

# STEPS TO GETTING CONNECTED

Supporting care-experienced young people to get key documents and access to services on their transition to adulthood

For  
Workers



Sometimes the process of getting ID documents and getting connected to services can be challenging and confusing. Come alongside the young person and support them through these essential 10 steps.

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## Birth Certificate

Young people can [apply for the birth certificate](#) online, or can go to the Court Registry Office to apply in person. There other info about applying for a birth certificate in the [Child Safety Practice Manual](#).



2

## Medicare Card

When a young person is becoming independent, they need [their own Medicare card](#), rather than being associated with their carers' or another person's card.



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## MyGov

A young person will need a [MyGov account](#) to access personal information on services like NDIS, Medicare, Australian Tax Office, Centrelink and other Government services. To set up a MyGov account, an email address and a mobile phone number is required.



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## Student ID

Encourage the young person to get their student ID through their school. While you're at it, help the young person get a [Go Card](#)!



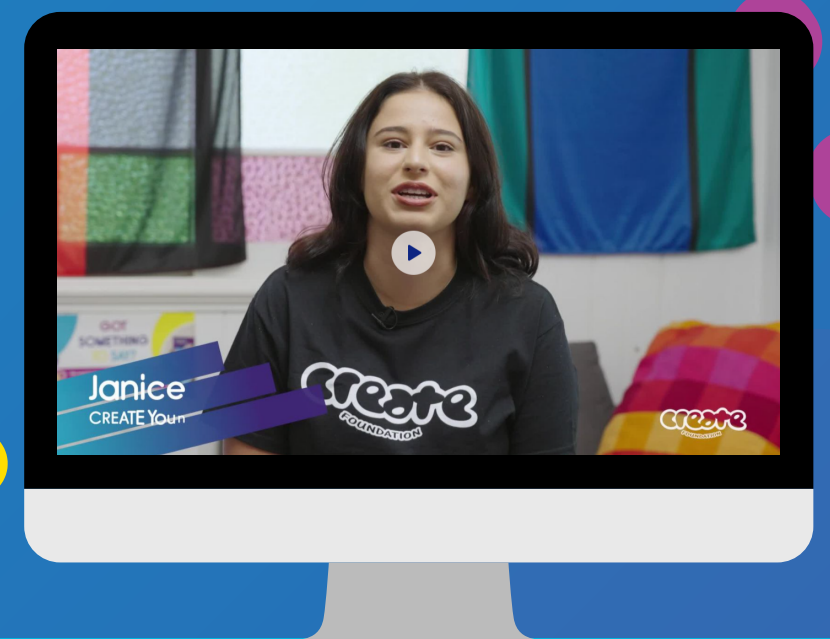
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## Photo ID

Help the young person get a [Proof of Age Card](#) through the Department of Transport. They will need to take in their Birth Cert, Medicare card and a proof of address (such as a bank statement). This card costs over \$70 and takes about a fortnight.



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We also have a video that compliments this poster at [www.create.org.au](http://www.create.org.au)

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## Tax File Number

To get your Tax File number or TFN, you need to [help fill out the online form first](#). You then need to print out the summary and reference number to take to the [closest Post Office](#) to process.



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## Bank Account

Some banks (but not all) require an adult signatory to an account – this can get very complex. Make sure you have all required ID; Photo ID, Birth Certificate, Medicare Card, TFN and Proof of address.



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## Centrelink

In order to get any payments from the Government, like youth allowance, Jobseeker or parenting payments, you will need to set up a Centrelink account. To do this, you [need to make an appointment](#) then get the young person to download the [Centrelink app](#) for future use. Make sure you go with the young person and they have everything they need including a letter from child safety confirming the level of independence from a CSO.

Once you've uploaded all these documents via the centrelink app, you will receive a CRN.

**Make sure you get a linking code, to link the Centrelink account to the young persons MyGov account.**



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## Housing

A CSO should submit a Joint Action Plan with the housing application along with their ID and Child Protection Order. It might be helpful to submit their NDIS Plan to support their housing needs. Work alongside the young person to fill out the documentation for the young person to sign the application.



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## Files and Leaving Care Documents

Before young people leave care, support them by doing a [Leaving Care Report](#). This contains key documents, where they've lived, schools, achievements, medical history and cultural information.

Young people can apply for their files through [Right to Information](#).

It is important to support Aboriginal and/or Torres Strait Islander young people to [get their proof of Aboriginality](#) before they leave care.

