

# GO YOUR OWN WAY >>

Info Kit

**create**  
FOUNDATION

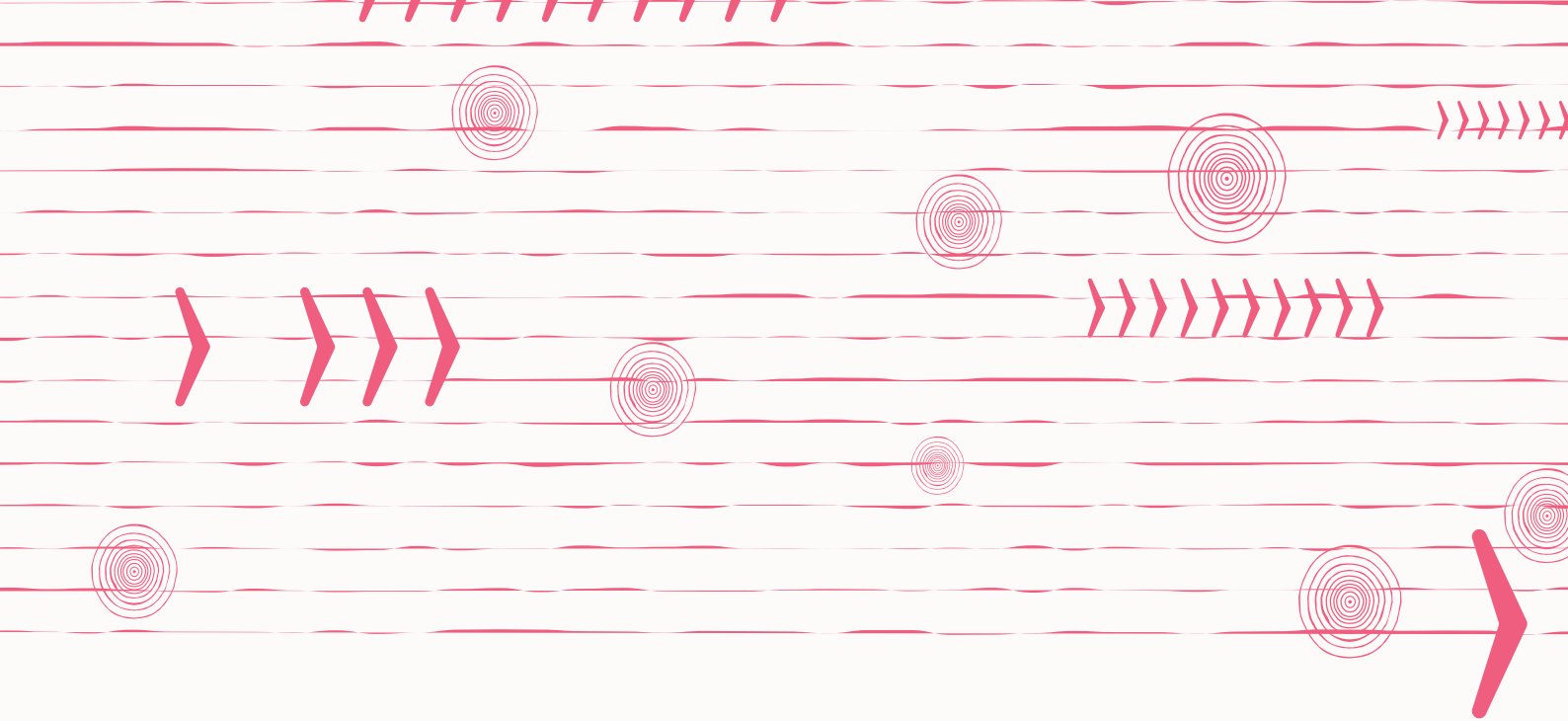




Updated July 2015 (CREATE Foundation)

**Compiled by** Jatinder Kaur (JK Diversity Consultants) for CREATE Foundation.

CREATE thanks the state and territory governments for financial support to distribute this kit to young people.



# CREATE Foundation

CREATE Foundation is the national peak consumer body for children and young people with an out-of-home care experience. We represent the voices of over 43,000 children and young people currently in care, and those who have transitioned from care up to the age of 25.

## **Vision** (what we hope for)

All children and young people with a care experience reach their full potential.

## **Mission** (what we do)

Creating a better life for children and young people in care. To do this we:

- **Connect** children and young people to each other, CREATE and their community *to*
- **Empower** young people to build self-confidence, self-esteem and skills that enable them to have a voice and be heard *to*
- **Change** the care system, in consultation with children and young people, through advocacy *to* improve policies, practices and services, and increase community awareness.

We achieve our mission by facilitating a variety of programs and services for children and young people in care and developing policy and research to advocate for a better care system.

# CREATE Foundation Limited

## **National Office**

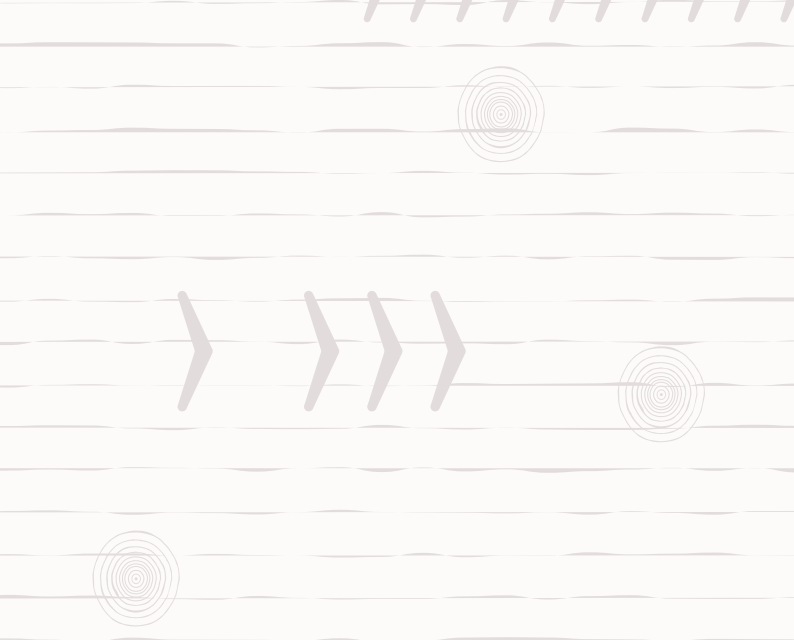
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Contact CREATE Foundation in your state or territory on 1800 655 105

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National Child Protection Framework 2009-2020

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Go Your Own Way (GYOW) Info Kit

## **Service Directory**

## **32 Glossary of Abbreviations**

32 **ATM** = Automatic Teller Machine

33 **ATO** = Australian Taxation Office

33 **CALD** = Culturally and Linguistically Diverse

**EFTPOS** = Electronic funds transfer at point of sale

34 **GYOW** = Go Your Own Way

**NGO** = Non-governmental organisation

**36 OOHC** = Out-of-home care

**PCYC** = Police Citizens Youth Clubs

36 **TFC** = Transition from care

37 **TILA** = Transition to Independent Living Allowance

37 **YMCA** = Young Men's Christian Association

**38**

# A MESSAGE FROM THE CEO

**CREATE Foundation is the national peak consumer body that aims to improve the lives of children and young people who are in the care system.**

CREATE has developed this Go Your Own Way (GYOW) Info Kit to assist you when you are preparing to leave the care system and to support you to develop a plan for your future as an independent adult. Did you know that every state and territory department agrees that all 15-17 year olds who are in care will have a transition from care plan? If you are in that age group, do you have a transition plan? Your caseworker can help you to make a plan.

Since 2008, CREATE has been advocating for change in the area of transition from care. CREATE has published three Report Cards focusing on the experiences and issues facing young people who are transitioning from care (2008, 2009, 2011). In the Report Cards, CREATE surveyed hundreds of young people about their experiences of leaving care.

One of the biggest issues that young people shared with us was that no one spoke to them about transition planning and so they didn't have a plan or support to assist them. So CREATE has been working hard on ideas to get young people involved in planning their transition towards independence, including talking to lots of young people to get their ideas about what to include in this GYOW Info Kit.

CREATE wants you to feel prepared for your transition from care and have plans in place for where you will live, who you will live with, how you will support yourself financially, and who you can turn to if you need to talk about things or for help if life gets tough. As well, we want you prepared for looking after your health, relationships, employment and training.

CREATE believes all young people deserve the opportunity to learn, work, engage in community life, and have a say in the decisions that affect them. CREATE is committed to supporting young people who have been in the care system to achieve their full potential and overcome barriers.

We hope that you find this GYOW Info Kit helpful in planning for your transition from care and assisting your journey to adulthood and independence.

**Jacqui Reed**

**Chief Executive Officer,  
CREATE Foundation**



# HOW TO USE THE GYOW INFO KIT

- ◆◆ **Congratulations for taking the lead in planning for your future! This GYOW Info Kit is packed with information about support services and general information that you will need to know when you leave care.**

On the next 3 pages is the Checklist to help you get organised. The Checklist pulls together all the smaller checklists in this Info Kit. It's not meant to be a quiz! It is meant to help you identify where you may need more support or more information.

As a young person transitioning to independence, it is your right to know what services and options you have available before and after you leave care. When you leave care you should still get the support you need, whether it is about continuing your education, finding work, sorting out a safe place to live, or having someone you can talk to and rely on when you need help.

This Info Kit doesn't list all of the services and supports available; there may be more in your local area that we could not add. However, if you try contacting the numbers and websites in the Info Kit, they may be able to help you track down other services that can assist. See pages 38-53.

You're not expected to know everything you need right now. Instead the idea is to look over the list every few months to see what you can mark off as completed and what areas you need to look at next.

You can go through the Info Kit by yourself, or better still with a carer, parent, caseworker or someone else who knows you well. It would be a good idea to take the Info Kit with you to your case planning meetings so your caseworker can support you. If there is something you aren't quite sure about, or if you need help getting information or application forms, ask your caseworker or call the numbers supplied in this workbook for more help.

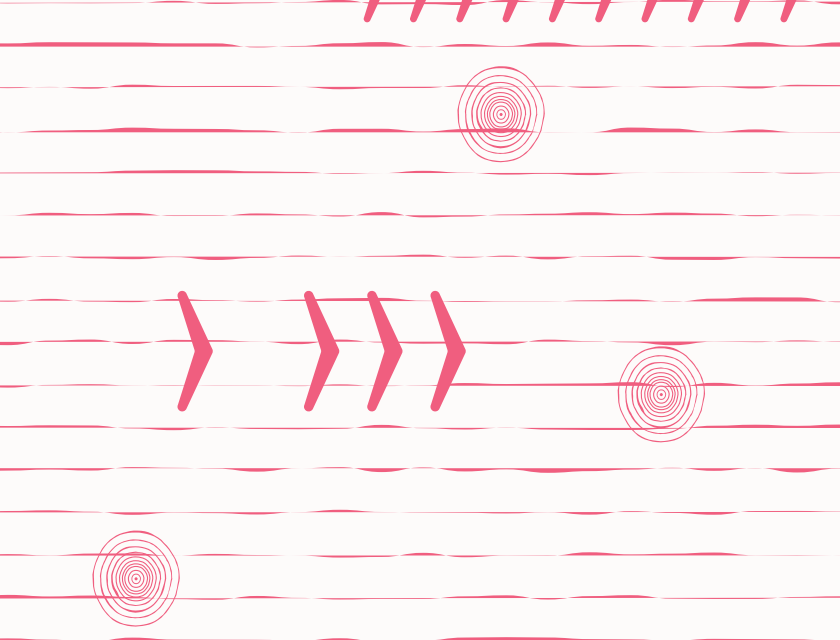


# GYOW CHECKLIST

Things to think about	Yes ✓	No ✗	Unsure/need more information
<b>Your Identity</b>			GO TO PAGE 12
Do I have my birth certificate?			
Do I have a Health care card?			
Do I have a Medicare card?			
Do I have a student card?			
Do I have a copy of my vaccination and medical records?			
Do I have a copy of my academic records or certificates?			
Do I have my proof of Aboriginality?			
Do I have personal photos and life story?			
Do I know how to contact my family members?			
Do I know how to contact my sisters and brothers?			
Do I know how to connect with my cultural community?			
Do I know the process for accessing my case file?			
<b>Education &amp; Training</b>			GO TO PAGE 16
Am I attending high school?			
Do I want to go to TAFE?			
Do I want to do an apprenticeship or traineeship?			
Do I want to go to university?			
Do I want to take a gap year <sup>1</sup> ?			
<b>Employment &amp; job Search</b>			GO TO PAGE 18
Do I know where to look for a job?			
Do I know how to prepare my resume?			
Do I know how to answer selection criteria?			
Do I know how to prepare for an interview?			
Do I have a tax file number (TFN)?			
Do I know my rights as an employee?			

<sup>1</sup> Some young people take a year off after Year 12 (Gap year), and use this time to work, save money or travel overseas, before deciding what they want to do.





Things to think about	Yes ✓	No ✕	Unsure/need more information
<b>Your Money</b>			GO TO PAGE 20
Do I know how to access TILA?			
Do I know how to access Centrelink benefits?			
Do I have a bank account?			
Do I know how to prepare a budget?			
<b>Health &amp; Wellbeing</b>			GO TO PAGE 24
Have I applied for a Medicare card?			
Have I applied for a Health care card?			
Do I have a regular doctor (GP) that I can see?			
Do I understand the importance of, and know how to access help for: Emotional well being? Family planning? Good relationships? The effects of drugs and alcohol (short term and long term)? Healthy eating?			
Do my friends know where I live?			
<b>Housing &amp; Accommodation</b>			GO TO PAGE 28
Do I know what my options are in terms of having my own place?			
Is my name on the public housing list?			
Do I know where I want to live and is it close to public transport?			
Do I want to live in shared accommodation with other people?			
Do I know what I'll need in terms of furnishing my house and where to get these things from?			
Do I know how to budget for paying rent on time?			
Do I have enough money for a bond and 2 weeks rent?			
Do I know about rental agreements and tenancy laws and rules?			

# GYOW CHECKLIST

Things to think about	Yes ✓	No ✗	Unsure/need more information
<b>Life Skills</b>			GO TO PAGE 30
Do I know how to plan a simple budget?			
Do I know where to get help in an emergency (e.g. friends, family, police)?			
Do I know how to prepare a simple meal and do grocery shopping?			
Do I know how to use a washing machine, clothes dryer and iron?			
Do I know how to keep my living area clean and tidy?			
Do I know how to use public transport (bus, train or ferry), and read timetables?			
Do I know how to treat minor injuries, cuts, burns?			
Do I know how to use an ATM and Eftpos?			
Do I know how to apply for my driver's licence?			
Am I enrolled to vote?			





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# YOUR IDENTITY

## Your Identity Checklist

Records			
	Yes ✓	No ×	Unsure/need more information
Do I have my birth certificate?			
Do I have a Health care card?			
Do I have a Medicare card?			
Do I have a student card?			
Do I have a copy of my vaccination and medical records?			
Do I have a copy of my academic records or certificates?			
Do I have my proof of Aboriginality?			
Do I have personal photos and life story?			
Do I know how to contact my family members?			
Do I know how to contact my sisters and brothers?			
Do I know how to connect with my cultural community?			
Do I know the process for accessing my case file?			

The department or funded out-of-home care organisation is responsible for you during your time in care and will have the records about you. You may want to access your case file from your time in out-of-home care. You need to check with your department or out-of-home care organisation about the process for viewing or getting your case file or information contained in it. You might want to consider having a support person with you when you look at your file. They may also have original

documents such as your birth certificate or academic records. You should contact your caseworker to get access to these documents, as many young people have experienced difficulties in accessing these important documents once they have left care. It is important for you to prove who you are, as these documents are necessary when applying for a driver's licence, Australian passport and government benefits (e.g. Youth Allowance).

### Important records include:

- Birth certificate
- Health care card
- Medicare card
- Student card
- Vaccination and medical records
- Academic records or certificates
- Proof of Aboriginality
- Personal photos or life story
- Case file




## Proof of identity checks

There are going to be times, such as applying for your driver's licence, Centrelink payments or opening a bank account, where you'll need to show identification (ID) to prove who you are. Items of ID may be allocated points – you'll usually have to show 100 points of ID but check with the organisation first.

Identification	Score
Passport	70
Citizenship certificate	70
Birth certificate	70
Licence issued under a law (e.g. driver's licence)	40
Proof of Age Card (issued by government agency with name, photo and signature)	40
Credit or debit cards	40
Medicare card	40
<b>Employment ID</b>	
Trade Certificate	40
PAYG payment summary	20
<b>Letter from employer (within last 2 years)</b>	
Confirming name & address	10
<b>Membership card</b>	
Club, union or trade professional bodies	10/40
Education institution	20
<b>Other</b>	
Reference from an Indigenous organisation	20
Education report or reference	20
Tenancy agreement	20



For the Centrelink "Confirming your identity" form see:

 <http://www.humanservices.gov.au/spw/customer/forms/resources/ss231-1507en.pdf>

■ ■ If you are of Aboriginal or Torres Strait Islander heritage, Link-Up provides a range of services to individuals who were affected by 'Stolen Generation' their families and adoptive families.



# YOUR IDENTITY

## Cultural identity

If you are or believe that you have Aboriginal or Torres Strait Islander heritage, you may require a letter confirming this. This proof is not required for day-to-day things; it is only needed if you are applying for Aboriginal or Torres Strait Islander specific services or programs such as: Centrelink, ABSTUDY, housing assistance, employment or school programs that are Aboriginal or Torres Strait Islander specific. To obtain a letter of confirmation you will need to meet the following criteria:

1. Family history information that shows your heritage;
2. Identifying as an Aboriginal or Torres Strait Islander person;
3. Being known as an Aboriginal or Torres Strait Islander person in either an Aboriginal or Torres Strait Islander community where you live, or where your family is from.

If you meet the criteria you will be able to access help to gain the confirmation letter from an Aboriginal or Torres Strait Islander organisation that provides support in obtaining this proof.


If you are of Aboriginal or Torres Strait Islander heritage, Link-Up provides a range of services to individuals who were affected by 'Stolen Generation', their families and adoptive families. There are Link-Up services in each state and territory and they can assist you in:

- Researching family and personal records
- Emotional support with accessing family and personal records
- Finding family members
- Assistance and support at family reunions
- Support and counselling before, during and after family reunions.

If you want to contact an Aboriginal and Torres Strait Islander service in your state ask your case worker.

WHERE TO FIND MORE INFORMATION


For Link-Up contacts in your state or territory see

 [www.aiatsis.gov.au/research/finding-your-family/link-services](http://www.aiatsis.gov.au/research/finding-your-family/link-services)

 1800 624 332 (national toll free)

**Australian Institute of Aboriginal and Torres Strait Islander Studies**

 [www.aiatsis.gov.au/research/finding-your-family/confirmation-aboriginal-and-torres-strait-islander-heritage](http://www.aiatsis.gov.au/research/finding-your-family/confirmation-aboriginal-and-torres-strait-islander-heritage)

 02 6246 1111


**National Congress of Australia's First People**

 [www.nationalcongress.com.au](http://www.nationalcongress.com.au)

 Freecall: 1800 266 477

**Secretariat of National Aboriginal and Islander Child Care**

 [www.snaicc.org.au](http://www.snaicc.org.au)

 03 9489 8099



## Culturally and Linguistically Diverse (CALD) background

If you are from a CALD background, you may wish to reconnect with your community or cultural group. You can contact the peak body, Federation of Ethnic Communities Councils of Australia (FECCA) to find the relevant multicultural service agency in your state or territory.

## Family contact



You may want to reconnect with your family when you transition from care. There is support and information available to you. If this is what you would like to do, you can speak to your caseworker prior to you leaving care and they can help to organise and facilitate this.

Sibling relationships are important, and whether or not you live with your brothers and sisters in care, you can talk with your caseworker and carer (and your siblings' carers) about how you can be supported to stay in touch with them when you turn 18 years old, especially if you move.

FOR MORE  
INFORMATION

### Federation of Ethnic Communities' Councils of Australia (FECCA)

 [www.fecca.org.au](http://www.fecca.org.au)

 (02) 6282 5755

 [admin@fecca.org.au](mailto:admin@fecca.org.au)

### National Translating and Interpreting Service

 [www.tisnational.gov.au](http://www.tisnational.gov.au)

 131 450



# EDUCATION & TRAINING

## Education & Training Checklist

Things to think about	Yes ✓	No ✕	Unsure/need more information
Am I attending high school?			
Do I want to go to TAFE?			
Do I want to do an apprenticeship or traineeship?			
Do I want to go to university?			
Do I want to take a gap year?			

As a young person, there are wide ranges of education and training options available to you, these include completing:

- Year 10 at high school.
- Year 12 at high school or TAFE.
- A course at TAFE.
- An apprenticeship or traineeship.
- A university degree.

Some young people take a year off after Year 12 (gap year) and use this time to work, save money or travel overseas, before deciding what they want to do.

## Learn or Earn

The Australian Government has 'Learn or Earn' requirements for 15-24 year olds. These are rules which aim to strengthen the education, training opportunities and support for young people. This policy will affect Youth Allowance payments, however, if you have difficulties and face challenges in participating in education and training (e.g. disability, homelessness, drug and alcohol issues, family dysfunction, juvenile justice issues or mental health illness), you can speak to a Centrelink officer who can assist you in developing a written Employment Pathway Plan to meet these requirements. Most Centrelink offices have Indigenous Liaison and Multicultural Services officers. One of the consequences of not complying with these rules will be that your Youth Allowance benefit is cut.



## Youth Allowance

Youth Allowance is a Centrelink government benefit which provides financial help for young people aged 16-24yrs who are studying full time; undertaking a full-time Australian apprenticeship; training; looking for work or are sick. Other eligibility requirements include living away from home and being independent (e.g. not living with your parents).

## Training options

My Future website is an interactive, online career exploration service aimed at all Australians wishing to explore their career options. The website helps you see possibilities in the world of work, identify your own interests and skill areas, set career goals and plan to achieve them. There is a section on **'Year 12 - What next'**, which brings together a range of information about: training options, jobs, setting up a business, practical experience and further studies.

## TAFE

TAFE colleges are located across all states and territories and TAFE's have an extensive range of education and training programs from various sectors such as: arts, engineering, tourism, business, fashion design and youth work. You can get certificate levels of qualifications, as well as diplomas and advanced diplomas.

## Apprenticeship and traineeship information services

The Australian apprenticeship website tells you everything you need to know about apprenticeships, and the benefits of combining practical work, and training and future job prospects.

## University

The 'going to uni' website provides information about different university courses, the experience of going to university, and how to get financial help with the cost of studying including scholarships.



**Youth Allowance** You can contact Centrelink to find out if you are eligible and entitled.



[www.humanservices.gov.au/customer/services/centrelink/youth-allowance](http://www.humanservices.gov.au/customer/services/centrelink/youth-allowance)



13 24 90 (Youth and Student Services)



**Training options** [www.myfuture.edu.au](http://www.myfuture.edu.au)



**TAFE** [www.tafe-australia.com](http://www.tafe-australia.com)



**Apprenticeship and Traineeship Information services**

[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)



**University** [www.myuniversity.gov.au](http://www.myuniversity.gov.au) (course information)

[www.studyassist.gov.au](http://www.studyassist.gov.au) (information about Australian government assistance for tertiary study)

FOR MORE  
INFORMATION



# EMPLOYMENT & JOB SEARCH


## Employment & Job Search Checklist

Things to think about	Yes ✓	No ✕	Unsure/need more information
Do I know where to look for a job?			
Do I know how to prepare my resume?			
Do I know how to answer selection criteria?			
Do I know how to prepare for an interview?			
Do I have a tax file number (TFN)?			
Do I know my rights as an employee?			

Generally young people living in most Australian states and territories can start paid work when they are between 14 and 15 years of age. However, if you are enrolled in school or TAFE your employer is obligated under the law to provide you with flexible working hours to accommodate your studies.

The Fairwork Ombudsman can help with information about workplace rights and obligations, including:



- Starting your job
- Pay and conditions
- Tax, Super and HELP
- Safety and accidents
- Problems at work
- Quitting and losing your job
- Getting help

 [www.fairwork.gov.au/find-help-for-young-workers-and-students](http://www.fairwork.gov.au/find-help-for-young-workers-and-students)

## How to find a job

You can search for work by using Internet job websites, looking in newspapers, contacting recruitment agencies (e.g. Hays, Chandler McLeod) and by approaching employers directly. There are a number of services and programs which can assist you and provide you with advice on: job hunting, interview skills, and increasing your experience through volunteering.

### Job search websites:

-   **Job search:** [www.jobsearch.gov.au](http://www.jobsearch.gov.au)
- Career One:** [www.careerone.com.au](http://www.careerone.com.au)
- Seek:** [www.seek.com.au](http://www.seek.com.au)
- Ethical Jobs:** [www.ethicaljobs.com.au](http://www.ethicaljobs.com.au)




## Job search and preparation


When you are applying for a job you will usually need a resume, your resume should include:

- Your contact details (mobile & email)
- Education history
- Employment history
- Contact details for references

Jobactive is the Australian government service to help Australians into work:

 <https://jobsearch.gov.au/>  
13 6268

Centrelink can help you with your job choices and with referrals to job service providers.

 [www.humanservices.gov.au/customer/themes/job-seekers](http://www.humanservices.gov.au/customer/themes/job-seekers)




When writing your resume, the most important thing to remember is to make sure that the information you are putting in is relevant to the job you are applying for, and that it is in a simple and easy to read format. For some jobs you may also be required to address the selection criteria. For example, if you were applying for a waitress position you will need to demonstrate how you meet the required skills, such as serving customers and food handling.

## Fair Work Commission

Is the national independent workplace relations tribunal which oversees the following:

- Minimum wages and employment conditions
- Enterprise bargaining
- Industrial actions
- Dispute resolution
- Termination of employment and other workplace matters


For more information: Fair Work Commission

 1300 799 675  
 [inquiries@fwc.gov.au](mailto:inquiries@fwc.gov.au)  
 [www.fwc.gov.au](http://www.fwc.gov.au)

## Tax File Number

If you are employed in a job or are eligible for Centrelink payments, you will need to get a tax file number (TFN). To get a TFN you will need to fill out the application form.

For the online form and more information go to:

 [www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/Australian-residents---TFN-application](http://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/Australian-residents---TFN-application)  
1300 720 092

You can get a form at selected newsagents or your local Centrelink office.

A lot of secondary schools allow you to get the form and apply at the school office. If you are attending school then ask at your school office if they are able to help you to apply for a Tax File Number.

You will need to provide proof of identity with the TFN application form (see page 13).



# YOUR MONEY

## Your Money Checklist

Being financially independent and managing money is an important part of life. Getting the knowledge and skills that are necessary to manage your money well is very important for young people who are transitioning from care.



The following checklist may help you to understand where your money is coming from, what you are entitled to, and where you can go to get financial assistance to help you to budget your money.

Things to think about	Yes ✓	No ×	Unsure/need more information
Do I know how to access TILA?			
Do I know how to access Centrelink benefits?			
Do I have a bank account?			
Do I know how to prepare a budget?			

## Transition to Independent Living Allowance (TILA)

TILA is a one off payment of up to \$1,500 from the Australian Government to help young people with their transition to independence. The payment can be used for various items including moving, buying furniture and white goods, counselling, training and education. To be eligible some of the criteria is that you are 15-25 years old and be in, or have been in, formal out-of-home care (on a court order). You must have a case worker and a transition to independence plan. Your case worker should be able to give you more information and support on how to apply for TILA. Not all young people who apply are successful in receiving TILA.

The rules and payment of TILA changed on 1 January 2014. For state and territory TILA contact details, see the Contact Information at the end of this booklet (pages 38-53). For more information go to the website or send an email:








 [www.dss.gov.au/tila/](http://www.dss.gov.au/tila/)  
 [tila@dss.gov.au](mailto:tila@dss.gov.au)




## Centrelink

The main purpose of Centrelink is to provide financial support to those in need and to support people to become more self-sufficient. Most often young people will require assistance from Centrelink in the areas of Youth Allowance, Disability Support Programs and Newstart. You can contact Centrelink to find out whether you are entitled to any of these benefits (when you leave care).

To find an office near you, visit the website or call the following:

-  <http://humanservices.findnearest.com.au>
-  **13 24 90 Youth and student services**
-  **13 28 50 Employment services**
-  **13 61 50 Family assistance**
-  **1800 132 317 ABSTUDY for Indigenous students needing help with costs**
-  **13 12 02 Multilingual services for help in a language other than English.**
-  **Other contact numbers for Centrelink, Medicare and Child Support go to [www.humanservices.gov.au](http://www.humanservices.gov.au)**

For other contact numbers for Centrelink, Medicare and Child Support go to:


 [www.humanservices.gov.au](http://www.humanservices.gov.au)

Centrelink also offers Centrepay which is a free bill-paying service that helps you budget by making regular deductions from your Centrelink payment, so you don't have to deal with a large bill every month or quarter (e.g. electricity bill or rent).

## Opening a bank account

To set up your own personal bank account you need to be over 16 years of age and have a tax file number (TFN) and other identification documents (e.g. student ID card, Medicare card and a bill with your current address). There are a number of banks you can choose from, so look for a bank that has accounts that have no or low ATM fees and account keeping fees. Shop around for a bank that gives you a good deal. Once you have decided which bank you would like to join, you can visit a branch and ask the teller to set up an account for you. You will need identification (See page 13 for more information on ID). Once you have filled out the paperwork, you will receive a letter in the mail with your new bank account details on it and your ATM card.


For more information on bank accounts go to:

 [www.moneysmart.gov.au/managing-your-money/banking](http://www.moneysmart.gov.au/managing-your-money/banking)

## Managing your money

The Money Smart website includes a section for Under 25s on ways to manage money and finances with helpful information on topics such as:

- Leaving home
- Studying
- University debt
- Tips on buying expensive items (e.g. mobile phones, car, home)
- Debts and trouble-shooting
- Opening a bank account

 <https://www.moneysmart.gov.au/life-events-and-you/under-25s>

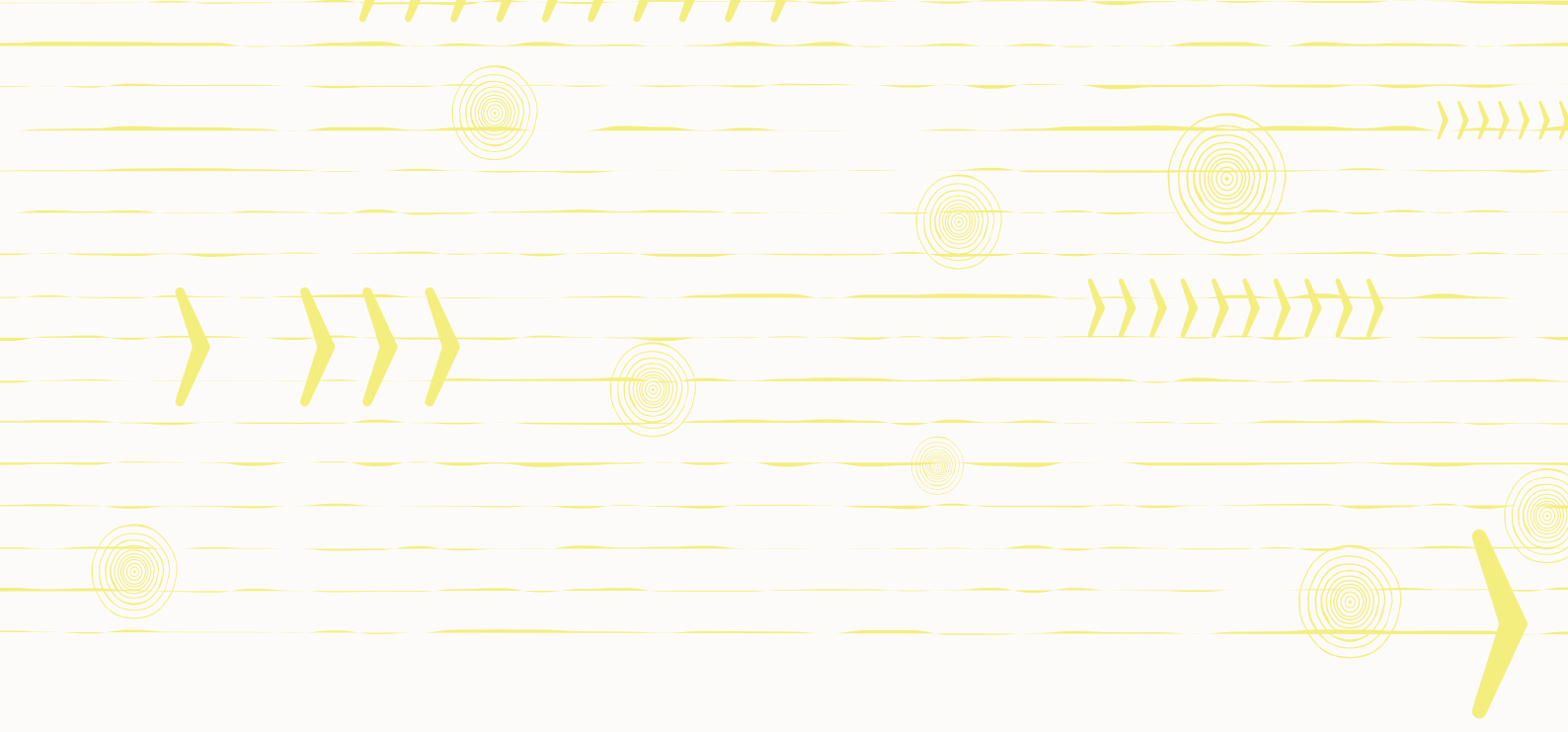
# YOUR MONEY

## Budget Planning

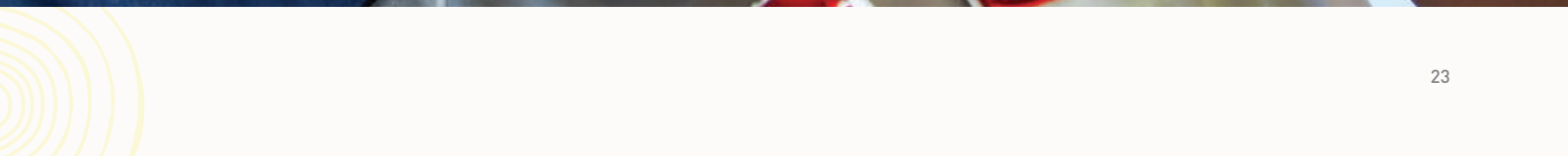
This budget template can assist you with managing your finances and paying your bills.

Budget	Amount in \$
Centrelink payment	
Other wages/income	
<b>Total income</b>	
<b>Living expenses</b>	
Rent	
Electricity/gas/water	
Groceries (food, personal products)	
Telephone/mobile/internet	
Travel (public transport/car)	
Clothing/grooming (hair cuts)	
Entertainment (going out)	
Medical/other expenses	
<b>Total expenses</b>	
<b>Total income minus total expenses</b>	
<b>Savings Money</b>	





Being financially independent and managing money is an important part of life.





# HEALTH & WELLBEING

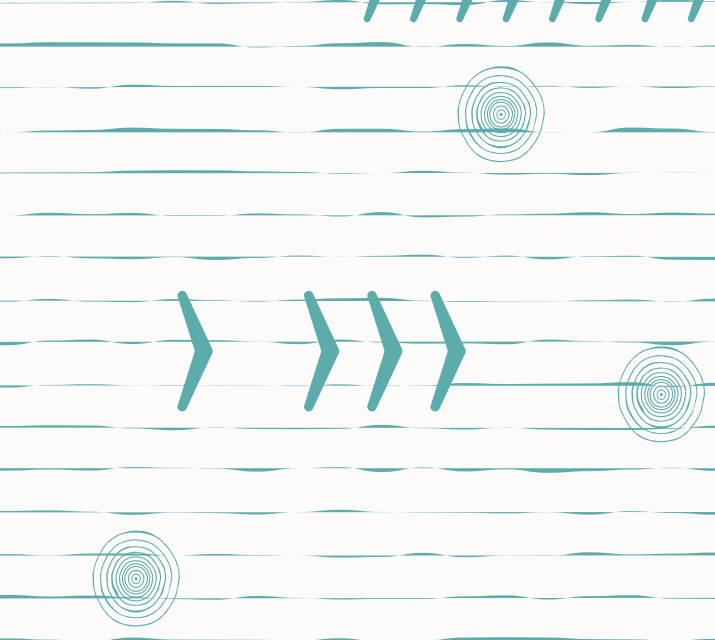
This section provides basic information on topics related to health and wellbeing. It also

provides links to useful websites where you may be able to find additional information.

## Health & Wellbeing Checklist

Things to think about	Yes ✓	No ✗	Unsure/need more information
Have I applied for a Medicare card?			
Have I applied for a Health care card?			
Do I have a regular doctor (GP) that I can see?			
Do I understand the importance of, and know how to access help for: Emotional well being ? Family planning ? Good relationships ? The effects of short and long term substance abuse such as drugs, alcohol and inhalants (sniffing)? Healthy eating ?			
Do my friends know where I live?			






## Medicare card

You can get access to your own Medicare card from the age of 15 years. This will give you independent access to free medical treatment in a public hospital, free or cheaper treatment by a doctor, and cheaper medication. You can apply for a Medicare card by completing an application form at your local Medicare office.



### Medicare

 13 20 11

 [www.humanservices.gov.au](http://www.humanservices.gov.au)

## Health care card


If you receive a Centrelink benefit (e.g. Youth Allowance), you may qualify for a Health care card, which will entitle you to reduced cost medications and other concessions (e.g. cheaper or free visits to the doctor, reduced costs for dentist and optometrist appointments). You can find out if you are eligible and entitled from your local Centrelink office or website:

  [www.humanservices.gov.au/customer/services/centrelink/health-care-card](http://www.humanservices.gov.au/customer/services/centrelink/health-care-card)

## General health

It's important to have a doctor that you can see and feel comfortable with when you are unwell or have questions about your health. It is important that you go to a doctor if you think you are experiencing symptoms of an illness or injury. Your caseworker or carer can assist you with finding a doctor, as you may have had a regular doctor while you were in care that has your medical and immunisation records.

You can contact your local Medicare office to find out what immunisations you have had under the Australian Childhood Immunisation Register (ACIR). The 'Immunise Australia Program' provides free vaccinations for young people, which can protect you from diseases. See website for more information:

  [www.immunise.health.gov.au](http://www.immunise.health.gov.au)




# HEALTH & WELLBEING

## Mental health and wellbeing

Our emotional and social wellbeing is pretty important too, just like our physical health. When we have good mental health we're able to cope better with day to day events. But when we don't take care of our mental health we can struggle with our feelings and thoughts. If you're having trouble with your mental health there are a number of support services you can contact that can provide you with advice, counselling and emotional support.

## Dental

The Australian government has funded the 'Child Dental Benefits Scheme', which helps with the cost of an annual preventative dental check up for children and young people aged 2-17. If you are eligible, a letter and voucher will be sent to you or your carer or guardian. For more information contact your local Medicare office or visit the website:

 [www.humanservices.gov.au/customer/services/medicare/child-dental-benefits-schedule](http://www.humanservices.gov.au/customer/services/medicare/child-dental-benefits-schedule)

FOR MORE  
INFORMATION

**Kids Helpline** provides information and counselling for children and young people aged 5-25 years.

 1800 551 800

 [www.kidshelp.com.au](http://www.kidshelp.com.au) (counselling is also available online or via email)

**Lifeline** is a 24-hour telephone counselling service for adults and young people.

 131 114

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

**Headspace** is the national youth mental health foundation which helps young people who are going through a tough time.

 National office (03) 9027 0100

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

 [info@headspace.org.au](mailto:info@headspace.org.au)

**Reach Out** is an interactive web-based service that assists young people on issues impacting on their mental health and well-being.

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



## Family planning and health education

Each state has a family planning organisation, which provides sexual and reproductive health services and education to all young people. They provide assistance in many areas including:


- Pregnancy
- Sexual health check-ups (sexually transmitted infections)
- Contraception
- Sexual orientation
- Violence against women
- Safe sex

The 'Sexual Health and Family Planning Australia' website provides a list of all the family planning organisations across Australia and resources:

 [www.shfpa.org.au](http://www.shfpa.org.au)


## Drugs and alcohol

Drugs and alcohol including inhalants can impact young people in different ways. The 'National Drugs campaign' website provides information and resources on illicit drugs, consequences of drug use, advice and links to more information and support services for youth across Australia. The 'Alcohol' website provides information about alcohol-related health issues and the relevant alcohol information service in each state and territory.



 [www.drugs.health.gov.au](http://www.drugs.health.gov.au)  
[www.alcohol.gov.au](http://www.alcohol.gov.au)

## Healthy eating

Having a balanced diet is vital for your health and wellbeing, as this can have a positive effect on your mental health, relationships and your self-esteem. The 'Australian Guide to Healthy Eating' provides a guide on what foods you should eat for optimum health and wellbeing:

 [www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating](http://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating)

The Butterfly Foundation provides support for people who suffer from eating disorders and negative body image issues.


 **1800 33 4673 (Support phone line)**  
 <http://thebutterflyfoundation.org.au/>

More information on eating disorders is available on the National Eating Disorders Collaboration website:

 <http://www.nedc.com.au/young-people>

## Disability

If you have a disability, your caseworker can assist you to work closely with the relevant disability service provider to ensure that all the appropriate services and supports are considered in your transition planning. You may also be entitled to Disability Support Pension from Centrelink. See website for more detail:

 [www.humanservices.gov.au/customer/services/centrelink/disability-support-pension](http://www.humanservices.gov.au/customer/services/centrelink/disability-support-pension)

# HOUSING & ACCOMMODATION

## Housing & Accommodation Checklist

Your caseworker, carer or support worker will be able to assist you with finding the most suitable accommodation option to meet your needs. This may include: private rental, sharing with others, securing public housing

accommodation or living in accommodation provided as part of enrolment in a university or TAFE course. The following checklist will assist you in your planning:


Things to think about	Yes ✓	No ✕	Unsure/need more information
Do I know what my options are in terms of having my own place?			
Is my name on the public housing list?			
Do I know where I want to live and is it close to public transport?			
Do I want to live in shared accommodation with other people?			
Do I know what I'll need in terms of furnishing my house and where to get these things from?			
Do I know how to budget for paying rent on time?			
Do I have enough money for a bond and 2 weeks rent?			
Do I know about rental agreements and tenancy laws and rules?			

## Rent assistance

If you are receiving a Centrelink benefit (e.g. Youth Allowance, Disability Support Pension or Newstart) you may be eligible for 'Rent Assistance', which gives extra financial help to

people who pay rent for their accommodation (including private rental, lodging and board). You will need to speak to a Centrelink officer to discuss whether you are eligible for this support.

 136 240 (Centrelink)

 [www.humanservices.gov.au/customer/services/centrelink/rent-assistance](http://www.humanservices.gov.au/customer/services/centrelink/rent-assistance)



**FOR MORE INFORMATION**





## Public housing support service



Each state and territory government has a public housing service for people who have low incomes and are vulnerable to homelessness. Your caseworker can assist you to make an appointment to speak to the public housing service in your state or territory. You may have your name placed on a waiting list for public housing. If this happens it is important that you ask how long it may be before housing is allocated to you because in some areas the waiting lists for public housing are very long.

**For more information: a list of public housing support services for each state/territory is located at the end of this workbook.**

## Private rental



These are properties which are owned by property owners and most of the time leased through a real estate agent to a tenant. There are different properties that you can rent/lease including a house, unit, townhouse and granny flat. You will need to contact the real estate agent to arrange an appointment to have a look at the property you like. After you have decided on a place, you will need to complete the application form and provide:

- Proof of identity (e.g. Medicare card, driver's licence)
- Proof of income (e.g. receipt of Centrelink benefit or wage payslip), and
- Character reference from previous housing or landlord.

  [www.realestate.com.au](http://www.realestate.com.au)  
[www.domain.com.au](http://www.domain.com.au)



## Share accommodation

This option is often preferred by young people as it is generally cheaper and more affordable than other forms of accommodation because you are not paying the full rent on your own and are able to share the costs of utilities (e.g. electricity and telephone bills) with flatmates. However, share accommodation often still requires a bond and two weeks rent in advance. The listings are usually advertised in newspapers, real estate agents (shopfronts and online), and on community noticeboards.

  [www.flatmates.com.au](http://www.flatmates.com.au)  
[www.housemates.com.au](http://www.housemates.com.au)

## Tenant advice

Tenancy laws are not the same across Australia. The 'Tenant Help' website provides a one-stop website on information and advice for tenants regarding their rights and obligations, as well as relevant information for each state and territory.

  [www.tenanthelp.com.au](http://www.tenanthelp.com.au)

# LIFE SKILLS

There are some important life skills that you need to learn before you can successfully live independently. It is important that young people living in out-of-home care acquire these skills

before they turn 18 and transition to adult life. The following checklist will assist you to develop the life skills you will need.

## Life Skills Checklist

Things to think about	Yes ✓	No ✗	Unsure/need more information
Do I know how to plan a simple budget?			
Do I know where to get help in an emergency (e.g. friends, family, police)?			
Do I know how to prepare a simple meal and do grocery shopping?			
Do I know how to use a washing machine, clothes dryer and iron?			
Do I know how to keep my living area clean and tidy?			
Do I know how to use public transport (bus, train or ferry) and read timetables?			
Do I know how to treat minor injuries, cuts, burns?			
Do I know how to use an ATM and Eftpos?			
Do I know how to apply for my driver's licence?			
Am I enrolled to vote?			



## Social work services



It may be helpful for you to speak with a Social Worker at Centrelink if you:

- Have become homeless
- Are experiencing conflicts with other family members
- Are experiencing domestic or family violence
- Have lost your job
- Are having financial difficulties
- Have health problems

The Social Worker can assist you by:

- Offering short term counselling and support
- Providing you with information about the range of payments and services available from Centrelink
- Giving you information about community services in your areas

### Centrelink Social Work Services

 13 28 50  
 [www.humanservices.gov.au/customer/dhs/centrelink](http://www.humanservices.gov.au/customer/dhs/centrelink)

## Transport services


Each state and territory government department has a transport service, which provides application forms and information on how to apply for a driver's licence and learner's permit. They also have information on public transport (bus, train and ferries), timetables and purchasing tickets.

**For more information:**  
See the list of services starting on page 38 of this workbook.

## Enrolling to vote

Any person who is 18 years of age and is an Australian citizen needs to enrol to vote for federal, state and local government elections. Voting is your chance to have a say in the way society is being run. It is illegal not to vote and you can get fines if you don't. You can pick up an enrolment form at any post office.

### For more information: Australian Electoral Commission

 13 23 26  
 [www.aec.gov.au/enrol](http://www.aec.gov.au/enrol)



# RELATIONSHIPS



## Relationships

Building relationships with community, family, friends and partners is very important to your wellbeing. Friendships are those where you feel safe, trust one another and feel that you are able to have fun and share experiences. There are many ways that you can meet new people, make new friends and become more involved in your local community.

Some of these include participating in:



- Sport or recreational activities (e.g. soccer, rugby, netball or surf club)
- Youth clubs or activities held in your local area (e.g. PCYC, YMCA, youth programs run by local council or community neighbourhood centre)
- Creative arts, music and cultural programs

## Volunteering

Volunteering is a great way to get involved in your community and support non-government organisations (NGO). You can volunteer at any age and become involved in running a project or assisting with an event. Volunteering can involve:

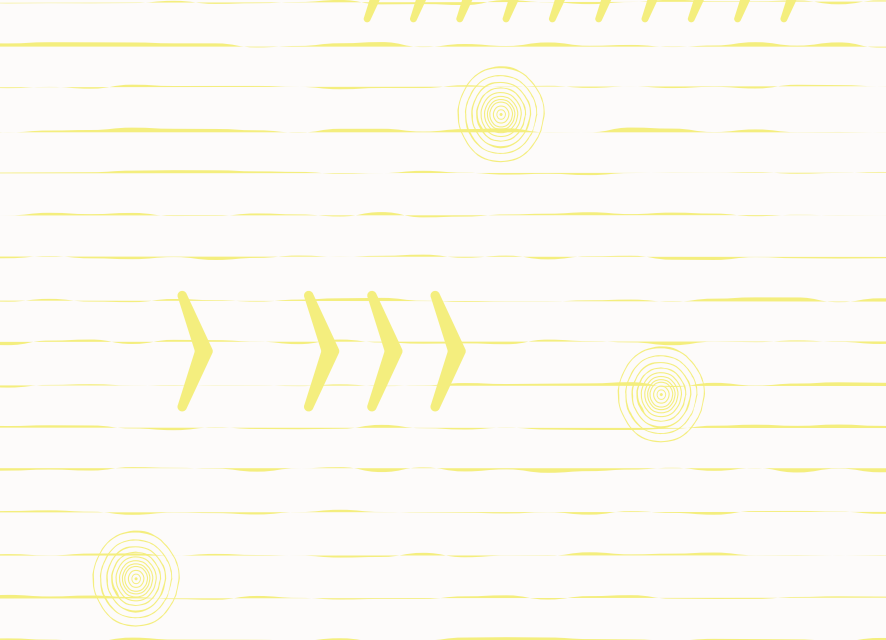
- Giving your time, skills to a worthy cause
- Not getting paid
- Supporting a not-for-profit organisation (e.g. CREATE Youth Advisory Groups)
- Benefiting the community

For more information see website:

  [www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)







## Office for Youth Service

Each state and territory government has an Office for Youth service for young people who develop policies and programs to meet the needs of young people aged 15 years and older. They also provide information on relevant funded youth based services, programs and initiatives.




**For more information: A list of the Office for Youth Service for each state/territory is located at the end of this workbook.**

## Healthy relationships






Building relationships with partners and friends is an important part of the wellbeing of every young person. Sometimes there's a fine line between what's ok and what's not. Understanding and respecting the wishes of others is important.





'The Line' campaign is aimed at helping young people understand the importance of respectful relationships.

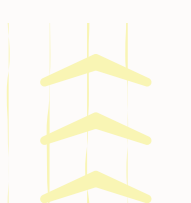
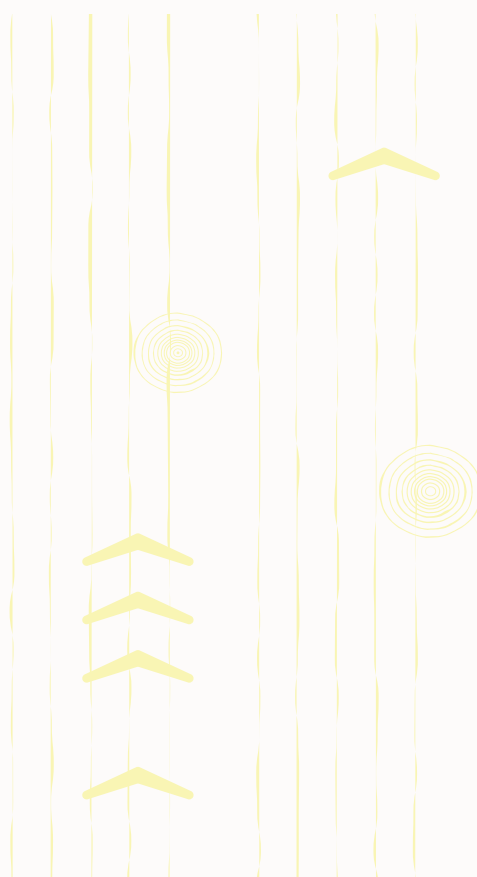
  **1800 695 463 (advice line)**  
 **[www.theline.gov.au](http://www.theline.gov.au)**

Twenty 10: Is a service that provides young gay, lesbian, bisexual and transgender people with information and support on a wide range of issues.

  **1800 652 010**  
 **[www.twenty10.org.au](http://www.twenty10.org.au)**

Domestic violence can occur in relationships, including physical and sexual violence, as well as emotional and psychological abuse of trust and power between partners. If violence is becoming an issue in your relationship, contact the National Domestic Violence Hotline, which can assist you with linking into the relevant support service in your state or territory:

  **National Domestic Violence Hotline**  
 **1800 799 7233**  
 **[www.thehotline.org](http://www.thehotline.org)**





# LEGAL RIGHTS & RESPONSIBILITIES

Your rights and responsibilities change when you turn 18 years and become an adult. It's important to know what your rights and responsibilities are, and what you can and can't do legally. For example, there are laws to protect young people from being exploited in the workforce.

## National Children's and Youth Law Centre

The National Children's and Youth Law Centre have developed an interactive website for children and young people **'Know your Rights'**, which provides advice and information about legal rights and responsibilities. The information is tailored for each state and territory, and covers a wide range of topics: employment and legal rights, criminal and family law, health and wellbeing, and cyber safety.

For more information about NCYLC:

 [www.lawstuff.org.au](http://www.lawstuff.org.au)  
 [admin@ncylc.org.au](mailto:admin@ncylc.org.au)





# OTHER TRANSITION FROM CARE INITIATIVES

## National Framework for Protecting Australia's Children 2009-2020

In 2009, all state and territory governments endorsed the National Framework for Protecting Australia's Children 2009-2020<sup>2</sup> (the National Framework). There are six supporting outcomes to protect children and young people:

1. Children live in safe and supportive families and communities;
2. Children and families access adequate support to promote safety and intervene early;
3. Risk factors for child abuse and neglect are addressed;
4. Children who have been abused or neglected receive the support and care they need for their safety and wellbeing;
5. Indigenous children are supported and safe in their families and communities;
6. Child sexual abuse and exploitation is prevented and survivors receive adequate support.

A key achievement under the National Framework is the development of the 'National Standards for out-of-home care', which have been designed to improve the quality of care of services provided to children and young people who are in the care system. There are 13 National Standards<sup>3</sup>, of which Standard 13 is about transition from care planning and is defined as:

*A planned and phased approach to transitioning from care for young people that identifies the required supports, based on individual needs, in areas such as safe and sustainable housing, education, employment, financial security, social relationships and support networks, health – physical, emotional (including self-esteem and identity), mental and sexual, and life and after care skills.*

Standard 13 specifies that each young person is to have a transition from care plan commencing at the age of 15 years, which includes details of support to access relevant services and is reviewed regularly. All state and territory governments will be required to report on this:

- 13.1: The proportion of young people aged 15 years and over who have a current leaving care plan.
- 13.2: The proportion of young people who, at the time of exit from out-of-home care, report they are receiving adequate assistance to prepare for adult life.

As part of this initiative the Australian government worked with non-government organisations to develop a planning guide<sup>4</sup>. The transition from care plan is to cover the following life domains for the young care leaver:

- Housing
- Education and training
- Employment
- Financial security
- Social relationships and support networks
- Health – physical, emotional (including self esteem and identity), mental, sexual and dental
- Life (after care) skills
- Identity and culture
- Legal matters

The young person is to be central in developing the transition from care plan, and others that may be involved are the case worker, carers, and family members or significant others.




- A planned and phased approach to transitioning
- from care for young people that identifies the required supports, based on individual needs, in areas such as safe and sustainable housing, education, employment, financial security, social relationships and support networks, health – physical, emotional (including self-esteem and identity), mental and sexual, and life and after care skills.

## CREATE Report Cards

Since 2008, CREATE has published three Report Cards (McDowall 2008; 2009; 2011) which have dealt with issues regarding the provision for, and experiences of young people aged 15-25 years who are transitioning from out-of-home care (OOHC) and have left the care system. The 2011 Report Card surveyed 605 young people across Australia, which found that 190 young people reported having a leaving care plan. The others had no knowledge of the existence of a leaving care plan. CREATE put forward a number of recommendations in the Report Card, including the need for departments and OOHC service providers to explore different and creative ways to engage with young people in the leaving-care planning process.

## CREATE Your Future

CREATE Your Future is a dedicated leaving care website with lots of information to support you in a smooth transition from care. CREATE Foundation also has a CREATE Your Future grant scheme where you can apply for a small financial grant to help with education, driving lessons, or other assistance. Applications are usually called for in May each year. See the website for more details.

 [www.createyourfuture.org.au](http://www.createyourfuture.org.au)


## Go Your Own Way (GYOW) Info Kit

CREATE Foundation consulted extensively with young people across Australia to develop a nationally consistent 'leaving care' resource – the Go Your Own Way Info Kit.

The GYOW Info Kit is CREATE's contribution to meeting National Standard 13 of the National Standards for Out-of-Home Care.

In 2014, with the help of state and territory child protection agencies, CREATE distributed over 2,000 GYOW Info Kits to young people across Australia who are preparing to transition to independence.

The GYOW Info Kit and other resources on transition from care can be found on the CREATE website.

 <http://create.org.au/resources/transitioning-from-care/>

2 National Framework for Protecting Australia's Children 2009-2020, <http://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/transitioning-from-out-of-home-care-to-independence-a-nationally-consistent-approach-to-planning-2011>

3 National Standards for out-of-home care: July 2011, <http://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/an-outline-of-national-standards-for-out-of-home-care-2011>

4 Transitioning from out-of-home care to Independence: A Nationally Consistent Approach to Planning, October 2011: <http://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/transitioning-from-out-of-home-care-to-independence-a-nationally-consistent-approach-to-planning-2011>

# SERVICE DIRECTORY

## My Contacts

Name	Phone Numbers:
Emergency contact	
Contact of carer or youth worker	
Departmental caseworker	
CREATE contact	1800 655 105
Doctor/GP	
Emergency services	000
Local police station	
Centrelink – Youth and Student Services	13 24 90







# ACT Contact Information

## Child and Youth Protection Services

Office for Children, Youth and Family Support  
GPO Box 158, Canberra City, ACT 2601  
General Enquiries  
Ph: 13 22 81  
E: [ocyfs@act.gov.au](mailto:ocyfs@act.gov.au)  
Child Protection Hotline: Ph: 1300 556 729

## Children's Commission

ACT Children and Young People Commissioner  
(ACT Human Rights Commission)  
Level 4, 12 Moore Street, Canberra City  
Ph: (02) 6205 2222 TTY: (02) 6207 1666  
SMS Service: 0466 169 997  
E: [ACTkids@act.gov.au](mailto:ACTkids@act.gov.au)  
W: [www.hrc.act.gov.au/childrenyoungpeople](http://www.hrc.act.gov.au/childrenyoungpeople)

## CREATE State

**ACT office**  
Corner of Cooyong and Scotts Crossing,  
Club 12/25 Building, Civic Square ACT 2601  
Ph: (02) 6232 2409 or 1800 655 105  
E: [act@create.org.au](mailto:act@create.org.au)  
W: [www.create.org.au/who-we-are/state-teams/act/](http://www.create.org.au/who-we-are/state-teams/act/)  
Facebook: [www.facebook.com/CREATEfnd](http://www.facebook.com/CREATEfnd)

## Public Housing Service

Housing and Community Services  
General Enquiries  
Ph: 13 34 27  
E: [Housing.CustomerService@act.gov.au](mailto:Housing.CustomerService@act.gov.au)  
W: <http://www.communityservices.act.gov.au/hcs>

## Youth Housing and Homelessness ACT

First Point  
Ph: 1800 176 468  
E: [office@firstpoint.org.au](mailto:office@firstpoint.org.au)  
W: [www.firstpoint.org.au](http://www.firstpoint.org.au)

## Office for Youth

Youth InterACT initiative by ACT Government for young people aged between 12-25 years  
Ph: (02) 6205 0632  
W: [www.youth.act.gov.au](http://www.youth.act.gov.au)

## Sexual Health Services

Sexual Health and Family Planning ACT Inc (SHFPACT)  
Level 1, 28 University Avenue, Canberra ACT 2601  
Ph: (02) 6247 3077 SMS Service: 0400 770 999  
W: [www.shfpact.org.au](http://www.shfpact.org.au)

## Disability Service ACT

Ph: 133 427 (General enquiries)  
Disability Information Service: (02) 6207 1086  
W: [www.communityservices.act.gov.au/disability\\_act](http://www.communityservices.act.gov.au/disability_act)

## Disability and Community Services Commissioner

Level 4, 12 Moore St, Canberra ACT 2601  
Ph: (02) 6205 2222 TTY: (02) 6205 1666  
SMS Service: 0466 169 997  
E: [human.rights@act.gov.au](mailto:human.rights@act.gov.au)  
W: <http://hrc.act.gov.au/disability/>

## Mental Health Service

Mental Health Crisis Assessment and Treatment Team  
Ph: 1800 629 354 (24 hour service) or (02) 6205 1065  
W: <http://health.act.gov.au/our-services/mental-health>

## Driver's Licence

(from any Canberra Connect shopfront)  
Canberra Connect Shopfront – Dickson  
13-15 Challis St, Dickson ACT 2602  
Ph: 13 22 81  
E: [canberra.connect@act.gov.au](mailto:canberra.connect@act.gov.au)  
W: [www.canberraconnect.act.gov.au](http://www.canberraconnect.act.gov.au)  
W: <http://www.rego.act.gov.au/licence/act-licence-types/learner-licence>  
Help for young people preparing for a learner licence can be found at roadready  
W: [www.roadready.act.gov.au/c/roadready](http://www.roadready.act.gov.au/c/roadready)

## TAFE

Canberra Institute of Technology  
Reid Campus, 37 Constitution Av, Reid ACT 2612  
Ph: (02) 6207 3100 TTY: (02) 6207 3329  
E: [infoline@cit.edu.au](mailto:infoline@cit.edu.au)  
W: [www.cit.edu.au](http://www.cit.edu.au)

## Child, Youth and Family Gateway

The Gateway is a partnership between the ACT government and community providers. It offers phone based support for children, young people and families involved with Care and Protection Services or youth justice. It can provide advice and referral to get the support you need.  
Ph: 1800 647 831  
E: [info@thegateway.org.au](mailto:info@thegateway.org.au)  
W: [www.thegateway.org.au](http://www.thegateway.org.au)

## Transition to Independent Living Allowance (TILA)

For support to apply for TILA contact your caseworker or phone The Gateway above.



# NT Contact Information

## Child Protection Department

Department of Children and Families –  
Children, Youth and Families  
PO Box 40596 CASUARINA NT 0810  
W: [www.childrenandfamilies.nt.gov.au/  
Children\\_Youth\\_and\\_Families/index.aspx](http://www.childrenandfamilies.nt.gov.au/Children_Youth_and_Families/index.aspx)

## Child Protection Hotline

Ph: 1800 700 250

## Children's Commission

Office of the Children's Commissioner NT  
22 Mitchell Street, Darwin NT 0800  
Ph: (08) 8999 6076  
E: [childrenscommissioner@nt.gov.au](mailto:childrenscommissioner@nt.gov.au)  
W: [www.childrenscommissioner.nt.gov.au](http://www.childrenscommissioner.nt.gov.au)

## CREATE State

### Darwin office

11/16 Malak Crescent, Malak NT 0812  
Ph: (08) 8945 9993 or 1800 655 105  
E: [nt@create.org.au](mailto:nt@create.org.au)

### Alice Springs office

Suite 4/5 Level 1 Anangu House 44 Bath St  
ALICE SPRINGS NT 0870  
Ph: (08) 8953 8358  
E: [nt@create.org.au](mailto:nt@create.org.au)  
W: [www.create.org.au/who-we-are/state-teams/nt/](http://www.create.org.au/who-we-are/state-teams/nt/)  
Facebook: [www.facebook.com/CREATEfnd](http://www.facebook.com/CREATEfnd)

## Public Housing Service

Ph: (08) 8999 8814

W: [www.housing.nt.gov.au](http://www.housing.nt.gov.au)

### List of Territory Housing offices across NT:

W: [http://www.territoryhousing.nt.gov.au/  
about\\_us/contact\\_us](http://www.territoryhousing.nt.gov.au/about_us/contact_us)

### Crisis accommodation: ShelterMe

W: [www.shelterme.org.au](http://www.shelterme.org.au)

### Indigenous Housing Advisory Service

Ph: (08) 8935 0111

## Office for Youth

Office of Youth Affairs  
Ph: (08) 8999 3862 or 1800 652 736 (free call)  
E: [oya@nt.gov.au](mailto:oya@nt.gov.au)  
W: [www.youth.nt.gov.au](http://www.youth.nt.gov.au)

## Sexual Health Service

Family Planning NT  
Unit 2 The Clock Tower, Coconut Grove NT 0810  
Ph: (08) 8948 0144  
W: [www.fpwnt.com.au](http://www.fpwnt.com.au)

## Disability Service

Department of Health  
Ph: 1800 139 656 (free call)  
W: [www.health.nt.gov.au/Aged\\_and\\_Disability/](http://www.health.nt.gov.au/Aged_and_Disability/)

## Mental Health Service

Department of Health – Mental Health Unit  
W: [www.health.nt.gov.au/Mental\\_Health/  
index.aspx](http://www.health.nt.gov.au/Mental_Health/index.aspx)

## Mental Health Support

Ph: 1800 682 288 (24-hour hotline)

## Tamarind Centre

12 Ross Smith Ave PARAP NT 0820  
Ph: 08 8999 4988

## Driver's Licence

Department of Transport  
MVR Office  
Ph: 1300 654 628  
W: [www.transport.nt.gov.au](http://www.transport.nt.gov.au)

## TAFE

Charles Darwin University  
Ph: 1800 238 838  
E: [vet-enquiries@cdu.edu.au](mailto:vet-enquiries@cdu.edu.au)  
W: [www.cdu.edu.au/cdu-vet](http://www.cdu.edu.au/cdu-vet)

## After Care Service

Moving on – Anglicare NT is an after care support and brokerage service for young people who have left the care of the CEO and Department of Children and Families. The service is aimed at young people 16-25 years needing assistance to maintain independence. The service operates Northern Territory wide with workers based in Darwin and Alice Springs.

Ph: (08) 8985 0000

E: [movingon@anglicare-nt.org.au](mailto:movingon@anglicare-nt.org.au)

## Transition to Independent Living Allowance (TILA)

For support to apply for TILA contact your caseworker or the After Care Service above.  
Ph: (08) 8985 0000

# NSW Contact Information

## Child Protection Department

Department of Family and Community Services (FACS)

Head office 4-6 Cavill Ave, Ashfield, NSW 2131

Ph: (02) 9716 2222

W: [www.community.nsw.gov.au](http://www.community.nsw.gov.au)

## FACS Careleavers line

Ph: 1800 994 686

## Child Protection Helpline

Ph: 132 111 (TTY 1800 212 936) for the cost of a local call 24 hours a day, 7 days a week

## Advocate for Children and Young People

2/407 Elizabeth St,  
Surry Hills NSW 2010

Ph: 02 9286 7231

E: [acyp@acyp.nsw.gov.au](mailto:acyp@acyp.nsw.gov.au)

W: [www.acyp.nsw.gov.au](http://www.acyp.nsw.gov.au)

## Ombudsman

The Ombudsman deals with complaints about out-of-home care services as well as some other government and community services.

Level 24/580 George St Sydney NSW

Ph: 9286 1000

Ph: 1800 451 524

Toll free (outside Sydney metro)

TTY: 9264 8050

E: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

W: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

## CREATE State

### Sydney office

Level 3, 630 George St, Sydney NSW 2000

Ph: 02 9267 0977 or 1800 655 105

E: [nsw@create.org.au](mailto:nsw@create.org.au)

W: [www.create.org.au/who-we-are/state-teams/nsw/](http://www.create.org.au/who-we-are/state-teams/nsw/)

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

## Public Housing Service

List of Public Housing contacts in each region across NSW:

W: [www.housingpathways.nsw.gov.au/Contact+Us/](http://www.housingpathways.nsw.gov.au/Contact+Us/)

## FACS Housing Services

### Housing Contact Centre

Ph: 1300 468 746 (24 hours a day service line)

### Link2home

Link2home is a single, state-wide telephone service for homelessness enquiries in NSW

Ph: 1800 152 152 (free call)

### Youth Emergency Accommodation Line:

Ph: (02) 9318 1531 or 1800 424 830

### Homelessness Persons Information Centre:

Ph: 1800 234 566

## Mental Health Access Line

Mental Health Line

Ph: 1800 011 511 (free call)

Headspace

Ph: 1800 650 890

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

## Youth NSW

Youth Strategy and Participation

Level 2/223-229 Liverpool Rd Ashfield 2132

Ph: (02) 8753 8413

E: [youth@facs.nsw.gov.au](mailto:youth@facs.nsw.gov.au)

W: <http://youth.nsw.gov.au>

*The website is a portal to connect to information for and about young people and the issues they face.*

## Sexual Health Services

Family Planning NSW

Ph: 1300 658 886 (Talkline)

W: [www.fpnsw.org.au](http://www.fpnsw.org.au) for a list of Family Planning Clinics across NSW

## ACON

Specialising in lesbian, gay, bisexual, transgender, intersex and HIV health.

Ph: 02 9206 2000

Free call: 1800 063 060

Hearing impaired: 02 9283 2088

E: [acon@acon.org.au](mailto:acon@acon.org.au)

W: [www.acon.org.au](http://www.acon.org.au)

## **Disability Service**

Department of Family and Community Services  
Ageing, Disability and Home Care (ADHC)  
Level 5, 83 Clarence Street, Sydney NSW 2000  
Ph: (02) 9377 6000  
or  
TTY: (02) 9377 6167  
W: [www.adhc.nsw.gov.au/contact\\_us](http://www.adhc.nsw.gov.au/contact_us)  
for list of ADHC services across NSW

## **Transition to Independent Living Allowance (TILA)**

For support to apply for TILA talk to your caseworker or the After Care services above.  
For more information about TILA go to:  
W: [www.dss.gov.au/tila](http://www.dss.gov.au/tila)  
E: [tila@dss.gov.au](mailto:tila@dss.gov.au)

## **Driver's Licence**

NSW Roads and Maritime Services  
Ph: 132 213  
W: [www.rms.nsw.gov.au](http://www.rms.nsw.gov.au) for nearest RMA Motor Registry

## **Education and Training**

TAFE NSW  
W: [www.tafensw.edu.au](http://www.tafensw.edu.au)  
University Admissions Centre  
W: [www.uac.edu.au](http://www.uac.edu.au)

## **After Care Services**

### **Anglicare (Careforce) Child and Family Services:**

Paul Street Adolescent Program  
Ph: 02 9890 6800

### **Barnardos Australia:**

Ph: 02 9281 7933

### **Burnside Aftercare Services:**

Ph: 02 9630 6866 or 9768 6866

**Care Leavers of Australia Network (CLAN) is a support group for people over 25 who were in orphanages, children's homes or foster care:**

Ph: 02 9709 4520 or 1800 008 774 (toll free)

### **CatholicCare:**

PACT leaving and after care program  
Ph: 02 8700 3333

### **Relationships Australia:**

Ph: (02) 9633 1233 or 1800 656 884 (toll free)

### **Wesley Dalmar Child and Family Care – Aftercare services:**

Ph: 02 9804 7255

# QLD Contact Information

## Child Safety Services

Department of Communities, Child Safety and Disability Services

111 George Street, Brisbane QLD 4000

Ph: 1800 811 810 (Free call QLD only)

E: [info@childsafety.qld.gov.au](mailto:info@childsafety.qld.gov.au)

W: [www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres](http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safety-service-centres)

## Children's Guardian

Office of the Public Guardian (OPG) for children  
Level 3, 363 George St, Brisbane Qld 4000

Ph: (07) 3225 8325 or 1800 661 533

E: [child@publicguardian.qld.gov.au](mailto:child@publicguardian.qld.gov.au)

W: [www.publicguardian.qld.gov.au/child-advocate](http://www.publicguardian.qld.gov.au/child-advocate)

## CREATE State

15 Lever Street, Albion QLD 4010

Ph: (07) 3317 6020 or 1800 655 105

E: [queensland@create.org.au](mailto:queensland@create.org.au)

W: [www.create.org.au/who-we-are/state-teams/qld/](http://www.create.org.au/who-we-are/state-teams/qld/)

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

## Housing Services

Ph: 1800 474 753

W: [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

## Homelessness Services

Ph: 1800 474 753 (1800 HPIQLD)

E: [psosupport@smartservice.qld.gov.au](mailto:psosupport@smartservice.qld.gov.au)

## Information for Young People

W: <http://www.qld.gov.au/youth/>

## Transition to Independent Living Allowance (TILA)

For support to apply for TILA contact your caseworker or your nearest Child Safety Service Centre

Ph: 1800 811 810 (Qld only) or 07 3224 8045

TTY: 07 3012 8655

E: [info@childsafety.qld.gov.au](mailto:info@childsafety.qld.gov.au)

## Sexual Health Service

Family Planning Queensland (FPQ)

100 Alfred Street, Fortitude Valley Qld 4006

Ph: (07) 3250 0240

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

W: [www.fpq.com.au](http://www.fpq.com.au)

## Disability Services

Department of Communities, Child Safety and Disability Services

Ph: 13 QGOV (13 74 68)

TTY: 13 36 77

E: [disabilityinfo@disability.qld.gov.au](mailto:disabilityinfo@disability.qld.gov.au)

W: [www.communities.qld.gov.au/disability/support-and-services/contact-us/disability-services-regional-offices](http://www.communities.qld.gov.au/disability/support-and-services/contact-us/disability-services-regional-offices)

## Mental Health Service

QLD Health – General Health Information and Referral Service

Ph: 13 43 25 84 (for the cost of local call)

## Driver's Licence

Department of Transport

Ph: 13 23 80

W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) for list of local Transport offices across QLD

## TAFE QLD

Ph: 1300 308 233

W: [www.tafe.qld.gov.au](http://www.tafe.qld.gov.au)

## After Care Services

Next Step After Care services

Provide help across Queensland to young people 15-21 years of age who have been in care to sort out any issues, no matter how big or small, e.g. housing, training, finances, health, relationships with family and friends, legal advice, and more ...

Ph: 1800NEXTSTEP (1800 639 878)

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

W: [www.nextstepaftercare.com.au](http://www.nextstepaftercare.com.au)



## **YHARS (Youth Housing and Reintegration Service, including After Care Service)**

Provides a coordinated and integrated response to the complex needs of young people aged 12-21 years at the time of referral, who are homeless or at-risk of homelessness, and who:

- are transitioning or who have transitioned from the care of the Department of Communities, Child Safety and Disability Services (Child Safety) or have recently exited from care or, are transitioning to the community following a period of sentence or remand in a Youth Detention Centre or,
- have been “sleeping rough” or living in unstable or temporary housing arrangements.

W: [www.qld.gov.au/youth/family-social-support/yhars-youth-housing/](http://www.qld.gov.au/youth/family-social-support/yhars-youth-housing/)

## **Sortli**

Sortli (a contraction of the phrase ‘sort out your life’) is a free mobile app for young people to help with the transition to independence. This app was specifically designed by young people at CREATE and focuses on seven key areas of identity, relationships, finding a place to live, health, finances, gaining education and looking for a job, and general living skills.

Available on Apple, Android or Microsoft mobile devices.



# SA Contact Information

## Child Protection Department

Department for Education and Child Development – Families SA  
31 Flinders Street, Adelaide SA 5000  
GPO Box 1152, Adelaide SA 5001  
W: [www.families.sa.gov.au](http://www.families.sa.gov.au)

## Child Protection Line

Ph: 13 14 78 (24 hours a day, 7 days a week)

## Children's Guardian

Office of the Guardian for Children and Young People  
Level 4, East 50 Grenfell St, Adelaide SA 5000  
Ph: (08) 8226 8570 Freecall for Children and Young People only 1800 ASK OOG  
E: [gryp@gryp.sa.gov.au](mailto:gryp@gryp.sa.gov.au)  
W: [www.gryp.sa.gov.au](http://www.gryp.sa.gov.au)

## CREATE State

### South Australia office

28 North Street Adelaide SA 5000  
Ph: 8212 8898  
W: [www.create.org.au/who-we-are/state-teams/sa/](http://www.create.org.au/who-we-are/state-teams/sa/)  
Facebook: [www.facebook.com/CREATEfnd](http://www.facebook.com/CREATEfnd)  
Ph: (08) 8223 6603 or 1800 655 105  
E: [sa@create.org.au](mailto:sa@create.org.au)

## Public Housing Service

Department for Communities and Social Inclusion – Housing SA  
List of Public Housing contacts in each region across South Australia:  
Ph: 13 12 99 (8.30am – 5.30pm Mon-Fri)  
E: [DCSIhousing@sa.gov.au](mailto:DCSIhousing@sa.gov.au)  
W: <http://www.sa.gov.au/topics/housing-property-and-land/housing/public-and-community-housing>

## Homelessness Services

Ph: 1800 003 308 (Free call 24 Hour, 7 days/wk)

### List of homelessness services provider directory:

W: [www.sa.gov.au/topics/housing-property-and-land/housing/emergency-shelter-and-homelessness/homelessness-services-providers/homelessness-service-providers](http://www.sa.gov.au/topics/housing-property-and-land/housing/emergency-shelter-and-homelessness/homelessness-services-providers/homelessness-service-providers)

### Youth (aged between 15 and 25 years)

Ph: 1800 807 364

## Office for Youth

Office for Youth (SA) which caters for young people aged between 12 to 25 years.  
Ph: (08) 8207 0452  
E: [OfficeforYouth@sa.gov.au](mailto:OfficeforYouth@sa.gov.au)  
W: [www.officeforyouth.sa.gov.au](http://www.officeforyouth.sa.gov.au)

## Sexual Health Service

SHINE SA (Sexual Health Information Networking and Education) SA  
General enquiries: Ph: 1300 794 584  
E: [info@shinesa.org.au](mailto:info@shinesa.org.au)  
W: [www.shinesa.org.au/](http://www.shinesa.org.au/)

## Disability Services

103 Fisher Street, Fullarton SA 5063  
Disability Information Services Line: 1300 786 117  
E: [disabilityinfo@dcsi.sa.gov.au](mailto:disabilityinfo@dcsi.sa.gov.au)  
W: [www.sa.gov.au/topics/community-support/disability](http://www.sa.gov.au/topics/community-support/disability)

## Mental Health Service

SA Mental Health Services  
Mental Health Triage Services/Assessment and Crisis Intervention Service  
Ph: 13 14 65 (24 hours, 7 days a week)  
W: [www.sa.gov.au/topics/health-and-wellbeing/mental-health](http://www.sa.gov.au/topics/health-and-wellbeing/mental-health)

## Driver's Licence

Government Services SA  
Telephone assistance (Monday-Friday)  
Ph: 13 10 84 (registrations and driver's license)  
E: [ServiceSA@sa.gov.au](mailto:ServiceSA@sa.gov.au)  
W: <http://mylicence.sa.gov.au>

## Training and Education

TAFE SA  
Ph: 1800 882 661 (free call)  
W: [www.tafesa.edu.au](http://www.tafesa.edu.au)

### Skills for All courses

In SA, if you have been under a Care and Protection Order you can apply to do Skills for All course for FREE.  
Talk to your caseworker, or call Skills for All  
Ph: 1800 506 266  
W: <http://www.skills.sa.gov.au/>

## After Care Service

Post Care social work program is a free service for adults who were in state or OOHC and provide information, advocacy, referral and support service.

RELATIONSHIPS AUSTRALIA

Ground Floor, 191 Flinders Street  
Adelaide SA 5000

Ph: 1800 188 118

W: [www.rasa.org.au/services/adult-health-wellbeing/post-care-support-services/](http://www.rasa.org.au/services/adult-health-wellbeing/post-care-support-services/)

## Transition to Independent Living Allowance (TILA)

For support to apply for TILA contact your caseworker or Post Care services (above).

E: [tila@dss.gov.au](mailto:tila@dss.gov.au)





# TAS Contact Information

## Child Protection Services

Department of Health and Human Services -  
Child Protection Services  
GPO Box 125, Hobart TAS 7001  
General Enquiries Ph: 1300 135 513  
Child Protection Hotline: Ph: 1300 737 639

## Children's Commission

Commission for Children  
Level 1, 119 Macquarie St, Hobart TAS 7000  
Ph: (03) 6233 4520  
E: [childcomm@childcomm.tas.gov.au](mailto:childcomm@childcomm.tas.gov.au)  
W: [www.childcomm.tas.gov.au](http://www.childcomm.tas.gov.au)

## CREATE State

### TAS office

260 Macquarie St, Hobart TAS 7000  
Ph: (03) 6224 9822 or 1800 655 105  
E: [tas@create.org.au](mailto:tas@create.org.au)  
W: [www.create.org.au/who-we-are/state-teams/tas/](http://www.create.org.au/who-we-are/state-teams/tas/)  
Facebook: [www.facebook.com/CREATEfnd](http://www.facebook.com/CREATEfnd)

## Public Housing Service

Department of Health and Human Services -  
Housing Tasmania  
General Enquiries Ph: 1800 808 340  
W: [www.dhhs.tas.gov.au/housing](http://www.dhhs.tas.gov.au/housing)

### Housing Connect (for homelessness assistance)

W: [www.dhhs.tas.gov.au/housing/housing\\_connect/housing\\_connect\\_locations](http://www.dhhs.tas.gov.au/housing/housing_connect/housing_connect_locations)  
Ph: 1800 800 588  
E: [housingconnect@dhhs.tas.gov.au](mailto:housingconnect@dhhs.tas.gov.au)

## Office for Youth

Department of Premier and Cabinet -  
Communities, Sport and Recreation (0-25 years)  
Ph: (03) 6232 7133  
E: [cdd@dpac.tas.gov.au](mailto:cdd@dpac.tas.gov.au)  
W: [http://www.dpac.tas.gov.au/divisions/csr/for\\_and\\_about/children\\_and\\_young\\_people](http://www.dpac.tas.gov.au/divisions/csr/for_and_about/children_and_young_people)

## Transition to Independent Living Allowance (TILA)

For support to apply for TILA contact your caseworker or the After Care Support Program  
Ph: 03 6233 2273  
E: [adoption.service@dhhs.tas.gov.au](mailto:adoption.service@dhhs.tas.gov.au)

## Sexual Health Service

Family Planning TAS  
Hobart Clinic  
421 Main Road, Glenorchy TAS 7010  
Ph: (03) 6273 9117  
W: [www.fpt.asn.au](http://www.fpt.asn.au)

## Disability Service

To access disability services you need to contact Gateway Services (who will undertake an intake assessment and provide referral). Gateway Services are managed by Mission Australia.  
Ph: 1800 171 233  
W: [www.dhhs.tas.gov.au/service\\_information/disability/disability\\_services](http://www.dhhs.tas.gov.au/service_information/disability/disability_services)

## Mental Health Service

Mental Health Services  
Ph: 1800 332 388  
W: [www.dhhs.tas.gov.au/mentalhealth/mhs\\_tas](http://www.dhhs.tas.gov.au/mentalhealth/mhs_tas)

## Driver's Licence

Department of Infrastructure, Energy and Resources - Transport  
General Enquiries  
Ph: 1300 135 513  
W: [www.transport.tas.gov.au/](http://www.transport.tas.gov.au/)

## TAFE

It's Your Choice interactive website (TAFE/ university course information for young people in Tasmania)  
W: [www.yourchoice.tas.gov.au](http://www.yourchoice.tas.gov.au)

## After Care Service

Department of Health and Human Services -  
After Care Support Program  
Ground floor, 34 Davey Street, Hobart TAS  
Ph: (03) 6233 2273  
E: [adoption.service@dhhs.tas.gov.au](mailto:adoption.service@dhhs.tas.gov.au)  
W: [www.dhhs.tas.gov.au/children/adoption/support\\_for\\_care\\_leavers](http://www.dhhs.tas.gov.au/children/adoption/support_for_care_leavers)

# VIC Contact Information

## Department of Health and Human Services

GPO Box 4057  
MELBOURNE VIC 3001

Ph: 1300 650 172

W: [www.dhs.vic.gov.au/home](http://www.dhs.vic.gov.au/home)

To find your local area office go to:

W: [www.dhs.vic.gov.au/about-the-department/contact-us](http://www.dhs.vic.gov.au/about-the-department/contact-us)

To report concerns about the immediate safety of a child within their family unit, call the Child Protection Crisis Line 13 12 78

## Children's Commission

Commission for Children and Young People

Level 20, 570 Bourke Street,  
Melbourne VIC 3000

Find out more: [www.ccp.vic.gov.au](http://www.ccp.vic.gov.au)

Ph: 1300 78 29 78

Ph: 03 8601 5884

E: [childsafef@ccyp.vic.gov.au](mailto:childsafef@ccyp.vic.gov.au)

## CREATE State

### Victorian office

325-327 Queensberry Street, North Melbourne  
Victoria 3051

Ph: (03) 9918 0002 or 1800 655 105

Email: [victoria@create.org.au](mailto:victoria@create.org.au)

W: [www.create.org.au/who-we-are/state-teams/vic/](http://www.create.org.au/who-we-are/state-teams/vic/)

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

## Public Housing Service

Department of Health and Human Services

Housing assistance: [www.housing.vic.gov.au](http://www.housing.vic.gov.au)

Public Housing:

W: [www.housing.vic.gov.au/public-housing](http://www.housing.vic.gov.au/public-housing)

Homelessness help: 1800 825 955 (toll free)

Local public housing offices: [www.dhs.vic.gov.au/about-the-department/contact-us/locations](http://www.dhs.vic.gov.au/about-the-department/contact-us/locations)

## Family Violence Resources

Ph: 1800 015 188 (toll free)

W: [www.safesteps.org.au](http://www.safesteps.org.au)

## Young People

Information on services, programs and initiatives to help young people be safe, grow their abilities and be involved in their communities

W: [www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/young-people](http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/young-people)

Information for young people on work, study, moving out of home, drivers license, travel, budgeting and more go to Youth Central:

W: [www.youthcentral.vic.gov.au/](http://www.youthcentral.vic.gov.au/)

## Office for Youth Victoria

W: [www.dhs.vic.gov.au/about-the-department/our-organisation/organisational-structure/our-groups/office-for-youth](http://www.dhs.vic.gov.au/about-the-department/our-organisation/organisational-structure/our-groups/office-for-youth)

Ph: 03 9096 1577

E: [youth@dhs.vic.gov.au](mailto:youth@dhs.vic.gov.au)

## Sexual Health Services

Action Centre (for young people under 25)

Level 1, 94 Elizabeth St, Melbourne VIC 3000

Sexual Health Advice Line (for young people under 25)

Ph: 03 9660 4700

Ph: 1800 013 952 (country free call)

W: [www.fpv.org.au/](http://www.fpv.org.au/)

## Disability Service

Department of Health and Human Services – Disability Services

W: [www.dhs.vic.gov.au/for-individuals/disability](http://www.dhs.vic.gov.au/for-individuals/disability)

Information and support

Ph: 1800 783 783

TTY: 13 3677

W: [www.dhs.vic.gov.au/about-the-department/contact-us#disability-contacts](http://www.dhs.vic.gov.au/about-the-department/contact-us#disability-contacts)

An online community for and by people with a disability

W: [www.divine.vic.gov.au](http://www.divine.vic.gov.au)

## Mental Health Service

Find a mental health service near you:

W: [www.health.vic.gov.au/mentalhealth/services/](http://www.health.vic.gov.au/mentalhealth/services/)

Department of Health and Human Services

W: [health.vic.gov.au/mentalhealth/index.htm](http://health.vic.gov.au/mentalhealth/index.htm)

## **Driver's Licence**

Vic Roads

W: <https://www.vicroads.vic.gov.au/licences>

Ph: 13 11 71 (Mon-Fri 8:30am-5pm)

Sat 8:30am-2pm)

## **Training and Further Education – TAFE**

Department of Education and Training

W: <http://www.education.vic.gov.au/training/learners/Pages/default.aspx>

Victorian Skills Gateway – resources for vocational training

Ph: 131 823

W: <http://www.education.vic.gov.au/victorianskillsgateway/Pages/home.aspx>

E: [tafe.courseline@edumail.vic.gov.au](mailto:tafe.courseline@edumail.vic.gov.au)

## **Leaving Care Resources**

W: [www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/care-leavers/young-care-leavers/](http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/care-leavers/young-care-leavers/)

Leaving Care Helpline

Ph: 1300 532 846

E: [leavingcare@dhs.vic.gov.au](mailto:leavingcare@dhs.vic.gov.au)

List of leaving care services across Victoria

W: [www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/care-leavers/young-care-leavers/leaving-care-find-a-service](http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/care-leavers/young-care-leavers/leaving-care-find-a-service)

## **Transition to Independent Living Allowance (TILA)**

For support to apply for TILA contact your caseworker or the Leaving Care Helpline

Ph: 1300 532 846

For information about eligibility and the national TILA policy, please refer to the TILA page on the Department of Social Services website, [www.dss.gov.au/tila](http://www.dss.gov.au/tila)

# WA Contact Information

## Child Protection Services

Department for Child Protection and Family Support  
189 Royal St, EAST PERTH WA 6004  
PO Box 6334, EAST PERTH WA 6892  
W: [www.dcp.wa.gov.au](http://www.dcp.wa.gov.au)  
Ph: (08) 9222 2555  
Country free call: 1800 622 258  
TTY: (08) 9325 1232

### To make a report on child abuse:

Contact your local district office, phone numbers on the website, or call the numbers above.

For concerns after hours, please contact Crisis Care:

Ph: (08) 9223 1111  
Country free call: 1800 199 008

## Children's Commission

Commissioner for Children and Young People  
Ground Floor, 1 Alvan Street, Subiaco WA 6008  
Ph: (08) 6213 2297  
Ph: 1800 072 444 Country Freecall  
W: [www.ccp.wa.gov.au/index.aspx](http://www.ccp.wa.gov.au/index.aspx)

## Advocate for Children in Care

Ph: 1800 460 696 / 0429 086 508  
Ph: 9222 2518  
E: [Judith.garsed@cpfs.wa.gov.au](mailto:Judith.garsed@cpfs.wa.gov.au)

## CREATE State

### WA office

353 Newcastle Street  
Northbridge WA 6003  
Ph: (08) 6336 9726, 1800 655 105  
W: [wa@create.org.au](http://wa@create.org.au)  
W: [create.org.au/who-we-are/state-teams/wa/](http://create.org.au/who-we-are/state-teams/wa/)  
Facebook: [www.facebook.com/CREATEfnd](http://www.facebook.com/CREATEfnd)

## Public Housing Service

Department of Housing WA  
**General Enquiries**  
Ph: 1800 093 325 (Toll Free)  
E: [generalenquiries@housing.gov.au](mailto:generalenquiries@housing.gov.au)  
W: [www.dhw.wa.gov.au/contactus/offices/Pages/default.aspx](http://www.dhw.wa.gov.au/contactus/offices/Pages/default.aspx)

## Homelessness Advisory Service

Ph: 1800 065 892  
(free call in metro areas and country)

## After Hours: Crisis Care Line:

Ph: (08) 9223 1111 or 1800 199 008

## Young People

For information and services for young people go to:

W: [www.yacwa.org.au](http://www.yacwa.org.au)

## Sexual Health Service

Sexual and Reproductive Health WA  
Quarry Health Centre for Under 25s  
170 Aberdeen Street, Northbridge WA 6003  
Ph: (08) 9227 1444  
W: [www.srhwa.com.au](http://www.srhwa.com.au)

## Disability Service

Disability Services Commission WA  
146-160 Colin Street, West Perth WA 6005  
Ph: (08) 9426 9200 or Free call 1800 998 214  
E: [dsc@dsc.wa.gov.au](mailto:dsc@dsc.wa.gov.au)  
W: [www.disability.wa.gov.au](http://www.disability.wa.gov.au)

## Mental Health Service

Mental Health Commission WA  
Level 5/81 George's Terrace, Perth WA  
Ph: (08) 6272 1200  
E: [ContactUs@mentalhealth.wa.gov.au](mailto:ContactUs@mentalhealth.wa.gov.au)  
W: [www.mentalhealth.wa.gov.au/getting\\_help](http://www.mentalhealth.wa.gov.au/getting_help)  
(to find a mental health service across WA)



## **Driver's Licence**

Department of Transport WA  
Driver and Vehicle Services (licence queries)  
Ph: 13 11 56  
W: [www.transport.wa.gov.au/aboutus/15761.asp](http://www.transport.wa.gov.au/aboutus/15761.asp)

## **Training WA**

W: <http://www.dtwd.wa.gov.au/employeesandstudents/training/Pages/default.aspx>  
State Training Providers (formerly TAFE)

## **Leaving Care Services**

Ignition WA is an interactive website for young people leaving care and provides information on services available in WA.

W: [www.ignitionwa.com](http://www.ignitionwa.com)

My Place – Wanslea Family Services

Library Road, off Third Ave Mandurah WA 6210

Ph: 08 9245 2441

W: [www.wanslea.asn.au/foster-care/leaving-care](http://www.wanslea.asn.au/foster-care/leaving-care)

Navig8 – Mission Australia

51-55 Forrest Avenue, Bunbury WA 6230

Ph: 08 9622 4644

W: [www.missionaustralia.com.au](http://www.missionaustralia.com.au)

Crossroads west – Salvation Army

333 William St, Northbridge WA 6003

Ph: 08 9328 1600

E: [tss@aus.salvationarmy.org](mailto:tss@aus.salvationarmy.org)

W: [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

## **Transition to Independent Living Allowance (TILA)**

For support to apply for TILA contact your caseworker or the Leaving Care Services above.

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### National Office

Level 3, 630 George Street SYDNEY NSW 2000

**Tel:** (02) 9267 1999

**Email:** [create@create.org.au](mailto:create@create.org.au)

**Web:** [www.create.org.au](http://www.create.org.au)  
[www.createyourfuture.org.au](http://www.createyourfuture.org.au)

