



**GO YOUR**

**OWN WAY**

**A GUIDE TO TRANSITIONING  
TO INDEPENDENCE**

**create**  
FOUNDATION



Updated November, 2019 (CREATE Foundation)

**Compiled by** 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 45,800 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 care experienced children and young people 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.

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# A MESSAGE FROM THE CEO

## Welcome to your Go Your Own Way (GYOW) Info Kit.

We evaluated the first GYOW kits in 2016, and from the feedback from 369 young people we have improved this latest version for you.

Did you know that every state and territory agrees that all young people, aged 15-17 years who are in care, should have a transition from care plan? One of the main problems we found when we were developing our resource was that many young people told us that no-one had spoken to them about a transition from care plan. We are trying to change this situation and having a plan is vital for young people.

CREATE wants you to feel prepared for your transition and have a plan in place that covers things like where you want to live, who you want to live with, how you will manage your money, and where to find the right help and support. We also want you to be able to develop healthy relationships, find appropriate employment and training and live in a safe environment.

**“IT’S OKAY TO FEEL SCARED, NERVOUS AND ANXIOUS ABOUT LEAVING CARE BUT ONCE IT IS FINALLY COMPLETE IT GIVES YOU A BRAND NEW START ON BEING AN ADULT. EVERYBODY MAKES MISTAKES AND IT IS NORMAL TO FREAK OUT. TRY TO TALK TO A PERSON YOU FEEL COMFORTABLE WITH.”**

Do you have a transition from care plan? If you don't, I would strongly urge you to chat with your carer and/or caseworker as they will be able to help you to become involved in developing a plan for your future.

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

Yours sincerely,  
**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.

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 GYOW 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.

On the next three (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 GYOW 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 GYOW Info Kit, they may be able to help you track down other services that can assist. See pages 62-83.

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.

**“GET INVOLVED AS MUCH AS YOU POSSIBLY CAN. DON'T MAKE JUST ONE PLAN, MAKE LOTS, BECAUSE SOMETIMES THINGS DON'T GO THE WAY WE'D LIKE. HAVE A BACKUP PLAN AND MAKE SURE YOU HAVE SUPPORTS DURING TFC (TRANSITION FROM CARE) AND ALSO AFTER.”**



# GYOW CHECKLIST

THINGS TO THINK ABOUT	YES	NO	UNSURE/NEED MORE INFO
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## Your Identity

**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 have a genogram or family map of who is who in my family?

Do I know the process for accessing my case file?

## Education & Training

**Go to page 18**

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?

THINGS TO THINK ABOUT	YES	NO	UNSURE/NEED MORE INFO
-----------------------	-----	----	-----------------------

## Employment & job Search

**Go to page 24**

Do I have an idea about what I would like to do for a job?

Do I know where to look for a job?

Do I know how to prepare my resume?

Do I know how to write an application letter?

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?

## Your Money

**Go to page 30**

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?





# GYOW CHECKLIST

THINGS TO THINK ABOUT	YES	NO	UNSURE/NEED MORE INFO
<b>Health &amp; Wellbeing</b>	<b>Go to page 36</b>		
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:			
<ul style="list-style-type: none"> <li>• Emotional well-being?</li> <li>• Family planning?</li> <li>• Good relationships?</li> <li>• The effects of drugs and alcohol (short term and long term)?</li> <li>• Healthy eating?</li> </ul>			
Do my friends know where I live?			
<b>Housing &amp; Accommodation</b>	<b>Go to page 42</b>		
Do I know what my options are in terms of having my own place?			
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?			
Is my name on the public housing list?			

THINGS TO THINK ABOUT	YES	NO	UNSURE/NEED MORE INFO
<b>Life Skills</b>	<b>Go to page 46</b>		
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 do grocery shopping?			
Do I know how to prepare a simple meal?			
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 apply for my driver's licence?			
Am I enrolled to vote?			
Do I know how to connect to my community?			
Do I know who to turn to for support?			



# YOUR IDENTITY

## YOUR IDENTITY CHECKLIST

THINGS TO THINK ABOUT	YES	NO	UNSURE/NEED MORE INFO
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 have a genogram or family map of who is who in my family?			
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).



## PASSPORTS

Getting a passport can be complex, especially if you are transitioning from care. You will need to make sure you have all the information required. There may a number of steps you need to go through and this will depend on your situation.

To start the process, if you are under 18, go to:

**W:** [www.passports.gov.au/passports-explained/child-quick-guide-applying-passports://www.passports.gov.au/passports-explained/childrens-passports](http://www.passports.gov.au/passports-explained/child-quick-guide-applying-passports://www.passports.gov.au/passports-explained/childrens-passports)

If you are over 18, this is the link for you:

**W:** [www.passports.gov.au/passports-explained/adult-quick-guide-applying-passport](http://www.passports.gov.au/passports-explained/adult-quick-guide-applying-passport)

Talk to your caseworker to make sure you get all the information you need to start the process.

## PROOF OF IDENTITY CHECKLIST

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
Trade Certificate	40
PAYG payment summary	20
Letter from employer (within last 2 years) confirming name & address	10
Membership Card	10
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

### 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

For the Centrelink 'Confirming your identity' form see:

**W:** [www.humanservices.gov.au/individuals/enablers/confirm-your-identity](http://www.humanservices.gov.au/individuals/enablers/confirm-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. A genogram of family map of who is who in your family;
3. Identifying as an Aboriginal or Torres Strait Islander person;
4. 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.

### FOR MORE INFORMATION

#### For Link-Up contacts in your state or territory, see:

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

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

**W:** [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)

**P:** (02) 6246 1111

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

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

**P:** 1800 266 477 (Free Call)

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

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

**P:** (03) 9489 8099

“ YOU WILL GET THROUGH IT! MAKE A LIST OF THINGS THAT YOU WANT TO ACHIEVE OR THINGS THAT YOU WANT INCLUDED IN YOUR TFC PLAN AND TAKE THAT WITH YOU TO THE DEPARTMENT. IT CAN HELP TO TAKE A FRIEND, A CARER OR ANYONE THAT YOU FEEL COMFORTABLE WITH TO THE DEPARTMENT FOR A MEETING. ”

## 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)

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

**P:** (02) 6282 5755

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

#### National Translating and Interpreting Service

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

**P:** 131 450







# EDUCATION & TRAINING

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.

## LEARN OR EARN

The Australian Government has 'earn or learn' rules about how you basically either have to be working (earn) or studying (learn). It is really important that you talk to your caseworker or support person as soon as you can about this so you have a good understanding of what it all means.

This 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 issues), 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 may 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.



## GAP YEAR

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.

## 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.

## EDUCATION & TRAINING CHECKLIST

TOPIC	YES	NO	UNSURE/NEED MORE INFO
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?			

## 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 level qualifications, as well as diplomas and advanced diplomas. Ask your caseworker or support person to help you find out what scholarships are available to young people. Many TAFE institutes have a scholarship program. You won't know if you don't ask.

## 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

Going to University can be an amazing experience. You can also do loads of courses online through universities. Contact the Universities in your area for more information. Your area may have scholarships or additional funding and support you can access to continue your education. Contact your caseworker or education institution to see if there are any available for you.

### FOR MORE INFORMATION

#### Youth Allowance

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

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

**P:** 13 24 90 (Youth and Student Services)

#### Training options

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

#### TAFE

Contact TAFE in your state.

#### Apprenticeship and Traineeship Information services

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



NOTES

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NOTES

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# EMPLOYMENT & JOB SEARCH

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 Fair Work 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

**W:** [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 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)

“ WHEN YOU GO TO A JOB INTERVIEW, MAKE SURE YOU IRON YOUR CLOTHES! IT MAKES A BIG DIFFERENCE! ”

## EMPLOYMENT & JOB SEARCH CHECKLIST

TOPIC	YES	NO	UNSURE/NEED MORE INFO
Do I have an idea about what I would like to do for a job?			
Do I know where to look for a job?			
Do I know how to prepare my resume?			
Do I know how to write an application letter?			
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?			

## 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:

**W:** [www.jobsearch.gov.au/](http://www.jobsearch.gov.au/)

**P:** 13 6268

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

**W:** [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 write an application letter. 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

**P:** 1300 799 675

**W:** [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:

**W:** [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)

**P:** 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 (page 12).

### SUPERANNUATION

Superannuation (super) is the money set aside throughout your working life for when you retire.

When you get a job, your employer will start paying a portion of your wages into a super fund for you.

The ATO provides a great outline of all the important steps you need to take in getting your super started on their website. <https://www.ato.gov.au/Individuals/Super/>

It is important to keep track of how many super funds you have. If you have more than one, it is best to get them combined altogether. Now you can keep track of your super through myGov – head here for step-by-step instructions on what to do:

**W:** <https://www.ato.gov.au/individuals/super/growing-your-super/keeping-track-of-your-super/>





# YOUR MONEY

## 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.

For more information go to the website :

**W:** [www.dss.gov.au/tila/](http://www.dss.gov.au/tila/) or send an email

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



“BEING FINANCIALLY INDEPENDENT AND MANAGING MONEY IS AN IMPORTANT PART OF LIFE.”



“BUDGET PLANNING TRY TO STICK TO YOUR BUDGET AND IF IT’S HARD, ASK YOURSELF, “DO I WANT THIS, OR NEED THIS”. THERE IS A BIG DIFFERENCE.”

## 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:

**W:** [findus.humanservices.gov.au](http://findus.humanservices.gov.au)

**P:** 13 24 90 Youth and student services

**P:** 13 28 50 Employment services

**P:** 13 61 50 Family assistance

**P:** 1800 132 317 ABSTUDY for Indigenous students needing help with costs

**P:** 13 12 02 Multilingual services for help in a language other than English.

## YOUR MONEY CHECKLIST

TOPIC	YES	NO	UNSURE/NEED MORE INFO
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?			





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

**W:** [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. 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:

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



“MAKE SURE TO SHOP AROUND FOR A BANK THAT GIVES YOU A GOOD DEAL.”

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

### YOUR BUDGET PLANNER

BUDGET	AMOUNT IN \$
Wages/Income	
Centrelink Payment	
<b>TOTAL INCOME</b>	
Living Expenses	
Rent	
Electricity/gas/water	
Groceries (food, personal products)	
Telephone/mobile/internet	
Travel (public transport car)	
Clothing/grooming (haircuts)	
Entertainment (going out)	
Medical/other expenses	
<b>TOTAL EXPENSES</b>	
Total income minus total expenses	
<b>SAVINGS MONEY</b>	

### 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

**W:** [www.moneysmart.gov.au/life-events-and-you/under-25s](http://www.moneysmart.gov.au/life-events-and-you/under-25s)

CREATE's phone app for transitioning to independence Sortli, also features an easy to use Budget Planner!



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# 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.

## 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

**P:** 13 20 11

**W:** [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 visit the website:

**W:** [www.humanservices.gov.au/individuals/services/centrelink/health-care-card](http://www.humanservices.gov.au/individuals/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 Immunisation Register

(AIR). The 'Immunise Australia Program' provides free vaccinations for young people, which can protect you from diseases. See website for more information:  
**W:** [www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register](http://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register)

## 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.

## HEALTH & WELLBEING CHECKLIST

TOPIC	YES	NO	UNSURE/NEED MORE INFO
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: <ul style="list-style-type: none"> <li>Emotional well-being?</li> <li>Family planning?</li> <li>Good relationships?</li> <li>The effects of drugs and alcohol (short term and long term)?</li> <li>Healthy eating?</li> </ul>			
Do my friends know where I live?			

## DENTAL

If you run out of toothpaste, 1 teaspoon of bicarbonate soda and some water will clean your teeth. It doesn't taste the best but it works.

## DENTAL HEALTH

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:

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

## FOR MORE INFORMATION

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

**P:** 1800 551 800

**W:** kidshelpline.com.au

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

**P:** 131 114

**W:** www.lifeline.org.au

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

**P:** National office 1800 650 890

**W:** www.headspace.org.au

**E:** 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.

**W:** www.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

Contact your state or territory family planning organisations to see more information on these services.

## 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.

**W:** www.health.gov.au/health-topics/drugs

**W:** www.health.gov.au/health-topics/alcohol

## 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:

**W:** 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.

**P:** 1800 33 4673 (Support phone line)

**W:** www.thebutterflyfoundation.org.au/

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

**W:** www.nedc.com.au



## DISABILITY

The National Disability Insurance Scheme (also called the NDIS) is the new way of providing support to Australians with disability, their families and carers. The NDIS will help people with disability achieve their goals, including independence, community involvement, education, employment and health and wellbeing.

The NDIS is Australia's first national scheme for people with disability and provides funding directly to eligible individuals. To check if you are eligible go to

**W:** www.ndis.gov.au/applying-access-ndis/am-i-eligible

**P:** 1800 800 110

For more information go to [www.ndis.gov.au/](http://www.ndis.gov.au/)





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# HOUSING & ACCOMMODATION

The following checklist will assist you in your planning:

## HOUSING & ACCOMMODATION CHECKLIST

TOPIC	YES	NO	UNSURE/NEED MORE INFO
Do I know what my options are in terms of having my own place?			
Do I know where I want to live and is it close to public transport?			
Have I had a discussion with my carer or worker about whether I can stay where I am living now?			
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?			
Is my name on the public housing list?			

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 staying with your carer or parent, private rental, sharing with others, securing public housing accommodation or living in accommodation provided as part of enrolment in university or TAFE course.

## 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.

## 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 is located at the end of this workbook for each state and territory.

## 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.

## 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.

**W:** [www.flatmates.com.au](http://www.flatmates.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.

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

## FOR MORE INFORMATION

### Rent Assistance

**P:** 136 240 (Centrelink)

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

### Private rental websites

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

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

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# 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.

## 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

**P:** 13 28 50

**W:** [www.humanservices.gov.au/individuals/services/social-work-services](http://www.humanservices.gov.au/individuals/services/social-work-services)

“HAVING A SUPPORT NETWORK OF FRIENDS WAS ALSO GREAT OTHERWISE I WOULDN'T HAVE KNOWN WHAT TO DO. IT HELPED ME TO LEARN HOW TO LIVE WITHOUT RELYING ON ANYONE ELSE, PAY MY BILLS, BUDGET TO KEEP ON TOP OF THINGS AND NOT LET IT ALL GO.”



## LIFE SKILLS CHECKLIST

TOPIC	YES	NO	UNSURE/NEED MORE INFO
Do I know where to get help in an emergency (e.g. friends, family, police)?			
Do I know how to do grocery shopping?			
Do I know how to prepare a simple meal?			
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?			
Do I know how to connect to my community?			
Do I know who to turn to for support?			

## 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 in each state and territory at the end 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**

**P:** 13 23 26

**W:** [www.aec.gov.au/enrol](http://www.aec.gov.au/enrol)







# 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 and skills to a worthy cause
- Not getting paid BUT learning new skills and meeting new people
- 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.

**P:** 1800 695 463 (advice line)

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

“WHEN I LEFT CARE IT WAS REALLY HARD FOR ME TO FIND MY FAMILY AND FRIENDS AGAIN BECAUSE I DIDN'T SEE THEM WHILE I WAS IN CARE. GETTING TO KNOW THEM AFTER YOU HADN'T SEEN THEM FOR AGES WAS HARD TOO. I WISH I HAD PREPARED BETTER FOR MEETING THEM ALL AGAIN.”

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

**P:** (02) 8594 9555

**W:** [www.twenty10.org.au](http://www.twenty10.org.au)

**Qlife** offers online chat and counselling and referrals for LGBTIQ young people.

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

**P:** 1800 184527

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 1800RESPECT

**P:** 1800 737 732

**W:** [www.1800respect.org.au/](http://www.1800respect.org.au/)

## Lifeline

**P:** 13 11 14

**W:** [www.lifeline.org.au/get-help/topics/ domestic-family-violence](http://www.lifeline.org.au/get-help/topics/domestic-family-violence)





# 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.

## YOUTH LAW AUSTRALIA

Youth Law Australia have developed an interactive website for children and young people to learn their 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 Youth Law Australia:

**W:** [yla.org.au](http://yla.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>(1)</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>(2)</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>(3)</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.

1 National Framework for Protecting Australia's Children 2009-2020, [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](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)

2 National Standards for out-of-home care: July 2011, [www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/an-outline-of-national-standards-for-out-of-home-care-2011](http://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/an-outline-of-national-standards-for-out-of-home-care-2011)

3 Transitioning from out-of-home care to Independence: A Nationally Consistent Approach to Planning, October 2011: [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](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)





## CREATE REPORT CARDS

Since 2008, CREATE has published three Report Cards and an evaluation (McDowall 2008; 2009; 2011, 2016) 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.

In 2016, CREATE completed its evaluation of the Go Your Own Way Kits and found some really interesting information about leaving care in Australia.

This is all in the Go Your Own Way, CREATE's resource for young people transitioning from care in Australia: An evaluation (McDowall, 2016) and there is a really great young person's version of this report as well.

This Kit has been reviewed based on feedback we received from almost 400 young people across Australia, who told us as part of the evaluation what they thought about the first Kit and what could be made even better. The workbook has a new format and size, different look and some new information.

One of the biggest issues when we developed the Kit was that young people said that no one spoke to them about transition planning and many did not even have a plan. Our evaluation shows that:

- 52% of respondents contacted by CREATE said that they had received a Kit.
- Many young people who received a Kit said that they found it useful for their transition to independence.
- Overall, 42% of young people knew about their leaving-care plan.
- More young people who received a GYOW Kit had a plan compared with those who did not have access to a Kit.
- Results indicate that about half of young people leaving care do not know how to adequately deal with financial issues, accommodation and face deep uncertainty about what the future would hold for them.
- However, those who had a plan felt more confident about the future than did those without a plan.

CREATE put forward a number of recommendations including extending the age of care to the age of 21 years to allow young people a longer time to prepare and suggested personal advisors be provided to young people who are preparing to leave care.

## 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.

**W:** [create.org.au/resources/transitioning-from-care/](http://create.org.au/resources/transitioning-from-care/)

## 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.

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

## SORTLI/RESOLVE

Sortli and Resolve are free mobile apps for young people to help with the transition to independence.

Sortli is the ultimate guide to becoming an adult, designed by young people, for young people.

Sortli includes step-by-step guides for navigating some of life's biggest challenges, such as finding a place to live, staying healthy, managing money, finding a job, doing some training, and understanding legal rights.

With Sortli, young people can also set goals and track their progress with the Goal List, make a budget they can stick to with the Budget Planner, and find contact details for important services with the Want to talk to someone? button.

Sortli is available in Victoria, Queensland, South Australia, Western Australia and the Northern Territory. Each version features regularly updated state-specific information to help young people find what they need.

Sortli and Resolve are available on the App Store or Google Play.

## AFTER CARE SERVICES

Most states and territories have funded organisations to provide a range of services and advice to young people who have transitioned from out-of-home care. Each state and territory is different in what their post care service offers and the age group that can use these services. Examples of services provided include advocacy, information, referrals and TILA assistance.

**To see what services are available in your state or territory look at the section from pages 62-83.**

# MY SERVICE DIRECTORY

## LIFE SKILLS CHECKLIST

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
After Care Service		



# ACT CONTACT INFORMATION

## ACT Community Services Directorate

Child, Youth and Families  
GPO Box 158, Canberra City, ACT 2601  
**P:** 13 22 81  
**P:** General Enquires 133 427  
**E:** CSD@act.gov.au  
**W:** www.communityservices.act.gov.au/

## Child Protection Hotline

**P:** 1300 556 729

## ACT Public Advocate & Children and Young People Commissioner

(ACT Human Rights Commission)  
Level 2, 11 Moore Street, Canberra City 2601  
**Mail:** GPO Box 158, Canberra City, ACT 2601  
**P:** (02) 6205 2222  
**TTY:** (02) 6207 1666  
**SMS:** 0466 169 997  
**E:** ACTkids@act.gov.au  
**W:** www.hrc.act.gov.au/childrenyoungpeople

## CREATE State

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

## Housing & Community Services ACT

ACT Community Services Directorate  
General Enquiries  
**P:** 13 34 27  
**E:** Housing.CustomerService@act.gov.au  
**W:** www.communityservices.act.gov.au/hcs

## Youth Housing and Homelessness ACT

Youth Housing Manager  
**P:** (02) 6205 7386 | (02) 6205 0313 |  
(02) 6205 5204

## Onelink

OneLink provides information and connections for support services in the ACT, including services for families and young people, and services for people who are homeless or at risk of homelessness. Operates Monday to Friday (excluding public holidays) from 8am to 6pm and Saturday and Sundays. Outreach also provided, please call the number below for more information  
**P:** 1800 176 468  
Interpreter Service: If you require an interpreter, please call the Telephone Interpreter Service at 131 450 and ask them to call OneLink on 1800 176 468.  
**E:** info@onelink.org.au  
**W:** www.onelink.org.au/contact-us

## Children, Youth and Families

Small grants and scholarships available for young people  
**W:** www.youth.act.gov.au

## Sexual Health Services

Sexual Health and Family Planning ACT Inc (SHFPACT)  
Level 1, 28 University Avenue,  
Canberra ACT 2601  
**P:** (02) 6247 3077  
**W:** www.shfpact.org.au

## Youth Law Centre

The Youth Law Centre (YLC) is Canberra's free legal service dedicated to young people aged 12-25. YLC provides free and confidential legal advice in person, over the phone and by email.  
**P:** 0261735410  
**E:** ylc@legalaidact.org.au  
Or in person @ 2 Allsop Street, Canberra, right across from ANU.

## ACT Office for Disability

**P:** General Disability Enquiries (02) 6207 1086  
National Relay Service ring 13 36 77 and ask for 6207 1086  
**E:** OfficeforDisability@act.gov.au  
**W:** www.communityservices.act.gov.au/disability\_act

## Disability Information Service

**P:** (02) 6207 1086  
**W:** www.communityservices.act.gov.au/disability\_act

## Disability and Community Services Commissioner

(ACT Human Rights Commission)  
Level 2, 11 Moore Street, Canberra City 2601  
**Mail:** GPO Box 158, Canberra City, ACT 2601  
**P:** (02) 6205 2222  
**TTY:** (02) 6207 1666  
**SMS:** 0466 169 997  
**E:** human.rights@act.gov.au  
**W:** www.hrc.act.gov.au/disability

## Mental Health Service

Access Mental Health is the central point of entry to access mental health services and are available 24 hours a day, 7 days a week for ACT residents who have a mental illness, their families and carers. They will provide immediate help if you or someone you care about is experiencing a mental health crisis. If you need support and assistance for mental health care, please call Access Mental Health P: 1800 629 354 or 02 6205 1065

## Driver's Licence

(from any Canberra Connect shopfront) Canberra Connect Shopfront – Dickson  
13-15 Challis St, Dickson ACT 2602  
**P:** 13 22 81

**E:** canberra.connect@act.gov.au  
**W:** www.canberraconnect.act.gov.au  
**W:** www.rego.act.gov.au/licence  
Help for young people preparing for a learner licence can be found at roadready  
**W:** www.roadready.act.gov.au/c/roadready

## TAFE

Canberra Institute of Technology  
Reid Campus, 37 Constitution Av, Reid  
ACT 2612  
**P:** (02) 6207 3188  
**E:** infoline@cit.edu.au  
**W:** www.cit.edu.au

## 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:** HYPERLINK "http://www.dss.gov.au/tila" www.dss.gov.au/tila **E:** HYPERLINK "mailto:tila@dss.gov.au" tila@dss.gov.au if you do not have a caseworker see https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/transition-to-independent-living-allowance-tila to see if you eligible– or contact the ACT Together After Care Service on 02 61102200

## The Junction Youth Health Service

Provides free primary health care and support services to young people aged 12 to 25, along with their dependent children.  
To make an appointment, please call.  
30 Scotts Crossing, Canberra City ACT  
**P:** (02) 6232-2423  
**E:** junctioninfo@anglicare.com.au  
**W:** www.anglicare.com.au/services/youth-family/health/

## ACT Together – After Care Support (up to the age of 25 years)

To inquire about support for young people who have been in out of home care  
**P:** General Inquiries (02) 6110 2200  
**W:** www.acttogether.org.au/our-services/

# NSW CONTACT INFORMATION

## Department of Family and Community Services (FACS)

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

**P:** (02) 9716 2222

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

## Child Protection Helpline

**P:** 132 111 (24 hours a day, 7 days a week)

## Advocate for Children and Young People

Ground Floor, 219-241 Cleveland Street, Strawberry Fields 2012

**P:** (02) 9248 0970

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

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

## CREATE State

Sydney office

12 Union Street, Parramatta, NSW 2150

**P:** (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](https://www.facebook.com/CREATEfnd)

## YOU Website

A website with information about what you have the right to ask for and make happen in your life, before and after you transition from out-of-home care.

**W:** [www.you.childstory.nsw.gov.au](http://www.you.childstory.nsw.gov.au)

## FACS Care Leavers Line

**P:** 1800 994 686

## Youth NSW

Youth & Community Building Projects  
Level 2/223-229 Liverpool Rd Ashfield 2132

**P:** (02) 8753 8413

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

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

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

## FACS Housing Services

Housing Contact Centre

**P:** 1800 422 322 (24 hours a day service line)

## Link2home

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

Link2Home also provide mentoring services to help young people gain independence.

**P:** 1800 152 152 (Free Call)

## Tenants Info NSW

Gives you your rights as a renter in New South Wales – factsheets, sample letters and other resources. Post-code specific contact information is provided on the website.

**W:** [www.tenants.org.au/resources/all](http://www.tenants.org.au/resources/all)

## Youth Emergency Accommodation

### LineTenants Info NSW

Gives you your rights as a renter in New South Wales – factsheets, sample letters and other resources. Post-code specific contact information is provided on the website.

**W:** [www.tenants.org.au/resources/all](http://www.tenants.org.au/resources/all)

## 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

**P:** 9286 1000

**P:** 1800 451 524 (Free Call –outside Sydney metro)

**TIS:** 131 450

(Translating and Interpreter Service)

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

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

## Mental Health Access Line

Mental Health Line

**P:** 1800 011 511 (Free Call)

## Headspace

**P:** 1800 650 890

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

## Sexual Health Services

Family Planning NSW

**P:** 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.

**P:** 1800 063 060

**P:** (02) 9206 2000

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

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

## LawAccess NSW

**P:** 1300 888 529

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

## National Disability Insurance Scheme

**P:** 1800 800 110

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

## Ability Links NSW

**P:** (02) 4905 0700

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

## Work Ready – Ability Options

This service helps young people prepare for employment.

**P:** 1300 422 454

**W:** [www.abilityoptions.org.au/employment-options/work-ready](http://www.abilityoptions.org.au/employment-options/work-ready)

## Driver's Licence

NSW Roads and Maritime Services

**P:** 132 213

**W:** [www.rms.nsw.gov.au/roads/licence/index.html](http://www.rms.nsw.gov.au/roads/licence/index.html)

## Education & Training

Information about tertiary, tafe, secondary, primary and preschool education in NSW.

**P:** 1300 566 046

**W:** [www.education.gov.au/](http://www.education.gov.au/)

## Family Spirit

**P:** 131 819

**W:** [www.familyspirit.org/our-services/services-for-young-people/](http://www.familyspirit.org/our-services/services-for-young-people/)



# NSW CONTACT INFORMATION

## **Barnardos Australia**

**P:** (02) 9281 7933  
**W:** [www.barnardos.org.au/](http://www.barnardos.org.au/)

## **Uniting After Care Services – Burnside and ACE**

**P:** 1800 864 846  
**E:** [ask@uniting.org.au](mailto:ask@uniting.org.au)  
**W:** [www.uniting.org/who-we-help/for-children-and-young-people/aftercare-for-young-people](http://www.uniting.org/who-we-help/for-children-and-young-people/aftercare-for-young-people)

## **Aboriginal Aftercare State-wide Service (AASS)**

**E:** [ask@uniting.org.au](mailto:ask@uniting.org.au)  
**W:** [www.uniting.org](http://www.uniting.org)

## **Care Leavers of Australia Network (CLAN)**

Is a support group for people over 25 who were in orphanages, children's homes or foster care:  
**P:** (02) 9709 4520 or 1800 008 774 (Free Call)  
**E:** [support@clan.org.au](mailto:support@clan.org.au)  
**W:** [www.clan.org.au/](http://www.clan.org.au/)

## **CatholicCare**

**P:** (02) 4979 1120  
**W:** [www.catholiccare.org/children-youth/young-people/pact-leaving-care-after-care](http://www.catholiccare.org/children-youth/young-people/pact-leaving-care-after-care)

## **ALIVE and PACT Leaving Care Aftercare Services**

**P:** (02) 8700 3333 and (02) 9509 1111

## **Aftercare Resource Centre (ARC)**

**P:** 1300 364 277  
**W:** [www.relationshipsnsw.org.au/support-services/aftercare-resource-centre/](http://www.relationshipsnsw.org.au/support-services/aftercare-resource-centre/)

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

**P:** (02) 9804 7255

## **Aboriginal Child, Family and Community Care State Secretariat (AbSec)**

21 Carrington Road  
Marrickville NSW 2204  
**P:** 1800 888 698  
**W:** [www.bettertoknow.org.au](http://www.bettertoknow.org.au)

## **Aboriginal Medical Services (NSW)**

You can find a list for these services here:  
**P:** (02) 9319 5823  
**W:** [www.bettertoknow.org.au/AMS.html](http://www.bettertoknow.org.au/AMS.html)

## **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)

## RESOLVE

**Resolve** 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 eight 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 or Android mobile devices.**





# NT CONTACT INFORMATION

## Territory Families

PO Box 40596 CASUARINA NT 0811

**P:** 1800 700 250

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

## Child Protection Hotline

**P:** 1800 700 250

## Children's Commission

Office of the Children's Commissioner NT 22 Mitchell Street, Darwin NT 0800

**P:** (08) 8999 6076

**E:** [occ@nt.gov.au](mailto:occ@nt.gov.au)

**W:** [occ.nt.gov.au](http://occ.nt.gov.au)

## CREATE State

Darwin office

11/16 Malak Crescent, Malak NT 0812

**P:** (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

**P:** (08) 8921 4208

**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

**P:** (08) 8999 8814

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

## List of Territory Housing offices across NT

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

## Crisis accommodation

ShelterMe

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

## VENTURE housing

Level 2, 66 Smith Street Mall

Darwin NT 0800

**P:** 08 8981 9804

**E:** [admin@venturehousing.org.au](mailto:admin@venturehousing.org.au)

## Office for Youth

Office of Youth Affairs

**P:** (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

**P:** (08) 8948 0144

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

## Additional Sexual Health Service

Danila Dilba Health Services (Indigenous)

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

**P:** (08) 8942 5444

## Disability Service

Department of Health

**P:** 1800 139 656 (Free Call)

**W:** [nt.gov.au/wellbeing/disability-services](http://nt.gov.au/wellbeing/disability-services)

## Mental Health Line

**W:** [www.nt.gov.au/wellbeing/mental-health/24-hour-mental-health-hotlines](http://www.nt.gov.au/wellbeing/mental-health/24-hour-mental-health-hotlines)

## Mental Health Support

**P:** 1800 682 288 (24-hour hotline)

## Tamarind Centre

12 Ross Smith Ave Parap NT 0820

**P:** (08) 8999 4988

## Driver's Licence

Department of Transport MVR Office

**P:** 1300 654 628

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

## TAFE

Charles Darwin University

**P:** 1800 238 838

**E:** [vet-enquiries@cdu.edu.au](mailto:veter-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 of Territory 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.

**P:** (08) 8985 0000

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

**W:** [www.anglicare-nt.org.au/service/moving/](http://www.anglicare-nt.org.au/service/moving/)

## Transition to Independent Living Allowance (TILA)

For support to apply for TILA contact your caseworker or the After Care Service above.

**P:** (08) 8985 0000



**Sortli** is the ultimate to becoming an adult, designed by young people, for young people.

Sortli is a free mobile app that includes step-by-step guides for navigating some of life's biggest challenges, such as finding a place to live, looking after your health, managing your money, finding a job, doing some training, and understanding your legal rights.

You can also set goals and track your progress with the Goal List, make a budget you can stick to with the Budget Planner, and find contact details for important services with the Want to talk to someone? button.

**Available on the App Store or Google Play.**

# QLD CONTACT INFORMATION

## Child Safety Services

Department of Child Safety,  
Youth and Women  
111 George Street, Brisbane QLD 4000  
**P:** 1800 811 810 (Free Call QLD only)  
**E:** [info@childsafty.qld.gov.au](mailto:info@childsafty.qld.gov.au)  
**W:** [www.csyw.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres](http://www.csyw.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres)

## Children's Guardian

Office of the Public Guardian (OPG) for children  
Level 3, 363 George St, Brisbane Qld 4000  
**P:** (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/](http://www.publicguardian.qld.gov.au/)

## CREATE State

Brisbane Office  
15 Lever Street, Albion QLD 4010  
**P:** (07) 3317 6020 or 1800 655 105  
**E:** [qld@create.org.au](mailto:qld@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](https://www.facebook.com/CREATEfnd)

## Housing Services

Department of Housing and Public Works  
80 George Street, Brisbane QLD 4000  
**P:** 13QGOV (13 74 68)  
**W:** [www.hp.w.gov.au](http://www.hp.w.gov.au)

## Homelessness Services

**P:** 1800 474 753 (Free Call)  
**E:** [psosupport@smartservice.qld.gov.au](mailto:psosupport@smartservice.qld.gov.au)

## Information for Young People

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

## Transition to Independent Living Allowance (TILA)

For support for 15-25 year olds who have been in care to apply for TILA contact your caseworker or your nearest Child Safety Service Centre or Next Step After Care (NSAC)  
**P:** 1800 811 810 (Qld only) or 07 3224 8045  
**TTY:** (07) 3012 8655  
**W:** [www.qld.gov.au/youth/family-social-support/transition-to-independence/](http://www.qld.gov.au/youth/family-social-support/transition-to-independence/)  
**E:** [info@childsafty.qld.gov.au](mailto:info@childsafty.qld.gov.au)

## Sexual Health Service

True (True Relationships and Reproductive Health)  
Locations throughout Queensland.  
**E:** [info@true.org.au](mailto:info@true.org.au)  
**W:** [www.true.org.au](http://www.true.org.au)

## Disability Services

Department of Communities, Disability Services and Seniors  
**P:** 13 QGOV (13 74 68)  
**TTY:** 133 677  
**E:** [disabilityinfo@disability.qld.gov.au](mailto:disabilityinfo@disability.qld.gov.au)  
**W:** [www.communities.qld.gov.au/disability/support-services](http://www.communities.qld.gov.au/disability/support-services)

## Mental Health Service

QLD Health – General Health Information and Referral Service  
**P:** 13HEALTH (13 43 25 84)  
(cost of local call – 24 hours service)

## Driver's Licence

Department of Transport and Main Roads  
**P:** 13 23 80  
**W:** [www.qld.gov.au/transport/licensing/driver-licensing](http://www.qld.gov.au/transport/licensing/driver-licensing)  
For list of Local Transport offices across QLD

## TAFE QLD

**P:** 1300 308 233  
**W:** [tafeqld.edu.au/](http://tafeqld.edu.au/)

## After Care Services

### Next Step After Care services (NSAC)

Provide help across Queensland to young people from 15-25 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.  
**P:** 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 Child Safety, Youth and Women 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/)



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Sortli is a free mobile app that includes step-by-step guides for navigating some of life's biggest challenges, such as finding a place to live, looking after your health, managing your money, finding a job, doing some training, and understanding your legal rights.

You can also set goals and track your progress with the Goal List, make a budget you can stick to with the Budget Planner, and find contact details for important services with the Want to talk to someone? button.

**Available on the App Store or Google Play.**

# SA CONTACT INFORMATION

## Department for Child Protection

31 Flinders Street, Adelaide SA 5000

GPO Box 1152, Adelaide SA 5001

**W:** [www.childprotection.sa.gov.au/](http://www.childprotection.sa.gov.au/)

## Child Protection Line

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

## Children's Guardian

Office of the Guardian for Children and Young People

Level 3, 111 Gawler Place, Adelaide SA 5000

**P:** 1800 274 664

**E:** [gcyp@gcyp.sa.gov.au](mailto:gcyp@gcyp.sa.gov.au)

**W:** [www.gcyp.sa.gov.au](http://www.gcyp.sa.gov.au)

## Children's Commission

Commission for Children and Young People  
251 Morphett Street, Adelaide SA 5000

**P:** 08 8226 3355

**E:** [CommissionerCYP@sa.gov.au](mailto:CommissionerCYP@sa.gov.au)

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

## CREATE State

South Australia office

28 North Street Adelaide SA 5000

**P:** (08) 8212 8898 or 1800 655 105

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

**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](https://www.facebook.com/CREATEfnd)

## Child and Adolescent Mental Health Services (CAMHS)

**W:** [www.wch.sa.gov.au/services/az/divisions/mentalhealth/index.html](http://www.wch.sa.gov.au/services/az/divisions/mentalhealth/index.html)

## Public Housing Service

Housing SA

List of Public Housing contacts in each region across South Australia:

**P:** 13 12 99 (8.30am – 5.30pm Mon-Fri)

**E:** [DCSIhousing@sa.gov.au](mailto:DCSIhousing@sa.gov.au)

**W:** [www.sa.gov.au/topics/housing/public-and-community-housing](http://www.sa.gov.au/topics/housing/public-and-community-housing)

## Homelessness Services

**P:** 1800 003 308 (Free Call 24 Hour, 7 days/wk)

List of homelessness services

provider directory:

**W:** <https://www.sa.gov.au/topics/housing/emergency-shelter-and-homelessness/homelessness-service-providers> (aged between

15 and 25 years)

**P:** 1300 306 046 or 1800 807 364

## Office for Youth

Office for Youth (SA) which caters for young people aged between 12 to 25 years.

GPO Box 292 Adelaide SA 5001

**P:** (08) 8413 8178

**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

**P:** 1300 794 584

**E:** [info@shinesa.org.au](mailto:info@shinesa.org.au)

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

## Disability Accommodation Services:

**P:** 08 8272 1988

## Disability Health Services:

**P:** 08 8397 8100

## Mental Health Service

SA Mental Health Services

Mental Health Triage Services/Assessment and Crisis Intervention Service

**P:** 13 14 65 (24 hours, 7 days a week)

**W:** [www.sa.gov.au](http://www.sa.gov.au)

## Driver's Licence

Government Services SA

Telephone assistance (Monday-Friday)

**P:** 13 10 84 (registrations and driver's license)

**E:** [ServiceSA@sa.gov.au](mailto:ServiceSA@sa.gov.au)

**W:** [www.mylicence.sa.gov.au/my-car-licence](http://www.mylicence.sa.gov.au/my-car-licence)

## Training and Education

TAFE SA

**P:** 1800 882 661 (Free Call)

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

## After Care Service

Post Care Support Service at Elm Place, delivered by Relationships Australia social work program. It is a free service for adults who were in state or OOH and provides information, advocacy, referral and support services.

## Post Care Support Services - Relationships

### Australia - SA

Ground Floor, 191 Flinders Street

Adelaide SA 5000

**P:** 1800 182 325

**E:** [elmplace@rasa.org](mailto:elmplace@rasa.org)

**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)

If you are under 18, contact your caseworker at the Department of Child Protection for support applying for TILA. If you are 18 or over, contact your the Relationships Australia After Care Service (details above)

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

**W:** [www.dss.gov.au/tila](http://www.dss.gov.au/tila)

## Dame Roma Mitchell Grants

Dame Roma Mitchell Grants provide opportunities for eligible children and young people who are or have been under the guardianship of the Minister for Child Protection.

**W:** [www.sa.gov.au/topics/education-and-learning/financial-help-scholarships-and-grants/dame-roma-mitchell-grants](http://www.sa.gov.au/topics/education-and-learning/financial-help-scholarships-and-grants/dame-roma-mitchell-grants)



**Sortli** is the ultimate to becoming an adult, designed by young people, for young people.

Sortli is a free mobile app that includes step-by-step guides for navigating some of life's biggest challenges, such as finding a place to live, looking after your health, managing your money, finding a job, doing some training, and understanding your legal rights.

You can also set goals and track your progress with the Goal List, make a budget you can stick to with the Budget Planner, and find contact details for important services with the Want to talk to someone? button.

**Available on the App Store or Google Play.**

# TASMANIA CONTACT INFORMATION

## Child Protection Services

Department of Communities –  
Child Safety Services  
GPO Box 125, Hobart TAS 7001  
General Enquiries

**P:** 1300 135 513

Advice and Referral Hotline:

**P:** 1300 737 639

**W:** [www.communities.tas.gov.au/children](http://www.communities.tas.gov.au/children)

## Children's Commission

Commissioner for Children and Young people  
Level 1, 119 Macquarie St, Hobart TAS 7000

**P:** (03) 6166 1366

**W:** [www.childcomm.tas.gov.au](http://www.childcomm.tas.gov.au)

**E:** [childcomm@childcomm.tas.gov.au](mailto:childcomm@childcomm.tas.gov.au)

## CREATE State

Hobart Office  
32-34 Church Street North Hobart  
TAS 7000

**P:** (03) 6223 7749 or 1800 655 105

**E:** [tasmania@create.org.au](mailto:tasmania@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 Communities –  
Housing Tasmania

**P:** 1300 135 513

**W:** [www.communities.tas.gov.au/housing](http://www.communities.tas.gov.au/housing)

## For homelessness assistance

**W:** [www.dhhs.tas.gov.au/housing/  
housing\\_connect](http://www.dhhs.tas.gov.au/housing/housing_connect)

**P:** 1800 800 588

## Office for Youth

Department of Premier and Cabinet – Communities,  
Sport and Recreation  
(0-25 years)

**P:** (03) 6232 7133

**E:** [cdd@dpac.tas.gov.au](mailto:cdd@dpac.tas.gov.au)

**W:** [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

**P:** (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

**P:** (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 in the North  
West and South East and Baptcare in the North and  
South West.

Gateway services

**P:** 1300 135 513

**W:** [www.dhhs.tas.gov.au/disability](http://www.dhhs.tas.gov.au/disability)

## Mission Australia

North West – 56-58 Oldaker Street,  
Devonport South East – Level 1/10 Bayfield Street,  
Rosny Park

**W:** [www.dhhs.tas.gov.au/disability/  
gateway\\_services](http://www.dhhs.tas.gov.au/disability/gateway_services)

## Baptcare

North – Level 1, 8 Bolan Street,  
Launceston South West – Ground Floor,  
175 Collins Street, Hobart

**W:** [www.dhhs.tas.gov.au/disability/  
gateway\\_services](http://www.dhhs.tas.gov.au/disability/gateway_services)

## Mental Health Service

Find a mental health service near you:

**P:** 1300 135 513

**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

**P:** 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  
Wingfield Building, St Johns Park  
New Town, TAS 7008

**P:** (03) 6166 0422

**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)

## Child Advocate – Out of Home Care

Office of the Secretary,  
Communities Tasmania  
Level 5, Marine Board Building,  
Franklin Wharf, Hobart 7000

**P:** (03) 6165 6945

**Mobile:** 0419 970 181

**P:** 1800 549 725 (Free Call)

**E:** [child.advocate@communities.tas.gov.au](mailto:child.advocate@communities.tas.gov.au)

# VICTORIA CONTACT INFORMATION

## Department of Health and Human Services

GPO Box 4057, MELBOURNE VIC 3001

**P:** 1300 650 172

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

To find your local area office go to:

**W:** [www.dhhs.vic.gov.au/contact-us](http://www.dhhs.vic.gov.au/contact-us)

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

## Children's Commission

Commissioner for Children and Young People  
Commissioner for Aboriginal Children and Young People

Level 20, 570 Bourke Street,  
Melbourne VIC 3000

Find out more:

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

**P:** 1300 78 29 78

**P:** (03) 8601 5877

**E:** [childsafe@ccp.vic.gov.au](mailto:childsafe@ccp.vic.gov.au)

## CREATE State

Melbourne Office  
325-327 Queensberry Street, North Melbourne  
Victoria 3051

**P:** (03) 9918 0002 or 1800 655 105

**E:** [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](https://www.facebook.com/CREATEfnd)

## DHHS Housing Service

Department of Health and Human Services  
Housing assistance:

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

Social Housing and The Victorian

Housing Register:

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

**E:** [victorianhousingregister@dhhs.vic.gov.au](mailto:victorianhousingregister@dhhs.vic.gov.au)

Public Housing:

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

Community Housing:

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

## Homelessness help

**P:** 1800 825 955 (Free Call)

## Melbourne Youth Support

Homelessness support for young people aged 16-24 years.

19 King St, Melbourne Vic 3000

**P:** (03) 9614 3688

**W:** [www.melbournecitymission.org.au/services/program-detail/melbourne-youth-support-service-\(myss\)](http://www.melbournecitymission.org.au/services/program-detail/melbourne-youth-support-service-(myss))

## Family Violence Resources

**P:** 1800 015 188 (Free Call)

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

## Raising Expectations - extra help for going to TAFE or Uni (title)

Raising Expectations is a project that helps people aged 18 and over who are leaving care to go to TAFE and university.

The program is about getting more people who have been in care to go on to university, including through TAFE pathway courses. This can help you to take advantage of the future life opportunities that come with completing a higher education qualification.

**W:** <https://www.cfecfw.asn.au/raisingexpectations/>

**P:** (03) 9094 3509

## Young People

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

**W:** [services.dhhs.vic.gov.au/young-people](http://services.dhhs.vic.gov.au/young-people)

Information for young people on work, study, moving out of home, driver's 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.dhhs.vic.gov.au/about-the-department/our-organisation/organisational-structure/our-groups/office-for-youth](http://www.dhhs.vic.gov.au/about-the-department/our-organisation/organisational-structure/our-groups/office-for-youth)

**P:** (03) 9096 1577

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

**P:** (03) 9660 4700

**P:** 1800 013 952 (Country Free Call)

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

## Disability Services

Department of Health and Human Services – Disability Services

**W:** [services.dhhs.vic.gov.au/disability-information-and-support](http://services.dhhs.vic.gov.au/disability-information-and-support)

**P:** 1800 783 783

**TTY:** 13 3677 ask for 1300 650 172

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

## National Disability Insurance Scheme (NDIS)

**W:** [www.vic.gov.au/ndis.html](http://www.vic.gov.au/ndis.html)

**P:** 1800 800 110

An online community for and by people with a disability

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

## Mental Health Services

Find a mental health service near you:

**W:** [www2.health.vic.gov.au/](http://www2.health.vic.gov.au/)

## YSAS Youth Support and

### Advocacy service

Drug & alcohol help & advice for young people.

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

## Mental Health Support Services

**W:** [www2.health.vic.gov.au/mental-health/mental-health-services/support-and-intervention/telephone-and-online-services](http://www2.health.vic.gov.au/mental-health/mental-health-services/support-and-intervention/telephone-and-online-services)



# VICTORIA CONTACT INFORMATION

## Driver's Licence

Vic Roads

**W:** [www.vicroads.vic.gov.au/licences](http://www.vicroads.vic.gov.au/licences)

**P:** 13 11 71 (Mon-Fri 8:30am-5pm  
Sat 8:30am-2pm)

## Training and Further Education – TAFE

You can search all TAFE courses now through the Victorian Skills Gateway **W:** [www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/tafe.aspx](http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/tafe.aspx)

**W:** [www.education.vic.gov.au/training/learners/Pages/default.aspx](http://www.education.vic.gov.au/training/learners/Pages/default.aspx)



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You can also set goals and track your progress with the Goal List, make a budget you can stick to with the Budget Planner, and find contact details for important services with the Want to talk to someone? button.

**Available on the App Store or Google Play.**

## Victorian Skills Gateway – resources for vocational training

**P:** 131 823

**W:** [www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/default.aspx](http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/default.aspx)

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

## Leaving Care Resources

**W:** [services.dhhs.vic.gov.au/leaving-care](http://services.dhhs.vic.gov.au/leaving-care)  
Leaving Care Helpline

**P:** 1300 532 846

## Accessing your File

**W:** [www.findingrecords.dhhs.vic.gov.au](http://www.findingrecords.dhhs.vic.gov.au)

## Transition to Independent Living Allowance (TILA)

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

**P:** 1300 532 846

For information on how to access TILA, see:

**W:** [www.melbournecitymission.org.au/services/program-detail/transition-into-independent-living-allowance-\(tila\)](http://www.melbournecitymission.org.au/services/program-detail/transition-into-independent-living-allowance-(tila))

Or visit Department of Social Services website, [www.dss.gov.au/tila](http://www.dss.gov.au/tila)



# WA CONTACT INFORMATION

## Child Protection Services

Department of Communities, Child Protection and Family Support  
189 Royal St, EAST PERTH WA 6004  
PO Box 6334, EAST PERTH WA 6892  
**W:** [www.cpf.s.wa.gov.au](http://www.cpf.s.wa.gov.au)  
**P:** (08) 9222 2555 or 1800 622 258 (Free Call)  
**TTY:** (08) 9325 1232

## To make a report on child abuse

**W:** [www.cpf.s.wa.gov.au](http://www.cpf.s.wa.gov.au) to find local district number  
If you need urgent help or to report a concern when the district offices are closed please contact Crisis Care (24 hours 7 days a week)  
**P:** (08) 9223 1111 or 1800 199 008 (Free Call)

## Children's Commission

Commissioner for Children and Young People  
Ground Floor, 1 Alvan Street, Subiaco WA 6008  
**P:** (08) 6213 2297  
**P:** 1800 072 444 (Free Call)  
**W:** [www.ccp.wa.gov.au](http://www.ccp.wa.gov.au)

## Advocate for Children in Care

If you are in care or aged 18-25 and have left care, Judy Garsed, the Advocate for Children in Care, is here especially for you. Judy can help you have your say and get heard. She can help you with problems or complaints you can't sort out with your case worker, and she can make sure you have a say in decisions that affect your life.  
**P:** (08) 9222 2518 or 1800 460 696 (Free Call)  
**W:** [www.dcp.wa.gov.au/ChildrenInCare/Pages/AdvocateforChildreninCare.aspx](http://www.dcp.wa.gov.au/ChildrenInCare/Pages/AdvocateforChildreninCare.aspx)

## CREATE State

WA office  
353 Newcastle Street, Northbridge WA 6003  
**P:** (08) 6336 9726 or 1800 655 105  
**E:** [wa@create.org.au](mailto:wa@create.org.au)  
**W:** [www.create.org.au/who-we-are/state-teams/wa/](http://www.create.org.au/who-we-are/state-teams/wa/)  
**Facebook:** [www.facebook.com/CREATEfnd](http://www.facebook.com/CREATEfnd)  
ClubCREATE members can add us by searching CREATE WA

## Public Housing Service

Department of Communities Housing  
To talk to the Department about housing options or bond assistance, go to their website and click on "contact us" to find the contacts for your local office.  
**P:** 1800 093 325 (Free Call)  
**E:** [generalenquiries@housing.wa.gov.au](mailto:generalenquiries@housing.wa.gov.au)  
**W:** [www.housing.wa.gov.au](http://www.housing.wa.gov.au)

## Tenancy WA

Tenancy WA helps people who rent their home to resolve their tenancy problems. If you have a Centrelink card legal advice is free or \$40 if you don't have one. There is lots of fact sheets on their website which might answer your questions.  
**W:** [www.tenancywa.org.au/get-help](http://www.tenancywa.org.au/get-help)  
**P:** 08 9221 0088 or 1800 621 888 (Free Call) (9am-4.30pm Mon-Fri).

## Homelessness Advisory Service

You can also contact your local Department office (go to [www.cpf.s.wa.gov.au](http://www.cpf.s.wa.gov.au) to find their number)  
After Hours: Crisis Care Line:  
(24 hours 7 days a week)  
**P:** (08) 9223 1111 or 1800 199 008 (Free Call)

## Young People

### PLING (YACWA's Youth Services Directory)

For information and services for young people go to:  
**P:** (08) 9227 5440  
**P:** 1800 670 231 (Regional)  
**W:** [www.yacwa.org.au/pling/](http://www.yacwa.org.au/pling/)

## Sexual Health Service

Sexual and Reproductive Health WA  
70 Roe St, Northbridge, WA 6003  
**P:** (08) 9227 6177  
**W:** [www.shq.org.au](http://www.shq.org.au)

## Disability Service

Disability Services Commission WA  
146-160 Colin Street, West Perth WA 6005  
**P:** (08) 9426 9200 or 1800 998 214 (Free Call)  
**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 1, 1 Nash Street, Perth, WA 6000  
**P:** (08) 6553 0600  
**W:** [www.mhc.wa.gov.au/getting-help/](http://www.mhc.wa.gov.au/getting-help/)

## Youth Legal Service

Free legal advice and representation for young people under 25  
**P:** 9202 1688 or 1800 199 006 (Free Call)  
**W:** [www.youthlegalserviceinc.com.au/](http://www.youthlegalserviceinc.com.au/)

## Driver's Licence

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

## Training WA

**P:** (08) 6551 5000  
**W:** [www.dtwd.wa.gov.au](http://www.dtwd.wa.gov.au)

## Leaving Care Services

Leaving Care services are free, voluntary and can support you with what you want help with. You can be linked in from 14 or 15 (depending on the service) to 25 years old. There are 3 services in WA. If you are not sure which service to contact, contact any of them and they will be able to point you in the right direction.

## My Place – Wanslea

South Rockingham and Mandurah areas 26A Anstruther Road, Mandurah WA 6210  
**P:** (08) 9245 2441  
**W:** [www.wanslea.asn.au/foster-care/leaving-care](http://www.wanslea.asn.au/foster-care/leaving-care)

# WA CONTACT INFORMATION

## **Navig8 – Mission Australia**

Bunbury and South West  
51-55 Forrest Avenue, Bunbury WA 6230  
**P:** (08) 9791 4140  
**W:** [www.missionaustralia.com.au/servicedirectory/195-youth-engagement-transitions/navig8](http://www.missionaustralia.com.au/servicedirectory/195-youth-engagement-transitions/navig8)

## **Crossroads West TTS – Salvation Army**

Perth Metro and all regional areas not covered by Navig8 or My Place  
333 William St, Northbridge WA 6003  
**P:** (08) 9328 1600  
**E:** [tss@aus.salvationarmy.org](mailto:tss@aus.salvationarmy.org)  
**W:** [www.salvationarmy.org.au/locations/western-australia/our-services/crossroads-west/](http://www.salvationarmy.org.au/locations/western-australia/our-services/crossroads-west/)

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

A \$1500 grant to support young people leaving care. For support to apply for TILA contact your caseworker or the Leaving Care Services above.



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You can also set goals and track your progress with the Goal List, make a budget you can stick to with the Budget Planner, and find contact details for important services with the Want to talk to someone? button.

**Available on the App Store or Google Play.**









NOTES

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NOTES

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Brisbane National Office

PO Box 105

Spring Hill QLD

P: (07) 3062 4860

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

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