

GO YOUR OWN WAY



**A guide to
transitioning to
independence**

create
FOUNDATION



“

Get involved as much as you possibly can. Don't just make one plan, make lots, because sometimes things don't go the way we like. Have a backup plan and make sure you have support during your transition planning and also after.

”



Updated July 2024 (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 over 45,000 children and young people currently in care, and those who have transitioned to independence up to the age of 25.

Vision: (what we hope for) All children and young people with a care experience reach their full potential.

Mission: (what we do) Creating a better life for children and young people in care.

To do this we:

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

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

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

Contents

How to use the GYOW Info Kit 07

GYOW Checklist 08

Your Identity 12

| | |
|----------------------------|----|
| Your identity checklist | 13 |
| Proving your identity | 14 |
| Accessing your case file | 14 |
| Cultural identity | 15 |
| Other cultural backgrounds | 16 |
| Passports | 16 |

Relationships 18

| | |
|-------------------------|----|
| Relationships checklist | 18 |
| Making friends | 18 |
| Healthy relationships | 18 |
| Family contact | 19 |
| Managing violence | 19 |

Health & wellbeing 22

| | |
|------------------------------|----|
| Health & wellbeing checklist | 22 |
| Medicare | 23 |
| Health Care card | 23 |
| Choosing a doctor | 23 |
| Immunisation | 23 |
| Dental health | 23 |
| Mental and emotional health | 24 |
| Sexual health | 25 |
| Drugs and alcohol | 25 |
| Healthy eating | 26 |
| Disability | 26 |

Education & employment 28

| | |
|--|----|
| Education & employment checklist | 28 |
| Learn or earn | 29 |
| Education and training | 29 |
| Flexible and inclusive learning programs | 29 |
| Exploring your options | 30 |
| Thinking about your future career | 30 |
| TAFE and VET courses | 31 |
| University | 31 |
| Apprenticeships and traineeships | 31 |
| Gap year | 31 |
| Youth allowance | 32 |
| Finding a job | 32 |
| Job search websites | 32 |
| Preparing your resume | 32 |
| Applying for a job | 32 |
| Volunteering | 33 |
| Tax File Number | 33 |
| Superannuation | 34 |
| Your rights at work | 34 |

A place to live 36

| | |
|---------------------------|----|
| A place to live checklist | 36 |
| Public housing | 37 |
| Community housing | 37 |
| Private rental | 37 |
| Share accommodation | 38 |
| Tenant's advice | 38 |
| Rent assistance | 38 |

Money 40

| | |
|---|----|
| Money checklist | 40 |
| Managing your money | 40 |
| Opening a bank account | 40 |
| Transition to independent living allowance (TILA) | 41 |
| Centrelink | 41 |
| No Interest Loan Scheme | 42 |
| Buy Now, Pay Later | 42 |
| Superannuation | 43 |
| Help with money issues | 43 |
| Your Budget Planner | 44 |

Life skills 46

| | |
|-----------------------|----|
| Life skills checklist | 46 |
| Aftercare support | 46 |
| Handling emergencies | 47 |
| Social work support | 48 |
| Transport | 48 |

Legal rights & responsibilities 50

| | |
|--|----|
| Legal rights & responsibilities checklist | 50 |
| Youth Law Australia | 50 |
| Childrens & Young People's Commissioners and Guardians | 51 |
| Community legal centres | 51 |
| Offices for youth | 51 |
| Australian Human Rights Commission | 51 |
| Enrolling to vote | 52 |
| National Redress Scheme | 52 |
| KnowMore | 52 |

CREATE'S transition resources 54

| | |
|------------------------------------|----|
| Go Your Own Way (GYOW) Info Kit | 55 |
| CREATE Your Future | 55 |
| Sortli | 56 |
| CREATE's Advocacy through research | 57 |
| Make it 21 | 58 |
| After care services | 58 |
| Safe and Supported Framework | 60 |

Services directory 62

Glossary of abbreviations

| | |
|---------------|--|
| ATM | Automatic Teller Machine |
| ATO | Australian Taxation Office |
| CALD | Culturally and Linguistically Diverse |
| EFTPOS | Electronic funds transfer at point of sale |
| GYOW | Go Your Own Way |
| NGO | Non-governmental organisation |
| OOHC | Out-of-home care |
| TILA | Transition to Independent Living Allowance |



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 make the transition to adulthood and independence.

- Go through the Info Kit by yourself or with a carer, parent, caseworker, or someone who knows you well.
- Bring the Info Kit to your case planning meetings so your caseworker can help you.
- If you're unsure about something or need help with information or forms, ask your caseworker.
- You can also call the numbers in the workbook for more help.

On the next three (3) pages is a Checklist to help you get organised. The Checklist pulls together all the smaller checklists in each section of 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 become independent.

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 this booklet, they may be able to help you track down other services that can assist. See pages 62-91.




“

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.


”

GYOW checklist

| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Identity | | | |
| Do I have my birth certificate? | | | |
| Do I have a Healthcare card? | | | |
| Do I have a Medicare card? | | | |
| Do I have a student /concession card? | | | |
| Do I have a copy of my vaccination and medical records? | | | |
| Do I have 100 points of ID? | | | |
| Do I have a copy of my academic records or certificates? | | | |
| Do I have my proof of my Aboriginality? | | | |
| Do I have personal photos and my life story? | | | |
| Do I know how to contact my family members? | | | |
| 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 how to access my case file? | | | |
| Relationships | | | |
| Do I know what a healthy relationship is? | | | |
| Do I know some places to go where you can make new friends? | | | |
| Do I know how to get in touch with family members and old friends? | | | |
| Do I know where to go for help if I found myself in a violent relationship? | | | |
| Do I know how to connect to my community? | | | |
| Legal Rights and Responsibilities | | | |
| Am I enrolled to vote? | | | |
| Do I know what my rights are? | | | |
| Do I know where to find information about the law? | | | |
| Do I know how to get legal advice or assistance if I need to? | | | |
| Do I know where to go to if I want to make a complaint? | | | |
| Do I know what the National Redress Scheme is and how to access it? | | | |



| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Education & Employment | | | |
| Do I know what my options are regarding my education? | | | |
| Do I know what I want to do for a job or career? | | | |
| Do I know what training, qualifications or experience I will need to do my dream 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 have a tax file number (TFN)? | | | |
| Do I know about Youth Allowance and how to apply for it? | | | |
| Do I know what superannuation is? | | | |
| Do I know my rights as an employee? | | | |
| Do I know where to go for help with my rights at work? | | | |
| A Place to Live | | | |
| Have I had a discussion with my carer or worker about whether I can stay where I am living now? | | | |
| Do I know where I want to live? | | | |
| Is it close to public transport? | | | |
| Do I want to live in shared accommodation with other people? | | | |
| Do I know what furniture I will need, and where to get these things? | | | |
| Do I know how to budget for paying rent on time? | | | |
| Do I have enough money for the bond and 2 weeks rent? | | | |
| Do I know about rental agreements and tenancy laws? | | | |
| Is my name on the public housing/social housing list? | | | |



| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Health and Wellbeing | | | |
| Have I applied for a Healthcare card? | | | |
| Do I have a copy of my vaccination and medical records? | | | |
| Do I have a regular doctor (GP) that I can see? | | | |
| Do I know how to get help for... | | | |
| My physical health and wellbeing? | | | |
| My emotional wellbeing? | | | |
| Sexual health and contraception? | | | |
| Healthy relationships? | | | |
| The effects of drugs and alcohol (both short term and long term)? | | | |
| Healthy eating? | | | |
| Money | | | |
| Do I know what TILA is and how to apply for it? | | | |
| Do I know how to apply for Centrelink benefits? | | | |
| Do I have a bank account? | | | |
| Do I know how to use an ATM and Eftpos? | | | |
| Do I know how to make a budget? | | | |
| Do I know how to stick to my budget, so I have enough money to pay for things like rent and food? | | | |
| Do I know where to go for help if I have problems with managing my money? | | | |
| Life Skills | | | |
| Do I know where to get help in an emergency (e.g. friends, family, police)? | | | |
| Do I know which aftercare service I can go to for support? | | | |
| 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 home clean and tidy? | | | |
| Do I know how to use public transport and read timetables? | | | |
| Do I know how to treat minor injuries, cuts, burns? | | | |
| Do I know how to apply for my driver's licence? | | | |
| Do I know who to turn to for support? | | | |

Notes

[illegible]



Your identity

| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|--|-----|----|------------------|
| Your identity checklist | | | |
| Do I have my birth certificate? | | | |
| Do I have a Healthcare card? | | | |
| Do I have a Medicare card? | | | |
| Do I have a student /concession card? | | | |
| Do I have a copy of my vaccination and medical records? | | | |
| Do I have 100 points of ID? | | | |
| Do I have a copy of my academic records or certificates? | | | |
| Do I have my proof of my Aboriginality? | | | |
| Do I have personal photos and my life story? | | | |
| Do I know how to contact my family members? | | | |
| 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 how to access my case file? | | | |



You will get through it! Make a list of things that you want to achieve or things that you want included in your transition 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.



Proving your identity

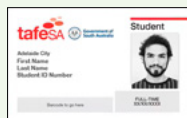
As an adult, there are lots of times when you'll need to show identification (ID) to prove who you are. This includes when you apply for your driver's licence, Centrelink payments or open a bank account. Different forms of ID are worth a certain number of points. In many cases you will have to show 100 points of ID, but this will depend on the situation.

To find out what Centrelink requires regarding proof of identity go to:

w: humanservices.gov.au/individuals/enablers/confirm-your-identity

Different things you can use to prove your identity include:

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



Accessing your case file

You may want to access your case file from your time in out-of-home care. The department (or your out-of-home care provider) is responsible for you during your time in care and will have the records about you. You need to check with them about the process for viewing or getting a copy of your case file. 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 which you will need for proof of ID.

Contact your caseworker to get access to these documents. Many young people have experienced difficulties accessing these important documents once they become adults. To access these documents you will need to prove who you are, as the documents in your case file can be used when applying for a driver's licence, Australian passport and government benefits (e.g. Youth Allowance).



Cultural identity

If you are Aboriginal or Torres Strait Islander, or you believe you have Indigenous heritage, you may need a letter confirming this. This proof is only needed if you are applying for certain services or programs, such as Centrelink, ABSTUDY, housing assistance, employment or school programs that are only for Aboriginal or Torres Strait Islander people.

To obtain this letter of confirmation you will need the following:

1. Family history information that shows your heritage;
2. A genogram or family map of who is who in your family;
3. Identify as an Aboriginal or Torres Strait Islander person;
4. Be known as an Aboriginal or Torres Strait Islander person in either the 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 a confirmation letter from Aboriginal or Torres Strait Islander organisations that provide support in obtaining this proof such as Link-Up.

Link-Up provides a range of services to people who were affected by the 'Stolen Generation', their families and adoptive families. There are Link-Up services in each state and territory and they can assist you with:

- 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.

For Link-Up contacts in your state or territory, see the Contact Info section for your state / territory at the back of this Info Kit or visit:

w: aiatsis.gov.au/family-history

FOR MORE INFORMATION

w: aiatsis.gov.au/proof-aboriginality

p: (02) 6246 1111

If you are Aboriginal or Torres Strait Islander and need help with payments and services contact the Centrelink Indigenous call centre on p: 1800 136 380

w: servicesaustralia.gov.au/payments-and-support-for-indigenous-australians



Other cultural backgrounds

If you are from a refugee or migrant background, you may wish to reconnect with your community or cultural group. Contact the Federation of Ethnic Communities Councils of Australia (FECCA) to find the relevant multicultural community organisation in your state or territory.

FOR MORE INFORMATION

w: fecca.org.au

p: (02) 6282 5755

e: admin@fecca.org.au

Multicultural Youth Advocacy Network

(MYAN Australia) is the national body that supports young people from refugee and migrant backgrounds. To find out more go to:

p: myan.org.au

p: (03) 9340 3700

e: myanprojects@myan.org.au

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 be a number of steps you need to go through. Talk to your caseworker to make sure you have all the information you need to start the process.

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

w: passports.gov.au/getting-passport-how-it-works/how-get-child-passport

If you are over 18, go to:

w: passports.gov.au/getting-passport-how-it-works/how-get-adult-passport



Notes





Relationships

| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Relationships checklist | | | |
| Do I know what a healthy relationship is? | | | |
| Do I know some places to go where I can make new friends? | | | |
| Do I know how to get in touch with family members and old friends? | | | |
| Do I know where to go for help if I found myself in a violent relationship? | | | |
| Do I know how to connect to my community? | | | |

Having good relationships with our friends, family, partners and our community is really important to our wellbeing and happiness. Good relationships are ones that help us to feel safe, trust one another, have fun and share experiences.

Making friends

There are lots of ways to meet new people, make friends and become more involved in your local community. Some of these include getting involved in:

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

Healthy relationships

Building relationships with partners and friends is an important part of wellbeing for 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' was developed to help young people understand what a healthy relationship is, and to recognise the importance of respectful relationships.

w: theline.org.au

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

w: qlife.org.au

p: 1800 184 527

Family contact

You may want to reconnect with your family when you are an adult. There is support and information to help you with this. You can speak to your caseworker during the time when you are planning to leave care, and they can help to organise and facilitate this.

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

Managing violence

Domestic violence can happen in a relationship. It includes physical and sexual violence, as well as emotional and psychological abuse between partners. If violence is an issue in your relationship, contact the National Domestic Violence Hotline. They can help by linking you with a relevant support service in your area:

National Domestic Violence Hotline

p: 1800RESPECT

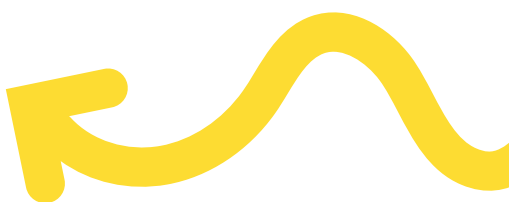
p: 1800 737 732

w: 1800respect.org.au

Lifeline

p: 13 11 14

w: toolkit.lifeline.org.au/topics/domestic-and-family-violence/about-domestic-and-family-violence



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Notes

This image shows a single sheet of white paper with horizontal red ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Health + wellbeing

This section provides information relating to health and wellbeing and links to useful websites where you can find further information.

| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Health & wellbeing checklist | | | |
| Have I applied for a Medicare card? | | | |
| Have I applied for a Healthcare card? | | | |
| Do I have a copy of my vaccination and medical records? | | | |
| Do I have a regular doctor (GP) that I can see? | | | |
| Do I know how to get help for... | | | |
| My physical health and wellbeing? | | | |
| My emotional wellbeing? | | | |
| Sexual health and contraception? | | | |
| Healthy relationships? | | | |
| The effects of drugs and alcohol (both short term and long term)? | | | |
| Healthy eating? | | | |

Medicare

Medicare provides access to free medical treatment in public hospitals, free or cheaper treatment by a doctor, and cheaper medication. You can get your own Medicare card when you turn 15. You can apply for a Medicare card by completing an application form at your local Medicare office, or online.

p: 13 20 11

w: [servicesaustralia.gov.au/
medicare-card](https://servicesaustralia.gov.au/medicare-card)

Health Care Card

If you receive a Centrelink benefit such as Youth Allowance, you may qualify for a Health Care Card. This entitles you to even cheaper medications, doctors, dentists and optometrist appointments. Find out if you are eligible for a card from your local Centrelink office or visit the website:

w: [servicesaustralia.gov.au/
health-care-card](https://servicesaustralia.gov.au/health-care-card)



Choosing a doctor

It's important to have a doctor that you can see and who you feel comfortable with, when you are unwell or have questions about your health. You should always go to your doctor if you are experiencing symptoms of an illness or have an injury. Your caseworker or carer can help you with finding a doctor.

Immunisation

Contact your local Medicare office to find out what immunisations you have had under the Australian Immunisation Register (AIR).

If you need proof of your vaccinations and you don't have online access, you can call The Australian Immunisation Register and they can post an immunisation history statement to you.

The National Immunisation Program (NIP) gives free vaccinations for young people, which can protect you from diseases.

FOR MORE INFORMATION

p: 1800 653 809

w: [servicesaustralia.gov.au/
australian-immunisation-register](https://servicesaustralia.gov.au/australian-immunisation-register)

Dental health

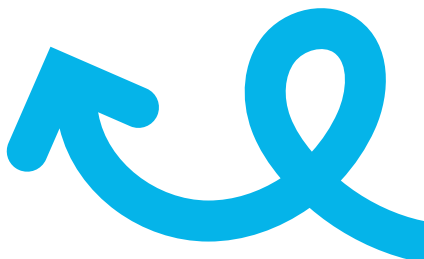
Looking after your teeth is important, as it can affect other aspects of your health and wellbeing. It's important to have your teeth checked regularly by a dentist. If you are under 18 you may be eligible for the 'Child Dental Benefits Scheme', which helps with the cost of an annual check-up by a dentist.

FOR MORE INFORMATION

Contact Medicare or visit their website:

w: [servicesaustralia.gov.au/
child-dental-benefits-schedule](https://servicesaustralia.gov.au/child-dental-benefits-schedule)

p: 132 150



Mental and emotional health

Our mental, emotional and social wellbeing are important too, just like our physical health. When we have good mental health we're able to cope better with day to day events. 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 that can help you with advice, counselling and emotional support.

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

p: 1800 551 800

w: kidshelpline.com.au

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

p: 1800 650 890

w: headspace.org.au

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

p: 131 114

w: lifeline.org.au

Reach Out is an interactive website that helps young people with issues affecting their mental health and wellbeing.

w: reachout.com

13YARN is a national crisis support line for Aboriginal and Torres Strait Islander people who are feeling overwhelmed or having difficulty coping, providing crisis support 24 hours a day, 7 days a week.

w: 13yarn.org.au

p: 13 92 76

The National Redress Scheme

acknowledges that many people may have been sexually abused in institutions such as out-of-home care, schools and many more. The Scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2027. For more information go to:

w: nationalredress.gov.au

p: 1800 737 377





Sexual health

Each state has a family planning organisation, which provides sexual and reproductive health services and education for all young people. They can help with things such as:

- Contraception and pregnancy
- Sexual health and STI check-ups
- Sexual orientation
- Advice on safe sex

Contact family planning or sexual health organisations in your state / territory for more information on these services. Some states also have youth sexual health services, especially for young people. See the contact information for your state or territory at the back of this Info Kit for more details.

Drugs and alcohol

Drugs and alcohol (including inhalants) can impact young people in lots of ways. If you use drugs or alcohol, it's important to understand the short term and long term effects. The following organisations can help with this:

Drug Facts website has detailed information about lots of different drugs:
w: adf.org.au/drug-facts/

Drinkwise has loads of information about the effects of alcohol:
w: drinkwise.org.au

YSAS's website has really useful information about drugs and alcohol, written specifically for young people:
w: ysas.org.au/resourcehub

The National Alcohol and Other Drugs Hotline provides counselling, information and advice on drugs and alcohol:
p: 1800 250 015

Healthy eating

Having a balanced diet is vital for your health and wellbeing. It 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 the best possible health and wellbeing:

w: eatforhealth.gov.au/guidelines/australian-guide-healthy-eating

The Butterfly Foundation provides support for people with eating disorders and negative body image. Their website has loads of useful information, such as fact sheets and info about support services.

p: 1800 334 673

w: thebutterflyfoundation.org.au

Disability

The National Disability Insurance Scheme (NDIS) supports Australians with disability, their families and carers. NDIS helps people with disability to achieve their goals including independence, community involvement, education, employment and health and wellbeing. NDIS also provides funding directly to people who are eligible.

w: ndis.gov.au

To check if you are eligible:

w: ndis.gov.au/applying-access-ndis/am-i-eligible

p: 1800 800 110

People with Disability Australia (PWDA) is a national disability rights, advocacy and representative organisation that is run by and for people with disability. To find out more:

w: pwd.org.au

p: 1800 422 015 (free call)

e: pwd@pwd.org.au

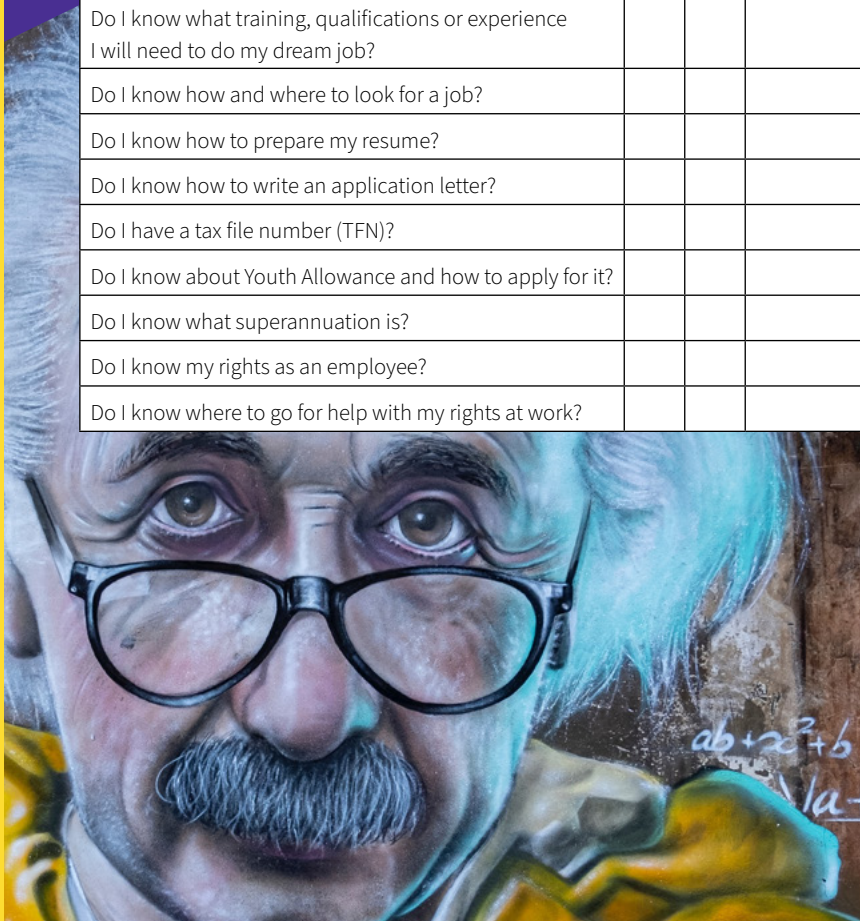


Notes

[illegible]

Education + employment

| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Education & employment checklist | | | |
| Do I know about any scholarships, funding or support available to help with my education? | | | |
| Do I know what my options are regarding my education? | | | |
| Do I know what I want to do for a job or career? | | | |
| Do I know what training, qualifications or experience I will need to do my dream job? | | | |
| Do I know how and 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 have a tax file number (TFN)? | | | |
| Do I know about Youth Allowance and how to apply for it? | | | |
| Do I know what superannuation is? | | | |
| Do I know my rights as an employee? | | | |
| Do I know where to go for help with my rights at work? | | | |



Learn or earn

In Australia you either have to study (“learn”) or work (“earn”) until you are either 17 or 18, depending on which state or territory you live in. It is important that you talk to your caseworker or a support person as soon as you can about this, so you have a good understanding of what it all means. This can affect your Youth Allowance payments - you could be cut off. To find out more about the rules in your state or territory, go the section on “Age to leave school” in Youth Law Australia:

w: yla.org.au/topics/school/age-to-leave-school

If you face challenges participating in education and training (such as a disability, homelessness, drug and alcohol issues, family issues, juvenile justice or mental health issues), you can speak to a Centrelink officer.

For help with payments if you are a student or trainee of any age and for job seekers under 22 you can call the Youth and students line at Centrelink:

p: 132 490

Most Centrelink offices have Indigenous Liaison and Multicultural Services Officers who can help too.

In most states and territories, you can start part time paid work when you are between 14 and 15 years of age. However, if you are enrolled in school or TAFE your employer must provide you with flexible working hours to fit around your studies.

Education & training

As a young person, there’s a wide range of education and training options available to you, including:

- Completing Year 10 at high school
- Completing Year 12 at high school or TAFE
- Alternative education and flexible learning programs
- Doing a course at TAFE or a Registered Training Organisation (RTO)
- An apprenticeship or traineeship.
- A university degree

Flexible and inclusive learning programs

There are programs across Australia that provide flexible and inclusive ways of learning, as an alternative to mainstream schools.

These programs work well for young people who have dropped out of school, or who find school difficult. To find out more about the programs available in your area go to the Australian Association for Flexible and Inclusive Education (AAFIE) website:

w: aafie.org.au





Exploring your options

The “My Future” website is an interactive website aimed at helping young people to explore their career options. The website helps you explore the world of work, identify your interests and skill, set career goals and plan how to achieve them. The website explains everything you need to know when it comes to training options, jobs, setting up a business, gaining practical experience and further studies.

w: myfuture.edu.au

Thinking about your future career

Working out what sort of job or career you'd like to do can be tough. If you are still deciding what sort of work you would be suited to, it's good to get support from a career's advisor or mentor. There are some good online tools to help you get started. The Your Career website has lots of information, quizzes etc.

w: yourcareer.gov.au

TAFE and VET courses

TAFE colleges are located in all states and territories. TAFE's have a huge range of education and training programs such as arts, engineering, tourism, business, fashion design and youth work. You can get certificate level qualifications, diplomas and advanced diplomas. Many TAFE's have scholarships. Ask your caseworker or support person to help you find out about these. You won't know if you don't ask! Contact TAFE in your state or territory - see the Contact Info section for your state / territory at the back of this Info Kit. You can also find out about all the different courses that are available from the Your Career website:

w: yourcareer.gov.au/learn-and-train/myskills

Apprenticeships and traineeships

Apprenticeships and traineeships are a great way to start your career. The Australian apprenticeship website tells you everything you need to know about apprenticeships, the benefits of combining practical work and training, and future job prospects.

w: australianapprenticeships.gov.au

Gap Year

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

University

Some jobs require a university qualification, such as nursing, teaching and social work. There may be scholarships, funding and other types of support you can access to help you continue your education. Ask your caseworker or careers advisor to help you get more information.

To find out more about what courses are available and what support you can get, go to:

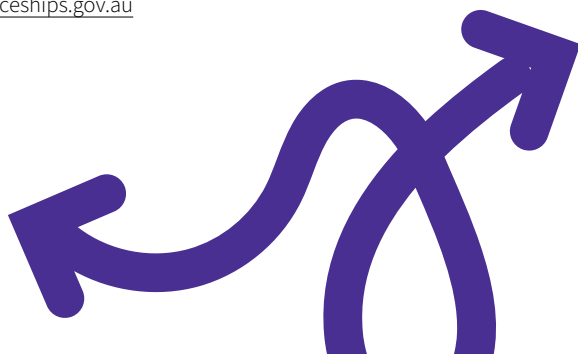
w: education.gov.au/higher-education

To help you choose the right uni course, have a look at the Course Seeker website:

w: courseseeker.edu.au

There are also loads of uni courses you can do online. To find out more about these go to Open Universities:

w: open.edu.au



Youth Allowance

Youth Allowance is a Centrelink benefit which provides financial help for young people aged 16 to 24 who are studying full time, doing an apprenticeship or looking for work. To find out more see the Money section of this Info Kit.

Contact Centrelink to find out if you are eligible.

w: servicesaustralia.gov.au/youth-allowance

p: 13 24 90 (Youth and Student Services)

Finding a job

You can search for work by using internet job websites, LinkedIn, and by approaching employers directly. There are a number of services and programs which can assist you and provide you with advice on job searching, interview skills, and gaining experience through volunteering. Centrelink can help you to understand your job choices, and give you referrals to services that can support you, including the government's Workforce Australia program.

FOR MORE INFORMATION

w: servicesaustralia.gov.au/work

w: workforceaustralia.gov.au

p: 13 62 68

Job search websites

There are lots of websites that advertise available jobs. Some of these are:

Workforce Australia:

workforceaustralia.gov.au

Career One: careerone.com.au

Seek: seek.com.au

Ethical Jobs: ethicaljobs.com.au

Preparing your resume

When you are applying for a job you will usually need a resume. This can also be called a CV. Your resume should include:

- Your contact details (mobile & email)
- Education history
- Employment history
- Any training you have completed
- Any volunteering you have done
- Hobbies and interests that are relevant to the type of jobs you are applying for
- Contact details for your referees

When writing your resume, make sure the information you are putting in it is relevant to the jobs you are applying for, and that it is simple and easy to read. For tips of what to include and examples of resumes go to:

w: youthcentral.vic.gov.au/jobs-and-careers/applying-for-a-job

Applying for a job

For some jobs you will also need to write an application letter. Your letter should explain why you are interested in the job, and why you are well suited to that particular job. For example, if you are applying for a waitress position you will need to demonstrate how you meet the required skills, such as any experience you have serving customers and handling food. For examples of job application letters, go to:

w: youthcentral.vic.gov.au/jobs-and-careers/applying-for-a-job



Volunteering

Volunteering involves giving up your time for free in order to develop skills and gain experience. Volunteering can also involve:

- Giving your time and skills to a worthy cause
- Learning new skills and meeting new people
- Supporting a not-for-profit organisation (such as taking part in CREATE's Youth Advisory Groups)
- Benefiting the community
- Making new friends

FOR MORE INFORMATION

About what volunteering is and where you can volunteer go to:

w: volunteeringaustralia.org

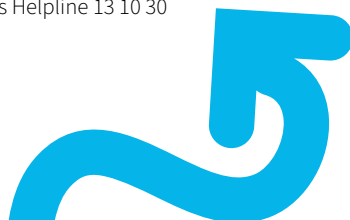
Tax file number

When you get a job or apply for Centrelink payments, you will need a tax file number (TFN). To get a TFN you will need to fill out an application form. You can get a form at newsagents or your local Centrelink office, and some schools let you get the form and apply at the school office. You will need to provide proof of identity with the TFN application form. See the Identity section in this Info Kit for more details. For the online form and more information go to:

w: ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/

p: ATO Individual enquiries 13 28 61

p: Indigenous Helpline 13 10 30





Superannuation

Superannuation (also known as “super”) is money set aside throughout your working life for when you retire. When you start working, your employer is required to start paying a portion of your wages into a super fund set up especially for you. To find out more, see the Money section of this Info Kit.

Your rights at work

There are strict laws about things like how you should be treated at work and how much you should be paid. There are organisations who can help you if you feel that your employer is not treating you fairly. The Fair Work Ombudsman and the Fair Work Commission can help with information about your rights in the workplace, including:

- Starting a job
- Pay and conditions
- Tax, Super and HELP
- Safety and accidents
- Resolving problems at work
- Quitting or losing your job
- Getting help and advice

w: fairwork.gov.au/find-help-for/young-workers-and-students

p: Fair Work Ombudsman 13 13 94

w: fwc.gov.au

p: 1300 799 675

The JobWatch website has some really useful and easy to understand information about your rights at work:

w: jobwatch.org.au

Notes

A place to live



| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| A place to live checklist | | | |
| Have I had a discussion with my carer or caseworker about whether I can stay where I am living now? | | | |
| Do I know where I want to live? | | | |
| Is it close to public transport? | | | |
| Do I want to live in shared accommodation with other people? | | | |
| Do I know what furniture I will need, and where to get these things? | | | |
| Do I know how to budget for paying rent on time? | | | |
| Do I have enough money for the bond and 2 weeks rent? | | | |
| Do I know about rental agreements, bonds and tenancy laws? | | | |
| Is my name on the public housing/social housing list? | | | |

Your caseworker, carer or support worker can help you to work out the most suitable housing option for you. These options include staying with your carer or parent, moving into private rental, sharing with others, getting public or social housing, or living in student accommodation as part of your enrolment at university or TAFE.



Public housing

Every state and territory has a public housing service for people with low incomes or vulnerable to homelessness. Your caseworker can help you make an appointment to speak to the public housing service in your state or territory. Or you may already have your name placed on a waiting list for public housing.

If you apply for public housing, it's important that you ask how long it is likely to 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 services is provided in the Contact Info section for each state and territory at the back of this Info Kit.

Community housing

In some states and territories - especially ones where the waiting list for public housing is really long - an alternative to public housing is to live in Community Housing. This is long-term rental accommodation provided by not-for-profit community organisations. Community housing is aimed at people who would find it hard to afford to rent in the private rental market. To find a community housing provider in your area, go to:

w: communityhousing.com.au/looking-for-housing/

Private rental

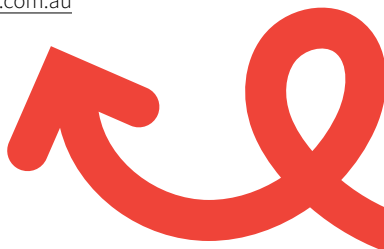
Private rental properties are privately owned, and are usually managed by a real estate agent. There are different types of properties that you can rent including houses, units, townhouses and granny flats. When you find a place you like the look of, contact the real estate to register for an inspection. There are often many potential tenants who go to inspections, so it always helps to be dressed well (clean and tidy) and have your paperwork ready to complete an application form and submit on the same day. If you decide you would like to rent it, you will need to complete an application form and provide:

- Proof of identity (see the chapter on Identity in this Info Kit for more info)
- Proof of income (e.g. a pay slip, or a receipt from a Centrelink benefit); and
- Character reference from your previous housing or landlord.

To search for private rental properties, contact real estate agents in the area you'd like to rent in, or try the following websites:

w: realestate.com.au

w: domain.com.au





Share accommodation

This option is often preferred by young people, as it is generally 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” (such as electricity and telephone bills) with your flatmates. Sharing is also a good option if you don’t want to live alone.

Share accommodation often still requires a bond and two weeks rent in advance. The listings are usually advertised on Facebook groups and community pages, with real estate agents, and on community noticeboards. The following website is also a good place to look:

w: flatmates.com.au

Tenant’s advice

Laws about rental properties and tenants’ rights differ from state to state. If you believe you are not being treated fairly, a good place to go for help is the Tenant’s Union or Tenancy Advice Service in your state or territory. Go to Tenant’s Union of New South Wales page which has links to all of the tenants services in each state:

w: tenants.org.au/tu/tenants-services-australia

Rent assistance

If you are receiving a Centrelink benefit (such as Youth Allowance, Disability Support Pension or JobSeeker) you may be eligible for ‘Rent Assistance’, which gives extra financial help to people who pay rent (including private rental, lodging and board). You will need to speak to a Centrelink officer to find out whether you are eligible for this support. For more information:

p: 136 240 (Centrelink)

w: servicesaustralia.gov.au/rent-assistance

Notes

This image shows a single page of white paper with horizontal blue lines, resembling notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Money



Make sure to shop around for a bank that gives you a good deal!



| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Money checklist | | | |
| Do I know what TILA is and how to apply for it? | | | |
| Do I know how to apply for Centrelink benefits? | | | |
| Do I have a bank account? | | | |
| Do I know how to use an ATM and Eftpos? | | | |
| Do I know how to make a budget? | | | |
| Do I know how to stick to my budget, so I have enough money to pay for things like rent and food? | | | |
| Do I know where to go for help if I have problems with managing my money? | | | |

Managing your money

Managing your money can be tricky, especially when you first take responsibility for looking after yourself. The Money Smart website includes a section for young people on ways to manage your money, with helpful information on topics such as:

- Leaving home
- Studying and university debt
- Tips on buying expensive things like mobile phones, a car or a home
- Managing debts and trouble-shooting

To find out more go to:

w: moneysmart.gov.au/student-life-and-money

Opening a bank account

To set up your own bank account you need to be over 16 years of age, have a tax file number (TFN), and have 100 points of ID (see the Identity chapter in this Info Kit for more about this). There are lots of banks to choose from, so look for a bank that gives you a good deal – such as no (or low) ATM fees and account keeping fees.

When you have decided which bank you would like to join, visit a branch and ask the teller to set up an account for you. Once you have filled out the paperwork, you will receive a letter in the mail with your new bank account details and your ATM card. For more information on bank accounts go to:

w: moneysmart.gov.au/banking

Transition to independence living allowance (TILA)

TILA is a one off payment of up to \$1,500 from the Australian Government to help young people with a care experience with their transition to independence. The payment can be used for various things including moving costs, buying furniture and white goods, counselling, training and education.

To be eligible for TILA you need to be 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 can give you more information, and support you to apply for TILA. Not all young people who apply are successful. For TILA contact details in your state or territory, see the Contact Information at the back of this Info Kit. For more information go to:

w: www.dss.gov.au/tila

e: tila@dss.gov.au



Centrelink

Centrelink provides financial support to people in need of support. For young people, this is usually from Youth Allowance, the Disability Support Program and JobSeeker. Contact Centrelink to find out whether you are entitled to any of these benefits when you leave care.

Centrelink also offers “Centrepay”, which is a free bill-paying service that helps you to budget by making regular deductions from your Centrelink payment, so you don’t have to deal with large bills such as electricity bills or rent all at once.

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

w: findus.servicesaustralia.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 young people)

p: 13 12 02 - Multilingual services (for help in languages other than English)

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

w: servicesaustralia.gov.au/phone-us



No interest loan scheme (NILS)

NILS is for people on low incomes, providing them with access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures for up to \$2,000. Repayments are set at an affordable amount over 12 to 18 months.

NILS is offered by 170 local community organisations in over 600 locations across Australia. To find out more:

w: goodshep.org.au/services/nils/

p: 13 64 57

Buy now, pay later

There are lots of companies offering you the chance to “buy now, pay later”. This includes credit cards, short term loans and things like Afterpay. Whilst these can help you to buy things you want sooner than if you had to save up for them, they can be problematic. If you miss a repayment, the fees and charges can be massive! It’s important to know exactly what you are agreeing to before you sign any contracts or agree to use these services. To find out more:

w: moneysmart.gov.au/other-ways-to-borrow/buy-now-pay-later-services



Superannuation

Superannuation (also known as “super”) is money set aside throughout your working life for when you retire. When you start a job, your employer must start paying a portion of your wages into a super fund that is set up especially for you. The Australian Tax Office (ATO) website provides an outline of the steps you need to take in getting your super started.

w: ato.gov.au/Individuals/Super/

It's important to keep track of how many super funds you have. If you have more than one, it is best to combine them into one.

You can keep track of your super through myGov – visit the link below for step-by-step instructions on what to do:

w: ato.gov.au/Individuals/Super/Growing-and-keeping-track-of-your-super/Growing-your-super/

Help with money issues

If you find yourself having money troubles, there are organisations that can help you.

Emergency Relief services are delivered by community organisations. They are there to help people with things like food and bills in times of financial crisis. To find your nearest emergency relief service go to:


w: dss.gov.au/our-responsibilities/communities-and-vulnerable-people/programs-services/emergency-relief

Financial Counsellors can help you to develop a budget and to learn about managing your money. To find a financial counsellor go to the National Debt Helpline. Their website also lets you “live chat” with a financial counsellor:

w: ndh.org.au
p: 1800 007 007

Mob Strong Debt Helpline is a free legal advice service about money matters for Aboriginal and Torres Strait Islander people anywhere in Australia.

w: financialrights.org.au/getting-help/mob-strong-debt-help
p: 1800 808 488

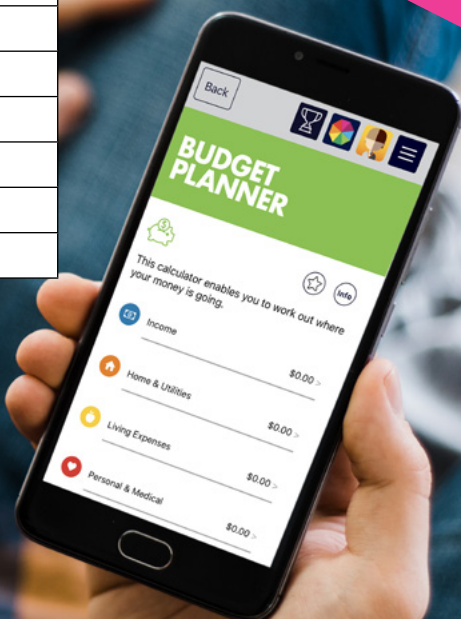


The budget template at the end of this chapter can help you to manage your money and pay your bills. CREATE also has a phone app called Sortli which features an easy to use budget planner. Sortli is free to download where you get all your favourite apps from.

Your budget planner

| BUDGET | AMOUNT IN (\$) |
|--------------------------------------|----------------|
| Wages / Income | |
| Centrelink Payment | |
| TOTAL INCOME | |
| 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 | |
| TOTAL EXPENSES | |
| Total income minus total expenses | |
| SAVINGS MONEY | |

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



Notes

Life Skills

| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Life skills checklist | | | |
| Do I know where to get help in an emergency (e.g. friends, family, police)? | | | |
| Do I know which aftercare service I can go to for support? | | | |
| 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 home clean and tidy? | | | |
| Do I know how to use public transport and read timetables? | | | |
| Do I know how to treat minor injuries, cuts, burns? | | | |
| Do I know how to apply for my driver's licence? | | | |
| Do I know who to turn to for support? | | | |

There are some important life skills that you need to learn before you can successfully live independently. As an adult, managing everyday life includes things like doing your grocery shopping, paying bills, being able to cook a meal, washing and ironing your clothes and generally taking care of yourself. Learning these skills before you turn 18 will help you to make a successful transition to adult life. It's a lot to learn! It's important to have people you can go to for help, if you are struggling with any of these things.

Aftercare support

Aftercare services have been set up across Australia to support young people who have been in care with their transition to adulthood and independence. They can help you with practical life skills, as well as providing advice, support and referrals for any of the issues addressed in this Info Kit. For details of the aftercare services in your area, see the Contact Info for your state or territory at the back of this Info Kit.

Handling emergencies

It's important to know where to go for help in an emergency. This includes things like being involved in an accident, being the victim of a crime, or having nowhere to live.

If you need the police, an ambulance or fire department, you should call 000 and explain the situation to the operator. The operator will connect you to the correct emergency service.

If you are homeless or need help finding accommodation you can contact one of the aftercare services. There are also housing services that can help. For more information about these services see the chapter on A Place to Live in this Info Kit.

If you run out of money and are unable to pay your bills or buy essential things such as food, you should contact an Emergency Relief service in your area. For more details on these see the chapter on Money in this Info Kit.

If you find yourself in a violent relationship it is important to leave that relationship and make sure you are safe. Domestic and family violence services can help you with this. For information on these see the chapter on Relationships in this Info Kit.



Social work support

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 help you by offering short term counselling and support, providing you with information about payments and services available from Centrelink, and giving you information about community services in your area. To contact Centrelink Social Work Services go to:

p: 13 28 50

w: [servicesaustralia.gov.au/
social-work-services](https://servicesaustralia.gov.au/social-work-services)

Transport

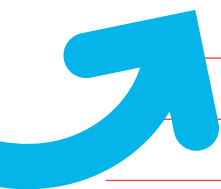
Each state and territory arranges its transport a bit differently. This includes how and when you can get your learner's permit and apply for a driver's licence. They also have information on public transport (bus, train and ferries), timetables and purchasing tickets. For information about these things, see the Contact Info section for your state and territory at the back of this Info Kit or visit createyourfuture.org.au.

“ 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.

”



Notes



Legal rights + responsibilities

| THINGS TO THINK ABOUT | YES | NO | I NEED MORE INFO |
|---|-----|----|------------------|
| Legal rights & responsibilities checklist | | | |
| Am I enrolled to vote? | | | |
| Do I know what my rights are? | | | |
| Do I know where to find information about the law? | | | |
| Do I know how to get legal advice or assistance if I need to? | | | |
| Do I know where to go to if I want to make a complaint? | | | |
| Do I know what the National Redress Scheme is and how to access it? | | | |

Your rights and responsibilities change when you turn 18 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. It's also important to know where to go for help with legal issues, and who can support you if your rights are not being respected.

Youth Law Australia

Youth Law Australia has developed an interactive website for children and young people to learn their rights, and 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 such as employment and legal rights, criminal and family law, health and wellbeing, and cyber safety. For more information about Youth Law Australia go to:

w: yla.org.au

Children and young people's Commissioners and Guardians

Every state and territory in Australia has a Commissioner and/or Guardian who represents children and young people. Some states have a Commissioner especially for young people in care, and some have one especially for Indigenous young people too. The role of each Commissioner and Guardian is slightly different, as each state and territory makes its own laws, but they are there to make sure children and young people's rights are respected and upheld. See the Contact Info section for your state or territory at the back of this Info Kit for more details.

Community legal centres

Community legal centres are independent, community-based organisations that provide a range of legal services for people experiencing discrimination or disadvantage, or who are having difficulties regarding the law. Some areas also have Youth Legal Centres that specialise in providing this support to young people. To find your nearest Community or Youth Legal Centre go to:

w: clcs.org.au/legal-help

Offices for youth

Each state and territory government has an Office for Youth, which develops policies and programs to meet the needs of young people aged 15 years and older. They also provide information on government funded youth services, programs and initiatives. For more information, see the Contact Info section for your state or territory at the back of this Info Kit.

Australian Human Rights Commission

The AHRC is an independent body that investigates complaints about people's human rights not being upheld or respected. There are commissioners that represent different groups of people and issues, including children and young people, Aboriginal and Torres Strait Islanders, people with disabilities and women. To find out more about AHRC go to:

w: humanrights.gov.au/about

To make a complaint go to:

w: humanrights.gov.au/complaints/make-complaint



Enrolling to vote

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

p: 13 23 26

w: aec.gov.au/enrol

National Redress Scheme

The National Redress Scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, schools and many more. The Scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2027. For more information go to:

w: nationalredress.gov.au

p: 1800 737 377

knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress. To find out more go to:

w: knowmore.org.au

p: 1800 605 762

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au

Notes

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CREATE's transition resources

This GYOW Kit sits within a suite of resources by CREATE Foundation to support and empower young people along their journey to independence. All these resources were created in collaboration with young people with lived experience of transitioning from out-of-home care.

Go Your Own Way (GYOW) Info Kit

CREATE Foundation consulted extensively with young people across Australia to develop this Go Your Own Way Info Kit.

With the help of state and territory child protection agencies, CREATE Foundation has distributed the GYOW Kit to young people all across Australia who are preparing to transition to independence since 2014. A digital version of this book and other resources on transition from care can be found on the CREATE website. If you have any feedback or suggestions on this kit, please email create@create.org.au

w: create.org.au/transition-from-care-resources

e: create@create.org.au



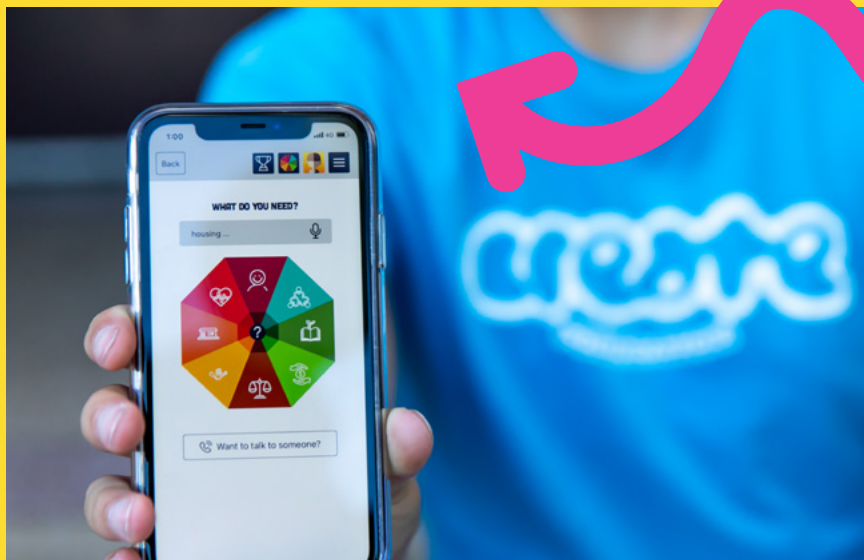
The CREATE Your Future (CYF) Program

The CREATE Your Future (CYF) program provides young people aged 15 to 25 with skills and knowledge to successfully navigate their transition to independence. Through a range of workshops centred around life skills, decision-making and self-awareness, this program aims to equip young people with skills, knowledge and abilities that will allow them to excel in adulthood.

CREATE Your Future also has a dedicated website with loads of information to support young people in a smooth transition to adulthood. This website is also the home to the CREATE Your Future grant scheme, where young people can apply for a small financial grant to help with education or other assistance. Applications usually open in May each year. See the website for more details.

w: createyourfuture.org.au

CREATE Foundation is licensing the CREATE Your Future program to increase the reach and support to more young people. A CREATE Your Future license is a complete package which guides your organisation through the process of program implementation from start to finish, with ongoing support throughout every stage. Your staff will be taken through a detailed train the trainer 3 day workshop as well as a facilitator training module so they are truly equipped to deliver this program. If you are interested in learning more about securing a license email create@create.org.au



Sortli

Sortli is a free mobile app 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, and Western Australia. Each version features regularly updated state-specific information to help young people find what they need. Sortli is available to download from the App Store or Google Play.



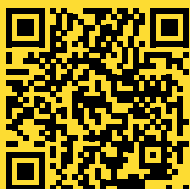


CREATE's Advocacy

CREATE Foundation's vision is that all young people with a care experience reach their full potential. One of the ways we strive to achieve this is through our advocacy work.

CREATE is committed to amplifying the voices of young people and ensuring voices and experiences are heard by decision makers. We do this through our consultations, research projects, submission and position papers.

**Scan to read
CREATE
research and
publications**



CREATE's latest report, *Transitioning to Adulthood from Out-of-Home Care: Independence or Interdependence?* (McDowall, 2020) surveyed 325 young people aged 18-25 who had left care.

This report dives into some of the big issues faced by young people transitioning from care including housing, education, youth justice involvement and leaving care planning. Following on from our previous research our latest report investigates what has changed in the last 10 years for young people leaving care in Australia – what's gotten worse, what's improved, and what is the same. Our findings? We need to rethink the idea of "leaving care" altogether if we are to see a meaningful improvement in the lives of young people leaving care around Australia.

Make it 21! Post Care Services in each state and territory

Until recently, when a young person turned 18, they were left with no alternative but to leave care, often with no support. CREATE and the sector led a major advocacy campaign calling on all Governments to extend state care from the age of 18 to 21, and we did it! As of November 2022, ALL states and territories in Australia have committed to providing some form of support to young people until the age of 21.

The supports and allowances available to young people leaving care varies across the states and territories.

Visit createyourfuture.org.au to see a list of after care services across Australia and the level of support provided to young people in each state after you turn 18. You can also find contact details for services in your state in the Contact Info section of this Info Kit.



After care servies

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 post care services are a little bit different, and the age group that can use these services varies. Examples of services provided include advocacy, information and referrals.

Visit createyourfuture.org.au to see list of after care services across Australia and the level of support provided to young people in each state. You can also find contact details in the Contact Info section of this Info Kit.

“

“When I heard about increasing care and support to 21 I was so excited! I’ve been sharing my voice and working towards this change for literally half my life [now in her 20’s]!”

”



Safe and supported: The national framework for protecting Australia's Children 2021-2031

Safe and Supported was developed by the Australian Government and state and territory governments in partnership with SNAICC and the Aboriginal and Torres Strait Islander Leadership Group, and launched in December 2021.

It sets out a 10-year strategy to improve the lives of children, young people and families experiencing disadvantage or who are vulnerable to abuse and neglect. Children and young people with a care experience are a priority cohort under the Framework.

The *First Action Plan 2023–2026* commits to:

- improving lifetime outcomes for children and young people in and leaving out-of-home care through strategies that support proactive access to universal services, this includes reviewing the Transition to Independent Living Allowance and the National Out-of-Home Care Standards and Indicators,
- addressing the social determinants of child safety and wellbeing through early and targeted support and improved access to services for vulnerable children and families.
- improving support for carers,
- developing a national approach or strategy for a sustainable and skilled child and families services workforce, and
- embedding the voices of the child and living experience in program and policy design in the context of Safe and Supported implementation.

The *Aboriginal and Torres Strait Islander First Action Plan 2023-2026* commits to:

- investing in the Community-Controlled Sector to support coordinated funding of early, targeted and culturally safe supports for Aboriginal and Torres Strait Islander children and families,
- developing a national approach to continue building a sustainable Aboriginal and Torres Strait Islander child and family sector workforce,
- implementing the Aboriginal and Torres Strait Islander Child Placement Principle (ATSICPP) to the standard of active efforts,
- improving availability and quality of legal support for Aboriginal and Torres Strait Islander children and families engaged with child protection systems, and
- working across portfolios impacting Aboriginal and Torres Strait Islander children and families.

Safe and Supported and the Aboriginal and Torres Strait Islander First Action Plan will be the key mechanisms for the Australian Government in responding to Closing the Gap Target 12, which aims to reduce the rate of over-representation of Aboriginal and Torres Strait Islander children in out-of-home care by 45% by 2031.

One of the guiding principles underpinning Safe and Supported is to listen and respond to the voices and views of young people and their views. Use your voice to help create a better system by joining clubCREATE! Email clubCREATE@create.org.au to sign up.

Notes

ACT Contact Information

ACT Community Services Directorate

Child, Youth and Families
GPO Box 158, Canberra City, ACT 2601
p: General Enquires 133 427
e: CSD@act.gov.au
w: communityservices.act.gov.au

Child Protection Hotline

p: 1300 556 729

ACT Public Advocate & Children and Young People Commissioner

(ACT Human Rights Commission)
Allara House, 56 Allara St
Canberra, ACT, 2601
Mail: GPO Box 158, Canberra City, ACT 2601
p: (02) 6205 2222
TTY: (02) 6207 1666
e: ACTkids@act.gov.au
w: hrc.act.gov.au/public-advocate

CREATE ACT office Ngunnawal

Corner of Cooyong St and Scotts Crossing,
Civic Square ACT 2601
p: (02) 6232 2409 or 1800 655 105
or 0412 259 643
e: act@create.org.au
w: create.org.au/state-teams
Facebook: facebook.com/CREATEfnd

Housing ACT

p: 1800 950 255
e: Housing.CustomerService@act.gov.au
w: communityservices.act.gov.au/housing

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.

p: 1800 176 468
Interpreter: call 131 450 and ask them to call OneLink on 1800 176 468
e: info@onelink.org.au
w: onelink.org.au

Youth Info

This site has information about a range of programs for young people, funded by the ACT government. This includes ACT Youth Advisory Committee, small grants and scholarships available for young people.
w: youth.act.gov.au

Sexual Health

Sexual Health and Family Planning ACT
Inc (SHFPACT)
Level 1, 28 University Avenue,
Canberra ACT 2601

p: (02) 6247 3077

w: shfpact.org.au

e: shfpact@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: (02) 6173 5410

w: legallaidact.org.au

e: contact@youthlawact.org.au

Or in person @ 2 Allsop Street, Canberra, right across from ANU.

Disability Information Service

p: (02) 6207 1086

w: [communityservices.act.gov.au/
disability_act](http://communityservices.act.gov.au/disability_act)

e: officefordisability@act.gov.au

Disability and Community Services Commissioner

The Commissioner deals with complaints made about services for people with disabilities and their carers.

Allara House, 56 Allara St
Canberra ACT 2601

p: (02) 6205 2222

TTY: (02) 6205 1666

e: human.rights@act.gov.au

w: hrc.act.gov.au/disability

Mental Health

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.

p: 1800 629 354 or

p: (02) 6205 1065

w: health.act.gov.au/services/mental-health

Headspace

Headspace has centres in Canberra and Greenway. For details go to:

w: headspace.org.au/headspace-centres

p: (02) 6113 5700 - Canberra

p: (02) 6298 2920 - Greenway

e: hcinfo@gph.org.au

e: info@headspacetuggeranong.org.au
(Greenway)

Driver's Licence

(from Access Canberra shopfronts in Belconnen, Gungahlin, Tuggeranong, or Woden)

p: 13 22 81

e: canberra.connect@act.gov.au

w: accesscanberra.act.gov.au

w: accesscanberra.act.gov.au/s/article/act-driver-licence-information-tab-overview

Help for young people preparing for a learner licence can be found at its Road Ready Centre.

w: roadreadycentre.com.au

The Junction Health Service also offers free Ls training if you're under 25 and missed out on getting your Ls in school.

e: junctioninfo@anglicare.com.au

p: (02) 6232 2423

TAFE

Canberra Institute of Technology
Reid Campus, 37 Constitution Av,
Reid ACT 2612

p: (02) 6207 3188

e: info@cit.edu.au

w: cit.edu.au

Transition to Independent Living Allowance (TILA)

For support to apply for TILA talk to your caseworker or the After Care service below.

For more information about TILA go to:

w: dss.gov.au/tila

e: tila@dss.gov.au

If you do not have a caseworker see:

w: dss.gov.au/families-and-children-benefits-payments-transition-to-independent-living-allowance-tila/information-for-young-people-leaving-out-of-home-care

or contact ACTTogether After Care Service:

p: (02) 61102200

ACTTogether – After Care Support (up to the age of 25 years)

ACTTogether supports young people who have been in out of home care.

p: (02) 6110 2200

w: acttogether.org.au/our-services/community-adolescent-programs

National Redress Scheme

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, schools and many more. The Scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2027. A number of services in ACT have been funded to provide support.

To find out more go to:

w: nationalredress.gov.au/support/explore/act-redress-support-services

p: 1800 737 377

Knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress.

w: knowmore.org.au

p: 1800 605 762

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au

The Junction Youth Health Service

Provides free health care and support services to young people aged 12 to 25 and their children.

30 Scotts Crossing, Canberra City ACT

p: (02) 6232-2423

e: junctioninfo@anglicare.com.au

w: anglicare.com.au/services/youth-family/health/



NSW Contact Information

Department of Communities & Justice

p: 1800 000 164

w: dcj.nsw.gov.au

The DCJ Website also has a useful directory for carers and youth

w: caring.childstory.nsw.gov.au/contact-directory/chapters/support-for-children-and-young-people

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

w: acyp.nsw.gov.au

Ombudsman

The Ombudsman deals with complaints about out-of-home care services and some other government and community services.
Level 24/580 George St Sydney NSW

p: 9286 1000

p: 1800 451 524

TIS: 131 450

e: nswombo@ombo.nsw.gov.au

w: ombo.nsw.gov.au

CREATE State office - Sydney Burramattagal People

Level 6, Suite 601/80 George St
Parramatta NSW 2150

p: (02) 9267 0977 or 1800 655 105

e: nsw@create.org.au

w: create.org.au/state-teams

Facebook: facebook.com/CREATEfnd

YOU Website

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: you.childstory.nsw.gov.au

DCJ Care Leavers Record Access Unit - Access your records

To access records about your time in care complete the 'Care leaver records access application' form. Download from the YOU or DCJ website OR get a form from your local Community Service Centre (CSC). For more information:

p: (02) 9716 2500 or 1300 137 160

e: CareLeaverRecordsAccessUnit@dcj.nsw.gov.au

DCJ Housing Services - Housing Centre

p: 1800 422 322 (24 hour line)

Link2home

Link2home is a state-wide telephone service for homelessness enquiries in NSW. They also provide mentoring to help young people gain independence.

p: 1800 152 152 (Free Call)

Tenants Info NSW

Gives you your rights as a renter in NSW – factsheets, sample letters and other resources.

w: tenants.org.au/resources/all

Mental Health Access Line

Mental Health Line

p: 1800 011 511 (Free Call)

Headspace

There are dozens of headspace centres in NSW. To find the one nearest you go to:

w: headspace.org.au/headspace-centres

p: 1800 650 890

Youth Health Centres

There are a number of Youth Health Centres across NSW. To find out where they are go to:

w: health.nsw.gov.au/kidsfamilies/youth/Pages/health-services-yp.aspx

Sexual Health Services

Family Planning NSW

p: 1300 658 886

w: fpnsw.org.au - for a list of Family Planning Clinics across NSW

Twenty10

Support for LGBTIQ+ young people aged 12-25 including housing, mental health, counselling and social groups.

p: (02) 8594 9555

w: twenty10.org.au/youth-services-groups-and-programs-in-person

ACON

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

p: 1800 063 060

p: (02) 9206 2000

e: acon@acon.org.au

w: acon.org.au

Youth Legal Centre

The Shopfront Youth Legal Centre provides free legal assistance for homeless and disadvantaged young people aged 25 and under:

w: theshopfront.org

LawAccess NSW

p: 1300 888 529

w: legalaid.nsw.gov.au

National Disability Insurance Scheme

p: 1800 800 110

w: ndis.gov.au

Disability Services

To find disability support services for help with housing, transport, sport and recreation go to:

w: nsw.gov.au/living-in-nsw/government-services/disability-services

Driver's Licence

NSW Roads and Maritime Services

p: 132 213

w: nsw.gov.au/driving-boating-and-transport/driver-and-rider-licences/driver-licences/getting-your-driver-licence

Education & Training

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

p: 1300 566 046

w: education.nsw.gov.au

Helping to stay at school

Young people in care in NSW are supported with school and helped to complete Year 12, even if they turn 18, through the Teenage Education Payment and Post Care Education Financial Support. These are payments to your carer to support you and your education. To find out more:

w: facs.nsw.gov.au/families/out-of-home-care/children-in-oohc/planning-for-your-future-and-support-after-care

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

21 Carrington Road Marrickville NSW 2204

w: absec.org.au

p: (02) 9559 5299

Aboriginal Medical Services (NSW)

You can find a list for these services here:

w: naccho.org.au/naccho-map/

p: (02) 9319 5823

Aftercare Services

The following services can provide support you once you have left care:

Care Leavers Line

Provides advice about entitlements and can help NSW care leavers who feel they are not getting enough support.

p: 1800 994 686

e: careleaversline@facs.nsw.gov.au

Family Spirit

p: 131 819

w: familyspirit.org/our-services/leaving-care-after-care-for-young-people/

Barnardos Australia

p: (02) 9281 7933

Uniting After Care Services – Burnside and ACE

p: 1800 864 846

w: uniting.org/services/youth-services/youth-aftercare-services

e: ACEAfterCare@uniting.org

Aboriginal Aftercare State-wide Service (AASS)

w: uniting.org/services/family-services/facility/aboriginal-aftercare-statewide-services

e: jaanimilienquiries@uniting.org

p: 1800 864 846

CatholicCare (Hunter/Manning)**p:** (02) 4979 1120**w:** catholiccare.org.au/services/child-youth-and-family/**e:** aftercare@catholiccare.org.au**Relationships Australia (NSW)
Aftercare Resource Centre (ARC)****p:** 1300 364 277**w:** relationshipsnsw.org.au/support/services/aftercare-resource-centre/**e:** arc@ransw.org.au**Wesley Dalmar Child and Family Care
– Aftercare services****p:** Penrith (02) 4723 9288**w:** wesleymission.org.au/find-a-service/foster-care/other-fostering-program/those-who-have-left-care/**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: 1800 008 774 (Free Call)**e:** support@clan.org.au**w:** clan.org.au**Transition to Independent Living
Allowance (TILA)**

For support to apply for TILA talk to your caseworker, call the Care Leavers Line on 1800994686 or call the After Care services above. For more information go to:

w: www.dss.gov.au/tila**e:** tila@dss.gov.au**National Redress Scheme**

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, education settings and many more. The scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2027. A number of services in NSW have been funded to provide support.

To find out more go to:

w: nationalredress.gov.au/support/explore/nsw-redress-support-services**p:** 1800 737 377**Knowmore**

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress.

w: knowmore.org.au**p:** 1800 605 762**TTY:** 1800 555 677 then ask for 1800 605 762**e:** info@knowmore.org.au**ReachOut Australia**

ReachOut is an anonymous and confidential online space for young people to 'reach out' for peer support, resources, and to express themselves.

w: reachout.com**Beyond Blue - Mental Health support
for youth****p:** (03) 9810 6100**w:** beyondblue.org.au

NT Contact Information

Territory Families

p: 1800 700 250
w: tfhc.nt.gov.au

Child Protection Hotline

p: 1800 700 250

Children's Commissioner

22 Mitchell Street, Darwin NT 0800
p: (08) 8999 6076
p: 1800 259 256 (free call)
e: occ@nt.gov.au
w: occ.nt.gov.au

CREATE Darwin office Larrakia Land

11/16 Malak Crescent, Malak NT 0812
p: (08) 8945 9993 or 1800 655 105
e: nt@create.org.au

Public Housing

For a list of Territory Housing offices across NT go to:
w: nt.gov.au/property/public-housing
p: (08) 8999 8814

Crisis accommodation ShelterMe

ShelterMe is an online resource that provides information to those seeking accommodation and support services in NT.
w: shelterme.org.au

Integrated Homelessness Supported Accommodation Program

55 Batten Rd Marrara NT 0812
p: (08) 8935 0900
e: adminnt@missionaustralia.com.au

VENTURE housing

Level 2, 66 Smith Street Mall
 Darwin NT 0800
p: 08 8981 9804
e: admin@venturehousing.org.au
w: venturehousing.org.au

Office of Youth Affairs

Floor 2 RCG House
 83 - 85 Smith Street
 Darwin NT 0800
e: tfhc.oaya@nt.gov.au
w: tfhc.nt.gov.au/social-inclusion-and-interpreting-services/office-of-youth-affairs
p: (08) 8999 3862 or 1800 652 736 (Free Call)

Youth Health Services

There are a number of Youth Health Services in NT. To find the one nearest you go to:
w: ntcommunity.org.au/services-category/youth/youth-health-services/

Sexual Health Clinic 34

w: nt.gov.au/wellbeing/hospitals-health-services/clinic-34
 Make an appointment:
p: 08 8999 2678

Danila Dilba Health Service

Danila Dilba is Darwin's Aboriginal health service, with seven clinics in Bagot, Darwin Clinic, Gumileybirra, Malak, Palmerston, Rapid Creek and Binyolkga.

p: (08) 8942 5400

w: ddhs.org.au

e: info@ddhs.org.au

Disability

For information about what NT government offers people with a disability go to:

w: nt.gov.au/wellbeing/disability-services

p: 1800 139 656 (Free Call)

Mental Health

For details of services that can provide support for mental health issues go to:

w: nt.gov.au/wellbeing/mental-health

p: 1800 682 288 (24 hours)

Headspace

Headspace has centres in Darwin, Alice Springs and Katherine. For details go to:

w: headspace.org.au/headspace-centres

p: (08) 8958 4544 - Alice Springs

p: (08) 8931 5999 - Darwin

p: (08) 8912 4000 - Katherine

Disability

National Disability Insurance Scheme (NDIS)

p: 1800 800 110

w: ndis.gov.au

Driver's Licence

Department of Transport MVR Office

p: 1300 654 628

w: nt.gov.au/driving/driverlicence

Education and Training

For information about training and study options in the NT go to:

w: nt.gov.au/learning/adult-education-and-training

After Care

Moving on is an after care support service for young people aged 16 - 25 who have left the care of Territory Families and need assistance with their independence.

p: (08) 8985 0000 - Alice Springs

p: (08) 8946 4800 - Darwin

e: movingon@anglicare-nt.org.au

w: anglicare-nt.org.au/service/moving-on/

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 - Alice Springs

p: (08) 8946 4800 - Darwin

National Redress Scheme

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, education settings and many more. The scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2028. A number of services in NT have been funded to provide support.

To find out more go to:

w: nationalredress.gov.au/support/explore/nt-redress-support-services

p: 1800 737 377

Knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress.

w: knowmore.org.au

p: 1800 605 762

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au

LawInfo NT

LawInfo NT provides Northern Territorians with simple, plain language information about the law. Go to:

w: lawinfofont.org.au

p: 1800 019 343

Community Services Directory NT Community

NT Community has detailed info about services across NT.

w: ntcommunity.org.au

Ask Izzie

Ask Izzy has over 360,000 services to help you find housing, meals, healthcare, counselling, legal advice and more.

w: askizzy.org.au

Out NT

Out NT has information about LGBTIQ social groups, support services etc. Go to:

w: outnt.info/communitycontacts



Notes

[illegible]

QLD Contact Information

Department of Child Safety, Seniors and Disability Services

111 George Street, Brisbane QLD 4000

p: 1800 811 810 (Free Call QLD only)

e: info@childssafety.qld.gov.au

w: dcssds.qld.gov.au

OPG Public Guardian

Public Guardian for Children

Level 16, 50 Ann Street, Brisbane 4000

p: 1300 653 187

e: publicguardian@publicguardian.qld.gov.au

SMS: 0418 740 186

w: publicguardian.qld.gov.au

CREATE Brisbane Office Yuggera & Turrbal Country

15 Lever Street, Albion QLD 4010

p: (07) 3317 6020 or 1800 655 105

e: qld@create.org.au

CREATE Cairns Office Gimuy Walubara Yidinji and Yirrganydji Land

Unit 1, 108 Mulgrave Road Cairns 4870

p: 0411 086 504

e: qld@create.org.au

w: create.org.au/state-teams

Facebook: facebook.com/CREATEfnd

Housing

Department of Housing

80 George Street, Brisbane QLD 4000

p: 13QGOV (13 74 68)

w: housing.qld.gov.au/what-we-do/housing

Homelessness Services

p: 1800 474 753 (Free Call)

e: psosupport@smartservice.qld.gov.au

Information for Young People

For information about what the Queensland government does for young people go to:

w: 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 Plus

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

TTY: (07) 3012 8655

w: qld.gov.au/youth/support-services/young-people-in-care/leaving-care/after-your-transition-to-adulthood

e: TILA@csyw.qld.gov.au

Sexual Health

True

True offers services throughout Queensland. To find out what they offer and the nearest location go to:

w: true.org.au/clinic

e: info@true.org.au

Mental Health

Headspace

There are 30 headspace centres in Queensland. To find the one nearest you go to:

w: headspace.org.au/headspace-centres

p: 1800 650 890

QLD Health – General Health Information and Referral Service

p: 13HEALTH (13 43 25 84) - 24 hours

Aboriginal Health

There are lots of Aboriginal health centres across Queensland. To find the one nearest to you go to:

w: naccho.org.au/naccho-map

Ask Izzy

Ask Izzy has over 360,000 services to help you find housing, meals, healthcare, counselling, legal advice and more.

w: askizzy.org.au

Driver's Licence

Department of Transport and Main Roads

p: 13 23 80

For a list of local Transport offices across QLD:

w: qld.gov.au/transport/licensing/driver-licensing

Education and Training

For information about education and training options for young people go to:

w: qld.gov.au/youth/education-employment

After Care Services

Extended Post Care Support

If you turned 18 after 1 July 2023, you are eligible to receive Extended Post Care Support (EPCS).

EPCS services will work with you to provide the practical support you need to find a safe and affordable place to live, maintain your connections with family, culture, Country and community, apply for a job or enrol in a training course, and take you to appointments to meet your health and wellbeing needs.

If you leave care to live as an independent adult, you'll receive financial assistance from your EPCS service of up to \$16,000 a year until your 21st birthday to help meet your everyday living costs.

If you remain living with your carer family, your carer will continue to receive the fortnightly care allowance so they can meet your everyday living costs up to your 21st birthday.

Talk to your Child Safety Officer about Extended Post Care Support.

Find your nearest EPCS or Next Step Plus service:

w: qld.gov.au/youth/support-services/young-people-in-care/leaving-care/support-when-leave-care

Next Step Plus

Next Step Plus helps young people aged 15 -18 currently in the care of the department, and also those who are 18 to 25 and had a care experience any time after their 12th birthday. The program helps with any issues - housing, training, health, finances, legal advice and relationships with family, partners and friends. To find a provider in your region go to:

w: qld.gov.au/youth/support-services/young-people-in-care/leaving-care/support-when-leave-care

Disability

National Disability Insurance Scheme (NDIS)

p: 1800 800 110

w: ndis.gov.au

YHARS (Youth Housing and Reintegration Service)

Helps young people aged 12-21 who are homeless or at-risk of homelessness, and who have been in the care of the Department, or in a Youth Detention Centre, or have been “sleeping rough” or living in unstable or temporary housing. To find your nearest service YHARS service go to:

w: qld.gov.au/youth/housing-accommodation/yhars-youth-housing

Transition to Adulthood (T2A) Month

November is T2A month each year. The focus of the month is supporting young people on their transition to adulthood. There are lots of fun activities and opportunities to connect with after care and support services throughout the state.

p: (07) 3317 6020

e: qld@create.org.au

w: createyourfuture.org.au/t2a

Victim Assist Queensland

Information and advice for victims of crime; including support services, victims’ rights and financial help.

p: 1300 546 587

e: victimassist@justice.qld.gov.au

w: www.qld.gov.au/law/crime-and-police/victim-assist-queensland

National Redress Scheme

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, education settings and many more. The scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2028.. A number of services in Queensland have been funded to provide support. To find out more go to:

w: www.nationalredress.gov.au/support/explore/qld-redress-support-services

p: 1800 737 377

Knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress.

w: knowmore.org.au

p: 1800 605 762

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au

Notes

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SA Contact Information

Department for Child Protection

31 Flinders Street, Adelaide SA 5000

w: childprotection.sa.gov.au

p: 131 478 – Child Abuse Report Line

For information about accessing your care file go to:

w: childprotection.sa.gov.au/department/freedom-information/provision-information-care-leavers

Children's Commissioner

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

p: (08) 8226 3355

e: CommissionerCYP@sa.gov.au

w: ccyp.com.au

Children's Guardian

Office of the Guardian for Children and Young People

Level 3, 111 Gawler Place. Adelaide SA 5000

p: 1800 275 664

e: gcyp@gcyp.sa.gov.au

w: gcyp.sa.gov.au

Commissioner for Aboriginal Children and Young People

Suite 3, Ground Level

55 Currie Street, Adelaide SA 5000

p: (08) 8226 3353

e: CommissionerACYP@sa.gov.au

w: cacyp.com.au

CREATE South Australia office Karna Land

118 West Tce, Adelaide SA 5000

p: (08) 8212 8898 or 1800 655 105

e: sa@create.org.au

w: create.org.au/state-teams

Facebook: facebook.com/CREATEfnd

Youth Affairs Council of SA

YACSA is the peak body that represents the interests of young people, youth sector workers, organisations and networks throughout SA.

w: yacsa.com.au

e: yacsa@yacsa.com.au

p: (08) 8211 7546

Grants for Young People

Dame Roma Mitchell Grants provide funds for children and young people who have been in the care of the Minister for Child Protection.

p: 1300 650 971

e: dcprdmtrust@sa.gov.au

w: childprotection.sa.gov.au/children-care/support-ch

Wyatt Trust

Wyatt's Direct Grants Program provides targeted one-off grants to eligible South Australians in response to a specific financial need, where the grant has the potential to make a significant impact.

w: wyatt.org.au

P: (08) 8224 0074

Public Housing Housing SA

For Public Housing contacts details in each region of South Australia go to:

p: 13 12 99

w: sa.gov.au/topics/housing

Homelessness

Homeless Connect SA provides 24 hour phone support to anyone who is homeless or at risk.

p: 1800 003 308 (Free, 24/7)

w: homelessconnectsa.org

Mental Health

Headspace

There are 13 headspace centres in SA. To find the one nearest you go to:

w: headspace.org.au/headspace-centres

p: 1800 650 890

Connected Self

Connected Self offers a range of wellbeing services including psychologists, art therapy, NDIS support and mindfulness programs.

w: connectedself.com.au

p: (08) 8232 2438

e: info@connectedself.com.au

SA Mental Health Services

For help with a mental health emergency call:

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

Sexual Health

SHINE SA offers a range of support around sexual health issues.

p: 8300 5300 or 1300 883 793

e: info@shinesa.org.au

w: shinesa.org.au

Sexual Assault

Yarrow Place is a service for anyone who has been sexually assaulted. They provide free and confidential service for people aged 16 years and over at the time of the sexual assault.

p: 1800 817 421

e: info@yarrowplace.sa.gov.au

Aboriginal Health

There are Aboriginal health services located across SA. To find the one closest to you go to:

w: ahcsa.org.au/members/locations/

Youth Health

Metropolitan Youth Health runs 3 youth health centres in Adelaide. To find the one near you go to:

w: sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/health+services+for/youth+health+services/youth+health+services

Disability**NDIS****p:** 1800 800 110**e:** enquiries@ndis.gov.au**w:** ndis.gov.au**CanDo4Kids**

CanDo4Kids are South Australia's leading experts in vision, hearing and sensory services for children and young people.

w: cando4kids.com.au**p:** (08) 8100 8200**Enabled Youth Disability Network**

EYDN, (formerly Julia Farr Youth) is run by young people living with disability to amplify the voices of youth in South Australia. They do this through consultations, policy submissions and monthly Peer Network Meetings.

w: enabledyouthdisabilitynetwork.org.au**p:** (08) 8373 8388**Office for Youth**

The SA Office for Youth supports young people aged 12 to 25.

e: DHSYouth@sa.gov.au**w:** dhs.sa.gov.au/how-we-help/youth**Training and Education**

The Student Pathways website has loads of information about training, education, careers etc. Go to:

w: studentpathways.sa.edu.au

The South Australian government provides subsidised vocational training courses for young people with a care experience. To find out more:

p: 1800 673 097**e:** skills@sa.gov.au**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 the After Care Service below

e: tila@dss.gov.au**w:** dss.gov.au/tila**After Care Service**

The After Care Support Service at Elm Place is a free service for people over who were in OOHC. They can provide information, advocacy, referral and support.

151B South Terrace, Adelaide SA 5000

p: 1800 188 118**e:** elmplace@rasa.org.au**w:** rasa.org.au/services/adult-healthwellbeing/post-care-support-services

National Redress Scheme

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, education settings and many more. The scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2028. A number of services in SA have been funded to provide support.

To find out more go to:

w: nationalredress.gov.au/support/explore/sa-redress-support-services

p: 1800 737 377

Knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress.

w: knowmore.org.au

p: 1800 605 762

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au

Community Service Directory

Ask Izzy

Ask Izzy has over 360,000 services to help you find housing, meals, healthcare, counselling, legal advice and more.

w: askizzy.org.au

Driver's Licence

For a wide range of info about getting your licence, registering your care etc, go to:

p: 13 10 84

e: ServiceSA@sa.gov.au

w: mylicence.sa.gov.au/my-car-licence



TAS Contact Information

Child Safety Services

General Enquiries

p: 1800 816 057

Advice and Referral Hotline:

p: 1800 000 123

w: decyp.tas.gov.au

Children's Commissioner

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

p: (03) 6166 1366

w: childcomm.tas.gov.au

e: childcomm@childcomm.tas.gov.au

Child Advocate – Out of Home Care

p: 1800 549 725 (Free Call)

m: 0419 970 181

e: child.advocate@decyp.tas.gov.au

w: decyp.tas.gov.au/children/out-of-home-care-in-tasmania/child-advocate/

CREATE Hobart Office Nipaluna

32 Church Street North Hobart TAS 7000

p: (03) 6223 7749 or 1800 655 105

e: tasmania@create.org.au

w: create.org.au/state-teams

Facebook: facebook.com/CREATEfnd

Public Housing

Department of Communities - Housing Tasmania

p: 1300 135 513

w: homestasmania.com.au/housing-and-homelessness/housing-connect

Homelessness

For help with homelessness call Housing Connect:

p: 1800 800 588 (24/7)

To find out where your nearest Housing Connect office is:

w: homestasmania.com.au/housing-and-homelessness/housing-connect/contact-housing-connect

Transition to Independent Living Allowance (TILA)

For support to apply for TILA contact your caseworker or the After Care Support Program

p: 1800 816 057

w: decyp.tas.gov.au/children/child-safety-service/child-safety-information-sheets-and-resources/independent-living/

Sexual Health

Family Planning TAS has clinics in Hobart, Burnie and Launceston. To find your nearest clinic:

p: (03) 6273 9117

w: fpt.org.au/clinics

Disability

NDIS

The NDIS provides support services to people with disabilities. To find your nearest NDIS office go to:

w: ndis.gov.au/contact/locations

p: 1800 800 110

Mental Health

Headspace

There are 4 headspace centres in Tasmania. To find the one nearest you go to:

w: headspace.org.au/headspace-centres

p: 1800 650 890

Tasmanian Aboriginal Centre

TAC supports the Tasmanian Aboriginal community including healthcare, dental, emotional and social wellbeing programs. 198 Elizabeth Street, Hobart, TAS

w: tacinc.com.au

p: 03 6234 0700 or 1800 132 260 (Free call)

Community Service Directory

Ask Izzy

Ask Izzy can help you to find the services you need. Search over 360,000 services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and more.

w: askizzy.org.au

Driver's Licence

For information about getting your Driver's Licence:

p: 1300 135 513

w: transport.tas.gov.au/licensing

Education and Training

Anything Can Happen is a website that outlines the different options available to young people in Tasmania regarding education and training:

w: anything.tas.gov.au

Careerify is an online tool to help you work out what job or career might suit you best:

w: careerify.tas.gov.au

After Care Service - Support for Care Leavers

The After Care Support Program provides support for things such as help finding family and accessing case files for people who have been in the care of the state in Tasmania.

To find out more:

p: (03) 6166 0422 or 1300 654 583

e: aftercaresupport@decyp.tas.gov.au

w: decyp.tas.gov.au/children/adoptions-and-permanency-services/support-for-care-leavers/after-care-support-program/

Transition to Independence Program (T2i)

The T2i program offers support and advice for people transitioning from care to work out what supports are available and help connect with services.

p: 1300 654 583

e: aftercaresupport@decyp.tas.gov.au

w: decyp.tas.gov.au/safe-children/out-of-home-care-in-tasmania/support-to-transition-from-out-of-home-care/transition-to-independence-for-young-people-leaving-care

National Redress Scheme

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, schools and many more. The scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2028. A number of services in Tasmania have been funded to provide support. To find out more:

w: www.nationalredress.gov.au/support/explore/tas-redress-support-services

p: 1800 737 377

Knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress. To find out more:

w: knowmore.org.au

p: 1800 605 762 or 07 3218 4500

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au

Tasmania Legal Aid

p: Hobart 03 6238

p: Launceston 03 63284000

w: legalaid.tas.gov.au

Notes

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VIC Contact Information

Department of Families, Fairness and Housing

p: 1300 475 170

w: dffh.vic.gov.au

To find your local area office go to:

w: dffh.vic.gov.au

To report concerns about the safety of a child in their family, call the Child Protection Crisis Line

p: 13 12 78

Children's Commissioner

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

w: ccyp.vic.gov.au

p: 1300 78 29 78

e: contact@ccyp.vic.gov.au

CREATE Melbourne Office Wurundjeri Land

325-327 Queensberry Street
North Melbourne 3051

p: (03) 9918 0002 or 1800 655 105

e: victoria@create.org.au

w: create.org.au/state-teams

Facebook: facebook.com/CREATEfnd

Public Housing

To apply for social housing and be placed on the Victorian public housing register:

w: housing.vic.gov.au/social-housing

For a guide to local office and contact details:

w: dffh.vic.gov.au/dffh-office-locations

To find out more about Public Housing:

w: housing.vic.gov.au/public-housing

To find out about Community Housing:

w: housing.vic.gov.au/community-housing

Homelessness help

If you are homeless or at risk of being homeless:

p: 1800 825 955 (Free Call)

Melbourne Youth Support Service

Homelessness support for young people aged 16 to 24 years.

19 King St, Melbourne Vic 3000

p: (03) 9977 0077 or 1800 800 531 (Free call)

e: frontyard@mcm.org.au

w: mcm.org.au/services/homelessness/frontyard/services/accommodation

Family Violence

Safe Steps provides support to people experiencing family violence:

p: 1800 015 188 (Free Call - 24/7)

e: safesteps@safesteps.org.au

w: safesteps.org.au

Sexual Violence

If you'd like to speak to someone about a sexual assault call the Sexual Assault Crisis Line:

p: 1800 806 292

Legal Help

Legal Pod provides free legal help for young people up to 25 who are transitioning from care.

e: info@youthlaw.asn.au

p: (03) 9113 950

w: youthlaw.asn.au/legal-pod

Victorian Aboriginal Legal Service

VALS provides legal support and advice to Aboriginal people in Victoria.

w: www.vals.org.au

p: 1800 064 865

Young People

For information on services, programs and initiatives to help young people be safe, develop their abilities and be involved in their communities.

w: services.dffh.vic.gov.au/young-people

Youth Central has information on moving out of home, driver's license, travel, budgeting and more.

w: www.youthcentral.vic.gov.au

Office for Youth Victoria

w: dffh.vic.gov.au/youth

Youth Affairs Council of Victoria

e: info@yacvic.org.au

w: yacvic.org.au

Koori Youth Council

KYC is run by and for First Nations young people in Victoria. To find out more:

w: koorieyouthcouncil.org.au

Sexual Health

Sexual Health Victoria offers clinics to young people under 23 in Melbourne and Box Hill and a Sexual Health Advice Line.

To find out more:

p: 1800 013 952 (Free Call)

w: shvic.org.au/contact

Disability

To find out about what's available for people with disabilities in Victoria:

p: 1300 475 170

TTY: 13 3677 ask for 1300 475 170

w: services.dffh.vic.gov.au/disability

Youth Disability Advocacy Service

YDAS is an advocacy organisation that works with disabled young people aged 12 to 25 in Victoria.

w: yacvic.org.au/ydas

e: info@ydass.org.au

p: 0455 621 849

National Disability Insurance Scheme (NDIS)

w: [ndis.gov.au](https://www.ndis.gov.au)

p: 1800 800 110

e: enquiries@ndis.gov.au

Drugs and Alcohol

Youth Support and Advocacy Service (YSAS) supports young people with issues such as drugs & alcohol, mental health and other health and wellbeing issues. They have centres in 19 locations across Victoria.

w: [ysas.org.au](https://www.ysas.org.au)

p: 03 9415 8881

e: reception@ysas.org.au

Aboriginal Health

There are Aboriginal health centres across Victoria. To find the one nearest to you go to:

w: [naccho.org.au/naccho-map](https://www.naccho.org.au/naccho-map)

LGBTIQ+ Health

Thorne Harbour Health provides health services to people who identify as LGBTIQ+

w: [thorneharbour.org](https://www.thorneharbour.org)

p: (03) 9865 6700

Mental Health Headspace

There are 37 headspace centres in Victoria. To find the one nearest you go to:

w: [headspace.org.au/headspace-centres](https://www.headspace.org.au/headspace-centres)

p: 1800 650 890

Mental Health Support

For contact details of services that provide support for mental health:

w: [health.vic.gov.au/mental-health-services/telephone-and-online-services](https://www.health.vic.gov.au/mental-health-services/telephone-and-online-services)

Driver's Licence

For information about driver's licences go to Vic Roads:

w: [vicroads.vic.gov.au/licences](https://www.vicroads.vic.gov.au/licences)

p: 13 11 71

Education and Employment

Lookout Centres provide support to young people in care who are in primary or secondary school:

e: lookout.swv@education.vic.gov.au

– South West Vic

e: lookout.sev@education.vic.gov.au

– South East Vic

e: lookout.nwv@education.vic.gov.au

– North West Vic

e: lookout.nev@education.vic.gov.au

– North East Vic

Raising Expectations helps people aged 18 and over who are in care or have left care to go to TAFE and university. This can help you to take advantage of the future life opportunities that come with completing a qualification.

w: [raisingexpectations.com.au](https://www.raisingexpectations.com.au)

Youth Central has loads of information about studying, training, jobs and careers

w: [youthcentral.vic.gov.au](https://www.youthcentral.vic.gov.au)

Vocational Training and TAFE

Skills Gateway has information about TAFE and other vocational courses in Victoria.

w: [skills.vic.gov.au](https://www.skills.vic.gov.au)

p: 131 823

e: tafe.courseline@djsir.vic.gov.au

Leaving Care Support Services

The Leaving Care Hotline lets you speak to someone for information, support and referrals to services available to you.

p: 1300 532 846

w: mcm.org.au/services/homelessness/frontyard/services/leaving-care

To find out more about post care services including Better Futures, Homestretch and COMPASS go to:

w: services.dffh.vic.gov.au/leaving-care

Accessing Your File

For information about accessing your records:

w: 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: mcm.org.au/services/homelessness/frontyard/services/leaving-care/transition-to-independent-living-allowance

w: dss.gov.au/tila

National Redress Scheme

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, schools and many more. The scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2028. A number of services in Victoria have been funded to provide support. To find out more go to:

w: nationalredress.gov.au/support/explore/vic-redress-support-services

p: 1800 737 377

Knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress. To find out more:

w: knowmore.org.au

p: 1800 605 762 or 07 3218 4500

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au

WA Contact Information

Child Protection

To report child abuse:

p: 1800 273 889 (Free Call)

For afterhours help contact Crisis Care:

p: 1800 199 008

SMS: 0477 13 11 14

Children's Commissioner

Commissioner for Children and Young People
Albert Facey House, 469 Wellington Street,
Perth, 6000

p: (08) 6213 2297

p: 1800 072 444 (Free Call)

w: ccyp.wa.gov.au

Advocate for Children in Care

If you are in care or aged 18-25 and have left care, the Advocate for Children in Care can help you have your say.

p: 1800 460 696 (Free Call) or

p: 0429 086 508

e: advocate@communities.wa.gov.au

w: wa.gov.au/organisation/departments-of-communities/advocate-children-care

CREATE Perth Office Whadjuk Noongar Boodjar

353 Newcastle Street, Northbridge WA 6003

p: (08) 6336 9726

e: wa@create.org.au

w: create.org.au/state-teams

Facebook: facebook.com/CREATEfnd

Public Housing

To talk to the Department about housing options or bond assistance, go to their website and click on "contact us" to find the contact details for your local office.

p: 1800 176 888 (Free Call)

e: generalenquiries@communities.wa.gov.au

w: housing.wa.gov.au

Homelessness Advisory Service

For advice and support for homelessness call:

p: 1800 199 008 (Free Call)

Entrypoint Perth

Entrypoint Perth is a free assessment and referral service assisting people who are homeless or at risk of homelessness in WA to access accommodation and support options.

p: (08) 6496 0001

p: 1800 124 684

w: entrypointperth.com.au

Tenancy Help

Community Green is a legal service helps people who rent their home to resolve rental issues. Their website has lots of fact sheets, which might help answer your questions.

w: circlegreen.org.au/tenancy

p: 08 6148 3636

Youth Legal Service

Free legal advice and representation for young people under 25. The website also has fact sheets and other info.

p: (08) 9202 1688

w: youthlegalserviceinc.com.au

e: yls@youthlegalserviceinc.com.au

Crisis Care

Crisis Care provides Western Australia's after-hours response to reported concerns for a child's safety and wellbeing. Additionally, they provide information and referrals for people experiencing crisis and can be contacted for advice around homelessness services. Those experiencing Family and Domestic Violence may also contact Crisis Care to discuss accommodation assistance and support services.

p: (08) 9223 1111

p: 1800 199 008

Domestic Violence

If you or someone you know is experiencing domestic violence contact the Women's Council for Domestic Violence and Family Services WA:

p: (08) 9420 7264

WA's Youth Services Directory

A directory of information and contact details for services for young people across WA.

w: wayouthservicesdirectory.org.au

Sexual Health

Sexual Health Quarters provide support and advice on sexual health issues. They also have a Youth Clinic in Perth.

70 Roe St, Northbridge, WA 6003

p: (08) 9227 6177

w: shq.org.au

Mental Health

Mental Health Emergency Response Line (MHERL)

MHERL provide assessment, support and referral to other services.

p: 1300 555 788 - Metro Region

p: 1800 676 822 - Peel Region

w: www.mhc.wa.gov.au/getting-help/helplines/mental-health-response-line

MyService

You can also get help with mental health issues by using the My Service directory.

w: myservices.org.au

Headspace

There are 19 headspace centres in WA.

To find the one nearest you go to:

w: headspace.org.au/headspace-centres

p: 1800 650 890

Health Direct

If you have a health concern and you're not sure what to do call Health Direct. You'll get fast and expert advice about any health issue which will help you make an informed decision about how to manage it.

p: 1800 022 222

Aboriginal Health

There are lots of Aboriginal health centres across WA. To find the one nearest to you go to:

w: naccho.org.au/naccho-map

Disability Support

For information about disability services in WA go to:

w: wa.gov.au/organisation/departments-of-communities/disability-services

Or contact the Office of Disability

p: 1800 176 888

e: OfficeofDisability@communities.wa.gov.au

National Disability Insurance Scheme (NDIS)

The NDIS can provide young people with disability information and connections to services in their communities.

p: 1800 800 110

e: ndis.gov.au

Driver's Licence

Department of Transport WA
Driver and Vehicle Services (licence queries)

p: 13 11 56

w: transport.wa.gov.au

Education and Training

For information about courses, careers etc go to the Jobs and Skills website:

w: jobsandskills.wa.gov.au

p: 13 64 64

Leaving Care Services

Leaving Care services are free and can support you with whatever you want help with. You can be linked in from 14 or 15 to 25. 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

e: leavingcare@wanslea.org.au

w: wanslea.org.au/programs/my-place-ngany-mia-leaving-care

Navig8 – Mission Australia

Bunbury and South West
51-55 Forrest Avenue, Bunbury WA 6230

p: (08) 9791 4140

e: navig8@missionaustralia.com.au

w: missionaustralia.com.au/services?view=service&id=542

Transitional Support Service (TSS) – Salvation Army (formerly Crossroads West)

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@salvationarmy.org.au

w: salvationarmy.org.au/locations/western-australia/w068c/youth-services-wa-and-transitional-support-service/

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.

e: tila@dss.gov.au

w: dss.gov.au/tila

National Redress Scheme

This scheme acknowledges that many people may have been sexually abused in institutions such as out-of-home care, schools and many more. The scheme provides a monetary payment, acknowledgement that the abuse happened including an apology, and access to counselling. The Scheme will run until 30 June 2028. A number of services in WA have been funded to provide support. To find out more go to:

w: nationalredress.gov.au/support/explore/wa-redress-support-services

p: 1800 737 377

Knowmore

knowmore is an independent service giving free legal advice and support to survivors of child abuse by providing information about justice and redress. To find out more:

w: knowmore.org.au

p: 1800 605 762

TTY: 1800 555 677 then ask for 1800 605 762

e: info@knowmore.org.au



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Notes

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1800 655 105 | www.create.org.au | www.createyourfuture.org.au

