1477

email: enquiries@northstar.org.au

web: www.northstar.org.au

Sarina Russo Job Access

13 Flintoff Street
Greensborough 3088

ph: 9433 0400

106 Burgundy Street
Heidelberg 3084

ph: 9455 8500

web: www.sarinarusso.com.au

6. what about an australian apprenticeship or traineeship?

6.1 Australian Apprenticeships

Australian Apprenticeships, which include Traineeships and Apprenticeships, are a great way to secure a good job and get the training you need to build your career.

Australian Apprenticeships combine practical work and training to give you a nationally recognised qualification and the experience you need to get the job you want. Training can be done on the job, off the job, or as a combination of both.

Which industries are Australian Apprenticeships & Traineeships available in?

Australian Apprenticeships & Traineeships are now available in more than 500 occupations. Here are just a few examples of the apprenticeships and traineeships that are available:

- business
- childcare
- finance
- hospitality
- multimedia
- building and construction
- computing
- healthcare
- metals and engineering
- retail
- avionics engineering
- optical dispensing
- sport & recreation
- dental technicians
- animal carers

Australian Apprenticeships & Traineeships provide an attractive option in just about any industry which may interest you.

Australian Apprenticeships Referral Line 13 38 78
web: www.australianapprenticeships.gov.au

Four types of organisations can help you:

- Group Training Organisations (GTO)
- Australian Apprenticeship Centres (AAC)
- Registered Training Organisation (RTO)
- Direct Employer

How are they different?

Group Training Organisations employ Apprentices and Trainees and lease them out to host employers. They are responsible for OH&S, all employment conditions & supply appropriate Personal Protective Equipment.

Australian Apprenticeship Centres do not employ Apprentices or Trainees, nor do they generally help you find a vacancy. However, they do take care of the paperwork and support an employer who wants to offer an Apprenticeship or Traineeship.

RTO -Registered Training Organisation delivers the training package to enable SBAT's to get a nationally recognised qualification.

Direct Employer handles all aspects of employment including on-the-job training, pay & administration.

AUSTRALIAN APPRENTICESHIP CENTRES

APPRENTICESHIPS VICTORIA

Level 1, 813 High Street, Epping 3076
(opposite Epping Primary School)

ph: 9613 6780

web: www.appsvic.com.au

MEGT

Shop 12 The Mall
Bell Street
West Heidelberg 3081

ph: 9458 1299

fax: 9458 1245

web: www.megt.com.au

APPRENTICESHIPS MELBOURNE

8-10 Flintoff Street
Greensborough 3088

ph: 9433 2000

www.apprenticeshipsmelbourne.com.au

SARINA RUSSO APPRENTICESHIP SERVICES

Level 1, 219 Johnston Street
Fitzroy 3065

Ph: 9415 3800

You can visit the Australian Apprenticeships website at www.newapprenticeships.gov.au

GROUP TRAINING ORGANISATIONS

APPRENTICESHIPS PLUS

Level 1, 192-198 High Street
Northcote 3070

ph: **9481 5999**

Shop 116 Epping Plaza
High Street

Epping 3076

ph: **9401 0999**

freecall: **1800 818 105**

web: **www.aplus.org.au**

WPC GROUP

440 Williams Street
West Melbourne 3003

ph: **9321 0800**

1300 656 461

web: **www.wpcgroup.org.au**

6.2 Accessing Australian Apprenticeships

JET Apprenticeships & Traineeships

JET is a web based Apprenticeship and Traineeship information site for jobseekers.

By registering on the **JET** website, you may gain access to opportunities in Information Technology, Printing, Dental Mechanics, Plumbing, Business Administration, Multimedia and many other areas.

If you choose to register, **JET** will email you traineeship and apprenticeship openings that match your individual job preferences.

JET

Ph: **1800 651 610**

Web: **www.jet.org.au**

6.3 Preparation and Training

Pre-apprenticeships give you a head start to an apprenticeship.

These are usually a sixteen-week course at TAFE, which is an introduction to the apprenticeship training. You do real modules from the apprenticeship course and this helps make you more employable. Employers sometimes recruit new staff via the pre-apprenticeship courses. Most TAFEs start pre-apprenticeships at the beginning and the middle of the year. For information on starting date, contact the TAFE line **13 18 23**.

Australian Apprenticeship Access Program (AAAP)

If you have finished school before completing Year 12, you can improve your chances of securing an Australian Apprenticeship by doing an Australian Apprenticeship Access Program (AAAP). To access the AAAP, you will need to be referred by either Centrelink, the Youth Pathways Program, JPET or a Job Network Member.

The Australian Apprenticeship Access Program is also known as the Access Program.

To find a local AAAP provider or find out more information, talk with staff from Youth Pathways, Job Network, JPET or Centrelink or visit the AAAP website at <https://acesstraining.dest.gov.au>

6.4 Sources of Apprenticeship Vacancies

Australian Apprenticeship vacancies can be found through a number of sources, including Job Network, Group Training Organisations and Australian Apprenticeship Access Centres.

SOURCES OF AUSTRALIAN APPRENTICESHIP VACANCIES

Apprenticeships Plus: www.aplus.org.au, click on "New jobs Apply Now"

Australian Defence Force: www.defencejobs.gov.au

Box Hill TAFE (Jobs Plus): www.bhtafe.edu.au/sevices/newapprenticeships2.htm and click on "job vacancies"

Career one: www.careerone.com.au

Group Training Australia: www.gtaltd.com.au

JET: www.jet.org.au

Job Network Members: www.jobsearch.gov.au

Kangan Batman TAFE: www.kangan.edu.au

MEGT: www.megt.com.au

MyCareer: www.mycareer.com.au

Seek: www.seek.com.au

VACC: www.autoapprenticeships.com.au

WPC Group: www.wpcgroup.org.au

Sometimes you will need to register with the organisation before you can access their vacancy list and in some cases you can access a list of vacancies from the Internet. Making contact with these organisations is best as they may not display all of their vacancies.

7. getting hands-on experience

Sometimes it is difficult to get a job without experience and/or a work reference. If this seems to be a problem, perhaps you need to consider alternatives such as volunteer work and community employment programs.

7.1 Volunteering

Doing volunteer work (working for no pay) is a great way to build experience and demonstrate your capacity to do a job. Volunteer work can be done with non-profit organisations that assist the community. These organisations can provide a variety of experiences. These experiences can be a strong selling point when talking with potential employers.

Volunteers of Banyule is a volunteer resource centre that services the northeast suburbs including the municipalities of Banyule, Nillumbik and Darebin.

VOLUNTEERS OF BANYULE

80 Hawdon Street
Heidelberg 3084

ph: 9458 3777

fax: 458 4111

email: office@volunteersofbanyule.org.au

web: www.volunteersofbanyule.org.au

OFFICE HOURS:

10:00am to 2:00pm

Monday to Friday

Greening Australia

Volunteer positions are available through **Greening Australia** which is an organisation passionate about protecting and restoring the health, diversity and productivity of our unique natural environments.

web: www.greeningaustralia.org.au

Other volunteer websites

www.volunteer.com.au
www.volunteeringaustralia.org
www.govolunteer.com.au
www.conservationvolunteers.com.au

7.2 State Government Employment Programs

If you are aged 15-24 years and looking for a job, you may benefit by participating in one of these Victorian State Government employment programs

Workforce Participation Partnerships

The Workforce Participation Partnerships (WPP) program provides services to young jobseekers (aged 15-24 years), homeless, Indigenous Australians and people with a disability. The program places them into employment using on-the-job skills development, paid work experience, mentoring and post-employment support.

A list of organisations offering WPP Projects can be located via:

www.business.vic.gov.au and select

- ↳ Industrial Relations
- ↳ Workforce Participation
 - ↳ All Workforce Participation Programs
 - ↳ New Workforce Partnerships

Youth Employment Scheme

The Youth Employment Scheme (YES) provides apprenticeship and traineeship opportunities including information technology, building and construction, business administration, horticulture, sport and recreation and hospitality for Victorian Government departments and agencies.

YES vacancies can be found at: **www.youthcentral.vic.gov.au** and select

- ↳ Government Information and Assistance
 - ↳ Youth Programs
 - ↳ Youth Employment Scheme

8. things I should know when I get a job

8.1 What my employer should tell me

When you become employed you will need to know what your rights and responsibilities are.

Before starting with a new employer, there are a number of things that you need to check, especially what is expected of you and (at least) your minimum employment conditions. You should ask about:

- the award / or type of Agreement you are covered by
- your job classification and rate of pay
- your employment status e.g. casual, full-time, permanent etc.
- your hours of work, including any regular overtime and shift work
- details of any probationary period
- the employer's superannuation contributions and any other benefits e.g. leave entitlements
- initial training, the form it will take, when it will be completed and what you are expected to be able to do when it is completed

On commencing work you should talk to your employer and find out about:

- what your employer expects you to do
- any general rules including completion of time sheets, meal break times and notification requirements when unable to attend work
- any special rules and procedures, including unacceptable conduct, confidentiality, disciplinary, grievance and consultative/committee procedures
- the period of notice required for termination of employment
- all safety rules and training

If you feel you are not being treated fairly by your employer or a co-worker, JobWatch can offer advice and information and help protect you (see next section).

8.2 Job Watch - Employment Rights Legal Centre

Job Watch assists people experiencing exploitation at work or while looking for work. Job Watch provides a free and confidential telephone service providing advice and/or referrals about your employment conditions. (Advice is not available in person or by email). If you feel suspicious about a job advertisement, an interview situation or believe you may be experiencing any other work-related problems such as bullying, unfair termination from your job or being underpaid, Job Watch is a good organisation to contact.

The Job Watch website provides useful information on a range of topics including:

- Casual work
- Employment of children
- Employment contracts
- Getting paid and Pay slips
- Minimum terms of employment in Victoria
- Workplace violence

JOB WATCH

Telephone Advice Service

ph: 9662 1933

web: www.jobwatch.org.au

Hours of operation:

Monday to Friday

9.00am - 5.00pm (except Tuesday 9.00am - 12noon & 2.00pm - 5.00pm)

8.3 Understanding Your Employment Conditions

Before commencing employment, it is best if you understand more about your rights and entitlements and also those of your future employers.

New workers can be employed under a State or Federal Award, a collective agreement, an Individual Transitional Employment Agreement (ITEA) or a common law contract. These awards and agreements specify your minimum employment conditions like wages, holidays, sick leave and overtime. Your conditions will depend on whether you are a full-time, part-time or casual employee.

Agreements confirm the employment conditions which have been determined through negotiations between the employer and the workers and/or union. An Award on the other hand is a minimum set of conditions determined by law.

ITEAs and common law contracts are negotiated agreements between individuals and employers. You are allowed to nominate another person to negotiate your employment conditions prior to signing an ITEA or common law contract. Also if you are under 18 years of age your parents or guardian are required to sign on your behalf.

To protect your employment conditions the government have introduced the Australian Fair Pay and Conditions Standards, which guarantee some minimum employment conditions

To better understand this information we suggest that you download the resource kit "Helping Young People Deal with the Recent Industrial Relations Changes" from the publications found on the Workplace Rights Advocate section of www.business.vic.gov.au

Or contact Workplace Rights Information Line 1300 88 26 48 and ask them to provide you with more detailed information

USEFUL INFORMATION SERVICES

JOB WATCH: ph: 9662 1933
email: jobwatch@job-watch.org.au

WORK PLACE: www.workplace.gov.au

WORKPLACE AUTHORITY: www.workplaceauthority.gov.au

WORKPLACE RIGHTS INFORMATION LINE: ph:1300 882 648

WORKPLACE RIGHTS: www.workplacerrights.vic.gov.au

9. if study is my choice, who can help me?

9.1 University and TAFE

Remember that you can apply directly for some courses to TAFE, so if you are unsure of your options, please call them directly - they may have the opportunity you are looking for. Be proactive!

You can defer your course if the institution allows you to, just be sure that you get this in writing and that you indicate your intention to take up the place the following year. Centrelink can advise you how to qualify for the "independent rate" of Youth Allowance in preparation for when you return to study.

Don't forget that part time study is an option too. Check with the institution. It allows you to work and study and have a life!

web: www.studylink.com

Short Courses

There are many short courses on offer. They offer modules from accredited courses or introductory short courses where you can test out your interest and work your way toward full time entry into a course.

web: www.shortcourses.vic.gov.au

LOCAL UNIVERSITIES AND TAFES

**LA TROBE UNIVERSITY
BUNDOORA CAMPUS**
ph: 9479 1111
web: www.latrobe.edu.au/bundoora

**NORTHERN MELBOURNE
INSTITUTE OF TAFE (NMIT)**
ph: 9269 1200
web: www.nmit.vic.edu.au

RMIT UNIVERSITY & TAFE
ph: 9925 2000
web: www.rmit.edu.au

BOX HILL INSTITUTE OF TAFE
ph: 9286 9222
web: www.bhtafe.edu.au

9.2 Local Community and Learning Centres

Within the City of Banyule and the Shire of Nillumbik, there are organisations that provide a wide range of professional, leisure and education programs.

These centres are very different to schools and are an adult environment where you can do short leisure and recreation, hobby and education courses, as well as VCE subjects.

Please contact your preferred Centre for further details on their program. The hours listed below are office hours.

The ACFE website contains additional information.

web: www.acfe.vic.gov.au

SHIRE OF NILLUMBIK

ALLWOOD NEIGHBOURHOOD HOUSE

901 Main Road
Hurstbridge 3099
ph: 9718 2717
email: allwood@hurstbridge.org.au
web: www.hurstbridge.org.au
10.00am - 5.00pm

LIVING AND LEARNING NILLUMBIK - DIAMOND CREEK

119 Cowin Street
Diamond Creek 3089
ph: 9438 5350
email: living.learning@nillumbik.vic.gov.au
web: www.nillumbik.vic.gov.au (+follow the links)
9.00am - 3.00pm

NILLUMBIK YOUTH SERVICES

Civic Drive
Greensborough 3088
ph: 9433 3150
email: nyp@nillumbik.vic.gov.au
web: www.nyp.com.au

LIVING AND LEARNING NILLUMBIK - ELTHAM

739 Main Road
Eltham 3095
ph: 9430 1313
email: living.learning@nillumbik.vic.gov.au
web: www.nillumbik.vic.gov.au (+follow the links)
9.00am - 5.00pm

LIVING AND LEARNING NILLUMBIK - PANTON HILL

18 Bishops Road
Panton Hill 3759
ph: 9719 7506
email: living.learning@nillumbik.vic.gov.au
web: www.nillumbik.vic.gov.au (+follow the links)
9.00am - 5.00pm

CITY OF BANYULE

CONTACT COMMUNITY CENTRE, BUNDOORA HALL

Noorong Avenue
Bundoora 3083

ph: 9467 6305

Tuesday, Wednesday

9.45am - 2.15pm

Thursday

9.45am - 11.45am

DIAMOND VALLEY LEARNING CENTRE (DVLC)

Cnr Diamond Creek
and St Helena Roads
Greensborough 3088

ph: 9435 9060

email: courses@advlc.org.au

web: www.dvlc.org.au

Monday to Friday

9.00am - 4.00pm during school terms

GREENHILLS NEIGHBOURHOOD CENTRE

Community Drive
Greensborough 3088

ph: 9435 9287

email: gnc@hard.net.au

web: www.greenhillshnc.org.au

Tuesday, Wednesday & Thursday

8.45am - 4.15pm

Friday **8.45am - 12.30pm**

Childcare available

LIVINGSTONE COMMUNITY CENTRE

1 Livingstone Street
Ivanhoe 3079

ph: 9497 2014

email: community@livingstone.org.au

web: www.livingstone.org.au

Monday, Tuesday Friday

9.30am - 3.15pm

1st, 3rd, 5th Wednesday + 2nd, 4th Thursday

9.30am - 3.15pm

OLYMPIC ADULT EDUCATION

21 Alamein Road
West Heidelberg 3081

ph: 9450 2665

email: olympic@oae.vic.edu.au

web: www.oae.vic.edu.au

Monday to Friday

9.00am - 4.00pm

ROSANNA FIRE STATION COMMUNITY HOUSE

232 Lower Plenty Road
Rosanna 3084

ph: 9458 1935

email: rfsch@westnet.com.au

web: www.vicnet.net.au/rfsch

and www.rfsch.org.au

Childcare available morning only Mon to Fri

WATSONIA NEIGHBOURHOOD HOUSE

47 Lambourne Road
Watsonia 3087

ph: 9434 6717

email: info@watsonianh.org.au

web: www.watsonianh.org.au

Monday to Friday

9.30am - 2.30pm (office hours)

9.3 Flexible Learning Centre

If you would like to learn a variety of computer packages at your own pace and at a minimum cost, try the Flexible Learning Centre at Employment Focus.

EMPLOYMENT FOCUS

1st Floor 73 Burgundy St, Heidelberg 3084

ph: 9450 5700

email: reception@empfocus.vic.edu.au

web: www.empfocus.vic.edu.au

10. other services & assistance I might need

If you are looking for specific help with some of life's difficulties, a number of organisations can help you.

This is not a complete list, but will provide a starting point. The organisations are listed under the following general headings:

- accommodation
- counselling services
- drugs and alcohol
- family issues
- health (general)
- legal issues
- mental health
- sexuality & sexual health
- youth services
- gambling issues

10.1 Accommodation

BERRY STREET - TRANSITIONAL YOUTH SUPPORT SERVICES

(accommodation, information and referral for 15-25 year olds)

667 The Boulevard
Eaglemont 3084

ph: 9450 4700

www.berrystreet.org.au

MELBOURNE YOUTH SUPPORT SERVICE

(emergency accommodation for young people, information and general referrals)

ph: 9614 3688

fax: 9614 3622

NORTH EAST HOUSING SERVICE

(Transitional housing information and referral)

52 - 56 Mary Street
Preston 3072

ph: 9479 0700

fax: 9470 4400

www.nehs.org.au

info@nehs.org.au

DEPARTMENT OF HUMAN SERVICES OFFICE OF HOUSING

679-685 High Street
Preston 3072

(near Regent Train Station)

ph: 9479 0122

fax: 9479 0109

10.2 Counselling Services

KIDS HELPLINE (for kids aged 5-25)

Need someone to talk to? There are three ways you can talk to Kids Helpline - chat online, send an email to counsellor@kidshelp.com.au (may take a week or two to respond) or call them.

ph: 1800 55 1800 (24 hrs)

web: www.kidshelp.com.au

10.3 Drugs and Alcohol

DIRECT LINE

(24-hour drug and alcohol information, counselling and referral)

ph: 1800 888 236

YOUTH SUBSTANCE

ABUSE SERVICE (YSAS)

ph: 1800 014 446 (24 hrs)

NORTH EAST OUTREACH DRUG AND ALCOHOL SERVICE (NEODAS)

Banyule Community Health Centre
21 Alamein Road

West Heidelberg 3081

ph: 9450 2000

Unit 3 25 Grimshaw Street
Greensborough 3088

ph: 9433 5111

YOUTH NORTHERN OUTREACH TEAM (YNOT)

6 Hartington Street
Glenroy 3046

ph: 9304 9100

10.4 Family Issues

BERRY STREET VICTORIA

(range of support services to families and individuals)

Community Resource Centre

165 Burgundy Street

Heidelberg 3084

ph: 9458 5788

KITS (Reconnect)

(a program designed to assist young people and families to resolve conflict to prevent homelessness)

NILLUMBIK COMMUNITY HEALTH SERVICE

917 Main Road

Eltham 3095

ph: 9430 9100

CHILDREN'S PROTECTION SOCIETY

(specialist family community services)

70 Altona Street

West Heidelberg 3081

ph: 9450 0900

10.5 Health (General)

BANYULE COMMUNITY HEALTH SERVICE

(provides a range of health and other services to the community including dental, allied health and support, finance and legal services)

21 Alamein Road
West Heidelberg 3081

ph: 9450 2000
fax: 9459 5808

Unit 3 25 Grimshaw Street
Greensborough 3088

ph: 9433 5111
fax: 9435 8922
www.bchs.org.au

USEFUL WEBSITES

www.rch.org.au/cah
www.health.vic.gov.au/nurseoncall/
1300 60 60 24
www.cancervic.org.au
www.betterhealth.vic.gov.au
www.disability.vic.gov.au
www.vichealth.vic.gov.au

NILLUMBIK COMMUNITY HEALTH SERVICE

(promotes the physical, psychological and social wellbeing of people in the Shire of Nillumbik community and surrounding areas; some of the available services include health-related services, dental, financial and gambling counselling, general advice and referral)

917 Main Road
Eltham 3095

ph: 9430 9100
fax: 9431 0339

www.nchs.org.au
Services may be available from Hurstbridge. Ring 94309100 for more information.

www.carltonclinic.com.au
www.asthma.org.au
www.dhs.vic.gov.au
www.eatingdisorders.org.au
www.cyh.com
www2.youthbeyondblue.com/ybblue
www.headspace.org.au

10.6 Legal Issues

LEGAL AID ADVICE LINE

For advice and appointments
web: www.legalaid.vic.gov.au

Telephone Legal Information
ph: 9269 0120 (Monday - Friday 8.45am - 5.15pm)

WEST HEIDELBERG COMMUNITY LEGAL SERVICE

21 Alamein Road
West Heidelberg 3081

ph: 9450 2002
fax: 9458 1067

10.7 Mental Health

AUSTIN HEALTH (HOSPITAL)

(psychiatric and adolescent outpatient team providing assessment for 0-17 year olds and their families)

Child and Adolescent Mental Health Service

Austin Health
Studley Road
Heidelberg 3084

ph: 9496 3620

Austin Health Emergency

Department: 24-hour/7-day service

NEAMI NORTH EAST

(providing rehabilitation, education, support and advocacy for 18-64 year olds with psychiatric disability)

422 Upper Heidelberg Road
Heidelberg 3084

ph: 9459 5455

NORTH EAST COMMUNITY MENTAL HEALTH SERVICE

(for 18-64 year olds with, or at risk of serious mental illness by providing continuing care, clinical and consultancy services)

77 Hawdon Street, Heidelberg 3084

ph: 9450 9000

10.8 Sexuality & Sexual Health

NORTHERN CENTRE AGAINST SEXUAL ASSAULT

(counselling, referral, advocacy group work and information for victims/survivors of sexual assault and their non-offending family members and friends)

Northern CASA

Building 26
Repatriation Campus
West Heidelberg 3081

ph: 9496 2240

CRISIS LINE (AFTER HOURS)

ph: 1800 806 292

USEFUL WEBSITES

www.afao.org.au
www.birth.com.au
www.carolinechisholmsociety.com.au
www.fpv.org.au
www.vicaids.asn.au

GAY AND LESBIAN SWITCHBOARD

Confidential Phone counselling

ph: 96632939

6pm - 9pm Monday, Tuesday, Thursday,

Friday, Saturday, Sunday

2pm - 10pm Wednesday

Free call for country Victoria: 1800 184 527

SAME SEX ATTRACTED AND TRANSGENDER YOUNG PEOPLES SUPPORT PROJECT

Social & Support Group for young people aged 14 to 21 who live, work or study in Banyule and Nillumbik

email: rozwf@nchs.org.au

ph: 9430 9100

www.aidshep.org.au
www.birthline.org.au
www.csmc.org.au
www.mshc.org.au
www.opendoors.com.au

10.9 Youth Services

BANYULE YOUTH SERVICE

(Works with young people, families and the community to support young people's needs through forums, committees, working parties, youth projects, special events and personal support)

44 Turnham Avenue
Rosanna 3084
PO Box 51 Ivanhoe 3079

ph: 9490 4222

fax: 9457 9937

email: youth@banyule.vic.gov.au

web: www.banyule.vic.gov.au

JETS STUDIO

(A rehearsal and recording studio for young musicians and bands, JETS offers a range of education and training programs within the context of the music industry)

2/24 The Concord
Bundoora 3083

ph: 9467 7152

fax: 9466 9192

NILLUMBIK YOUTH SERVICES

(Supports young people through information strategies, youth discounts, targeted programs, music events, partnerships with agencies and community development)

Civic Drive
Greensborough 3088
PO Box 476

Greensborough 3088

ph: 9433 3150

fax: 9433 3777

email: nyp@nillumbik.vic.gov.au

web: www.nyp.com.au

10.10 Gambling Issues

Gambler's Help Northern

A free and confidential service for people affected by gambling, including family members and friends. Available to any individual or family who are experiencing problems as a result of gambling or the gambling of someone close to them.

21 Alamein Road
West Heidelberg 3081

ph: 1300 133 445

fax: 9459 9241

Gambler's Help 1800 156 789

www.problemgambling.vic.gov.au

11. I still can't find the help I need!

11.1 Community Information Services

Sometimes you need help and information but just don't know where to find it. There are two really useful organisations that can help you:

- Banyule Support & Information Centre
- Community Information Diamond Valley

These organisations provide you with free, up-to-date and relevant information in written form, via the Internet and/or through discussion with a Community Information Worker.

They can advocate on your behalf with a government agency such as Centrelink, can provide a safe, confidential space for you to be heard and, if needed, link you to the best sources of help and support in your community.

No appointment is required. If you speak a language other than English, then staff can arrange for interpreter services.

If you need help with:

- budget advice
- CPA accountancy advice
- employment issues
- health services
- income issues
- public Internet service
- tax
- consumer and tenancy issues
- emergency relief
- financial advice
- housing issues
- personal counselling
- social security matters

then the following organisations are worth contacting.

BANYULE SUPPORT & INFORMATION CENTRE

101 Burgundy Street
Heidelberg 3084
10am - 4pm Monday - Friday
ph: 9459 5959 fax: 9459 1859
email: info@bansic.org.au
web: www.bansic.org.au

COMMUNITY INFORMATION DIAMOND VALLEY

Shop 201 Level 2 Greensborough Plaza
Main Street Greensborough 3088
9.30 - 4.30 Monday - Friday
ph: 9435 8282 fax: 9432 4147
email: cidv@cidv.org.au
web: www.cidv.org.au

12. additional web addresses

Don't forget that this School Leavers Guide and its companion publication, "A Guide to Support Options for Young People in Transition to Employment and Education" is available at www.bnllen.org.au

12.1 Transition Services

Centrelink	www.centrelink.gov.au
JPET	www.workplace.gov.au/JPET
the SOURCE	www.thesource.gov.au
Youth Pathways	www.careeradviceaustralia.gov.au/youthpathways

12.2 Careers Information

myfuture	www.myfuture.edu.au
Career Advice Australia	www.careeradviceaustralia.gov.au
Getting a Job	www.dest.gov.au/archive/schools/careers/GettingaJob.pdf
Jobguide	www.jobguide.dest.gov.au
Jobjuice	www.jobjuice.gov.au

12.3 Employment

JobSearch	www.jobsearch.gov.au
Workplace	www.workplace.gov.au
Youth Central	www.youthcentral.vic.gov.au
CareerOne	www.careerone.com.au
Seek	www.seek.com.au
mycareer	www.mycareer.com.au

12.4 Education and Training

Study Link - Lists	www.studylink.com
all Unis and TAFEs	www.vtac.edu.au
VTAC	www.vtac.edu.au
Box Hill Institute of TAFE	www.bhtafe.edu.au
NMIT	www.nmit.vic.edu.au
RMIT	www.rmit.edu.au
La Trobe University	www.latrobe.edu.au

12.5 Public Transport Information

Metlink	ph: 13 16 38
	tty: 9619 2727
	www.metlinkmelbourne.com.au

13. contact numbers

Organisation	Phone No
Allwood Neighbourhood House - Hurstbridge	9718 2717
Apprenticeships Melbourne - Greensborough	9433 2000
Apprenticeships Plus - Northcote	9481 5999
Apprenticeships Plus - Epping	9401 0999
Apprenticeships Victoria - Epping	9613 6780
Australian Apprenticeships Referral Line	13 38 78
Banyule Community Health Service - West Heidelberg	9450 2000
Banyule Community Health Service - Greensborough	9433 5111
Banyule Support and Information Centre - Heidelberg	9459 5959
Banyule Youth Services - Rosanna	9490 4222
Banyule/Nillumbik LLEN	9439 6522
Berry Street - Transitional Youth Support Services - Eltham	9431 1799
Berry Street Victoria - Heidelberg	9458 5788
Box Hill Institute of TAFE	9286 9222
Centrelink - Abstudy	13 23 17
Centrelink - Youth Allowance Enquiries	13 24 90
Centrelink - Social Worker Appointment	13 17 94
Centrelink TTY	1800 810 580
Centrelink - Youth and Student Services line	13 24 90
Child and Adolescent Mental Health Service - Austin Health	9496 3620
Children's Protection Society - West Heidelberg	9450 0900
Community Information Diamond Valley - Greensborough	9435 8282
Contact Community Centre - Bundoora Hall	9467 6305
CRS Australia - Greensborough	9401 7650
Dept of Human Services, Office of Housing - Preston	9479 0122
Diamond Valley Learning Centre (DVLC)- Greensborough	9435 9060
Direct Line (drug & alcohol information, counselling & referral)	1800 888 236
Employment Focus - Heidelberg	9450 5700
Gambler's Help Northern	1300 133 445
Gambler's Help	1800 156 789
Gay and Lesbian Switchboard	9663 2939
Greenhills Neighbourhood Centre - Greensborough	9435 9287
Interact Employment Services - Greensborough	9432 9855

Organisation	Phone No
JET	1800 651 610
JETS Studio	9467 7152
Job Watch - Melbourne	9662 1933
Kids Helpline	1800 55 1800
KITS (Reconnect) - Eltham	9430 9100
La Trobe University	9479 1111
Legal Aid Advice Line	9269 0120
Living and Learning Nillumbik - Diamond Creek	9433 3766
Living and Learning Nillumbik - Eltham	9433 3744
Living and Learning Nillumbik - Panton Hill	9433 3799
Livingstone Community Centre	9497 2014
MEGT - West Heidelberg	9458 1299
Melbourne Career Information Centre	1800 048 525
Melbourne Youth Support Services	9614 3688
Metlink	13 16 38
NEAMI North East - Heidelberg	9459 5455
Nillumbik Youth Services	9433 3150
Nillumbik Community Health Service	9430 9100
North East Community Mental Health Service - Heidelberg	9450 9000
North East Housing Service	9479 0700
North East Outreach Drug and Alcohol Service - West Heidelberg	9450 2000
Northern Centre Against Sexual Assault	9496 2240
Northern Centre Against Sexual Assault - Crisis Line (After hours)	1800 806 292
Northern Melbourne Institute of TAFE (NMIT)	9269 1200
NorthStar Specialist Employment Service - Greensborough	9435 7198
On Track	1800 220 520
Olympic Adult Education - West Heidelberg	9450 2665
RMIT University & TAFE	9925 2000
Rosanna Fire Station Community House - Rosanna	9458 1935
Salvation Army Employment Plus - National Office	9847 8700
Same Sex Attracted & Transgender Young Peoples Support Program	9430 9100
Sarina Russo Apprenticeship services - Fitzroy	9415 3800
Sarina Russo Job Access - Greensborough	9433 0400
Sarina Russo Job Access - Heidelberg	9455 8500

Organisation	Phone No
TAFE Courseline	13 18 23
Breakthrough People Solutions - Preston	9479 9744
Volunteers of Banyule - Watsonia North	9458 3777
Watsonia Neighbourhood House - Watsonia	9434 6717
Wesley Employment Services	9416 8699
West Heidelberg Community Legal Service	9450 2002
Wise Employment, Northcote	9482 2102
Work Place Rights Information Line	1300 882 648
Work Place Infoline	1300 363 264
WPC Group - West Melbourne	9321 0800
Yarra Plenty Regional Library - Diamond Valley	9434 3809
Yarra Plenty Regional Library - Eltham	9439 9266
Yarra Plenty Regional Library - Ivanhoe	9497 5780
Yarra Plenty Regional Library - Rosanna	9459 6171
Yarra Plenty Regional Library - Watsonia	9435 2397
Youth Northern Outreach Team	9304 9100
Youth Pathways	9269 1300
Youth Substance Abuse Service	1800 014 446

The information in this booklet is intended as a guide only and is current as of August 2008. The Banyule/Nilumbik Local Learning and Employment Network Inc. takes no responsibility for any liability incurred as a result of errors or omissions in this Guide. All details must be confirmed with the relevant organisation to determine their accuracy.

School Exit Form

KEEP THIS FORM IN THIS BOOK FOR SAFEKEEPING!

Take this form to the school office to get written confirmation of the date you exited from school, and then it can be used as evidence at Centrelink.

Name of student: _____

Address: _____

Date of birth: _____

Name of school: _____

School contact person and phone number: _____

I certify that: _____
(name of student)

has been enrolled as a full time student and exited school on

(date)

School Stamp:

Signature:

Position: _____

The “Banyule & Nillumbik School Leavers Guide” is a companion publication to **“A guide to Support Options for Young People in Transition to Employment and Education”**

Both of these publications can be found on the Banyule/Nillumbik Local Learning and Employment Network website: www.bnllen.org.au

“A guide to Support Options for Young People in Transition to Employment and Education” contains hyperlinks to targeted information on the internet. It provides access to big picture information such as program descriptions, government publications, websites and details of welfare benefits. Hyperlinks will connect you to sample documents such as resumes and information sheets



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Employment Network Inc.



Working with the Victorian Skills Commission