



2017-18

FRASER COAST SCHOOL LEAVERS GUIDE

ABOUT THE SCHOOL LEAVERS GUIDE

The School Leavers Guide has been designed to provide you detailed information on various local services including career development, further education and training options, financial assistance available to help you make the right decisions for your future.

This guide has been produced in partnership with the Hervey Bay Neighbourhood Centre and Fraser Coast Regional Council..



CONTENTS

Employment..... 3

- Jobactive Employment Providers
- Disability Employment Services Providers
- Employment Support Services
- Disability Management Services
- Australian Apprenticeships
- Volunteering in your Community

Education & Training..... 9

- Registered Training Providers
- University Providers

Information Services..... 11

- Banking
- Blue Cards – Working with Children
- Centrelink
- Driving
- Employment Awards, Conditions and Pay Slips
- Enrol to Vote
- Fraser Coast Libraries
- Fraser Coast Regional Council
- Legal Support and Services
- Medicare Card

- Rental Property – Applying
- IYTC – International Youth Travel Card
- Superannuation
- Tax File Number
- Travelling Overseas

Youth Support Services 17

- Online Resources
- Youth Webpages
- Support Services – Youth
- Crisis Relief
- Drug & Alcohol Services
- Emergency Accommodation – Housing
- Service & Community Housing
- Financial Advice
- Mental Health Services
- Multicultural
- Neighbourhood Centre
- Aboriginal and Torres Strait Islander Services
- Relationships
- Sexual Health Services
- Sexual Assault
- Transport

EMPLOYMENT

Within the Fraser Coast there are a number of jobactive Employment Providers and Disability Employment Services.

They may help you write a resume, prepare you for job interviews and even help you find a job.

If you have any questions, speak to one of the local jobactive employment or disability services providers.



jobactive
an Australian
Government Initiative



**Disability™
Employment
Services**

JOBACTIVE EMPLOYMENT PROVIDERS

NEATO Employment Services

6/26–28, Taylor Street, Pialba
Telephone: 4303 4500
5/227 Adelaide Street, Maryborough
Telephone: 4324 8800

CoAct/Community Solutions

St John's Gardens, 10–12 Torquay Road, Pialba
Telephone: 1300 621 499
320 Kent Street, Maryborough
Telephone: 1300 621 499

Sarina Russo Job Access

Level 1, 15 Torquay Road, Pialba
Telephone: 4194 4600
186-188 Bazaar Street, Maryborough
Telephone: 4121 9100

Advanced Personnel Management

Shop 4, 17 Torquay Road, Pialba
Telephone: 1300 276 456
Suite 8, 221 Lennox Street, Maryborough
Telephone: 1300 276 456

MAX Employment

Office 2, Level 1, 69–73 Main Street, Pialba
Telephone: 4196 9200
3/98 Bazaar Street, Maryborough
Telephone: 4120 5200

DISABILITY EMPLOYMENT SERVICES PROVIDERS

EMPLOYMENT SUPPORT SERVICES

Epic Employment Service Inc Pialba

Unit 2 and 3/6 Neils Street, Pialba
Telephone: 4124 1238
Shop 12, 200 Bazaar Street, Maryborough
Telephone: 4121 0362

Milestones Employment

Unit 3, 19–21 Torquay Road, Pialba
Telephone: 4303 2200
Units 3 & 4, 131 Bazaar Street, Maryborough
Telephone: 4120 0000

DISABILITY MANAGEMENT SERVICES

Mission Australia

5 Imelda Street, Pialba
Telephone: 0477 753 893
397 Kent Street, Maryborough
Telephone: 0476 801 392

CoAct/Community Solutions

St John's Gardens, 10–12 Torquay Road, Pialba
Telephone: 4197 3111
320 Kent Street, Maryborough
Telephone: 4122 7666

Red Cross Employment Services

47 Main Street, Pialba
Telephone: 4124 4511
98 Bazaar St, Maryborough
Telephone: 4191 4963

Sarina Russo Job Access

Level 1, 15 Torquay Road, Pialba
Telephone: 4194 4600
186-188 Bazaar Street, Maryborough
Telephone: 4121 9100

www.joboutlook.gov.au

Job Outlook is a careers and labour market research information site to help you decide on your future career. There is a wealth of information available which covers around 350 individual occupations.



Get a head start with an Australian Apprenticeship or Traineeship

Apprenticeships and Traineeships aren't just for traditional trades like plumbing and hairdressing. As a student or school leaver, there are more than 600 qualifications available through an Australian Apprenticeship or Traineeship.

Apprenticeships and Traineeships combine time at work with training. It's where you're employed to work but also paid to learn.

With an Apprenticeship or Traineeship you will:

- Get practical hands on training in an industry of your choice
- Gain formal recognition of your skills and experience
- Have a stepping stone to higher education
- Receive paid work combined with structured training that can be on-the-job, off-the-job or a combination of both
- End up with a nationally recognised qualification

BUSY At Work is your local Apprenticeship Specialist servicing the Fraser Coast region.

Call today and talk to Lisa Eldridge on 0409 265 894 or 13 28 79



A U S T R A L I A N
A P P R E N T I C E S H I P
S U P P O R T N E T W O R K
An Australian Government Initiative

busyatwork.com.au

AUSTRALIAN APPRENTICESHIPS

BUSY At Work Apprenticeship Services

4/107 Boat Harbour Drive, Pialba

Telephone: 4196 9150

Free call: 13Busy (132879)

Website: www.busyatwork.com.au

Email: busy@busyatwork.com.au

ACE Apprenticeship Centre

5 Imelda Street, Pialba

Freecall: 1300 223 467

Website: www.aasnmaelgroup.com.au

If you would like to earn while you learn, contact one of the above Australian apprenticeship services who will be able to provide you with more information.

Australian Apprenticeships are available in more than 600 occupations and certificate levels across Australia. They are available in traditional trades and in most businesses and industries including:

- Agriculture horticulture and related industries
- Automotive
- Building and construction
- Business services
- Community services and health
- Finance services
- Food
- Hairdressing
- Information technology
- Light manufacturing
- Local government
- Metals and engineering
- Printing
- Process manufacturing
- Property
- Public services
- Retail
- Seafood
- Sport and recreation
- Telecommunications
- Tourism
- Transport and distribution
- Utilities and energy



VOLUNTEERING IN YOUR COMMUNITY

Volunteering is a gift of your time and effort. There are plenty of opportunities on the Fraser Coast to volunteer.

Volunteering is a hugely rewarding experience to know that you are making a contribution to your community and gaining valuable skills.

If you decide volunteering is an area that you would like to pursue, the following might be helpful:

- » www.govolunteer.com.au
- » www.frasercoast.qld.gov.au/volunteers
- » www.emergencyvolunteering.com.au

Wide Bay Volunteers

Refers volunteers to community groups.

Telephone: 4151 6644

Below is a list of a number of local organisations that have volunteers help them out regularly

- Fraser Coast Regional Council (Libraries, Galleries and Events)
- Fraser Coast Tourism and Events (Large Events, Visitor Information Centres)
- Surf Life Saving Queensland
- Maryborough Neighbourhood Centre
- Centacare Community Services
- Hervey Bay Historical Village & Museum
- Hervey Bay Athletics Club
- Riding for the Disabled Assoc.
- Meals on Wheels Fraser Community
- Make-A-Wish Foundation Fraser Coast Branch
- Fraser Coast Training and Employment Support Service (TESS)
- SES Groups
- Service Clubs
- Hervey Bay Neighbourhood Centre
- Coast Guard Sandy Straits QF21
- Rural Fire Services (Queensland Fire Emergency Services)
- Fraser Coast Community Radio
- Volunteer Marine Rescue

the little lime pocket book

2017/18

Download

a copy from Council's website
frasercoast.qld.gov.au/youth

*Your guide to welfare and support
on the Fraser Coast.*

The Little Lime Pocket Book holds all the information you need to know about income support, accommodation, health, counselling, employment and training services in one handy, pocket-sized place.



Fraser Coast
REGIONAL COUNCIL

EDUCATION & TRAINING



WITHIN THE FRASER COAST THERE ARE MANY OPPORTUNITIES TO STUDY LOCALLY.

Registered Training Providers

Vocational Education and Training (VET) prepares students for specific trades, crafts and careers at various levels by delivering education and training that focuses on developing specific skills and knowledge required for specific industries.

Picking the right VET qualification to meet your needs is a very important decision. It can be particularly important if you are completing a course in order to gain employment in a certain industry.

To find a course that suits your interest check out www.myskills.gov.au

VET qualifications include Certificates I – IV, Diplomas, Advanced Diplomas, Vocational Graduate Certificates and Vocational Graduate Diplomas.

University Providers

Undergraduate study usually refers to a degree where a student is studying their first degree.

Bachelor degrees are the most common qualification undertaken at university and typically take 3 years full-time study to complete. They introduce students to general fields of study rather than teaching specific skills needed for specific jobs. Undergraduate degrees are most commonly studied at university, although some private higher education providers and TAFEs also deliver them.

The course search located on the myuniversity.gov.au website is a useful database for searching and comparing approved higher education courses offered by various Australian universities and approved higher education providers.

You can also search higher education courses provided by the Queensland Tertiary Admissions Centre (QTAC), www.qtac.edu.au

INFORMATION SERVICES



BANKING

What do I need to open my own bank account?

- Tax File Number (TFN)
- Proof of permanent address
- Identification (I.D.) – check with your bank what I.D. you need e.g: photo I.D., birth certificate.

Once your account is active, you can then register with the bank for telephone and internet banking.

Read and understand the fine print

Never open a bank account without first reading the product information and understanding the terms and conditions and the various fees that might apply.

Terms and conditions outline the rules and regulations that apply to how you use the account. If you don't understand them, ask your bank to explain them to you.

BLUE CARDS – WORKING WITH CHILDREN

A working with children check is done to see if a person is eligible to work in the areas of child-related work covered by the Commission's Act. To find out how much it costs and how to get one, please go to www.bluecard.qld.gov.au

Please be aware it can take up to 28 days after receipt of your application before you receive your Blue Card.

CENTRELINK

While you're looking for work, you can apply for a government allowance to help you financially. You may be eligible for a fortnightly payment if you are looking for full-time work.

Even if you don't think that you are eligible for payment it is a good idea to register at Centrelink as you still may be eligible for a range of services or able to get other assistance, like a Health Care Card.

If you would like advice about income support, employment, education and training options or would like to find out more, book an appointment with your local Centrelink representative on 13 24 90 or go to www.humanservices.gov.au

DRIVING

The first step in learning to drive is getting a learner's permit or licence. For this, you need to be 16 years old.

Need answers go to: www.qld.gov.au

You can't go for your test to get your P licence and drive by yourself until:

- you've had your learner's for at least 12 months and;
- you've driven for 100 hours (supervised by an open licence holder), you've written each time you drive and for how long in a logbook and the person supervising has signed every entry you put in the logbook.

EMPLOYMENT AWARDS, CONDITIONS AND PAY SLIPS

The Fair Work system outlines a set of minimum National Employment Standards, modern awards, a national minimum wage, and unfair dismissal laws.

You may have questions about:

- » Pay rates, pay slips, public holidays
- » The award that applies where you are working
- » Your entitlements and hours of work/ breaks and rosters

For more information head to www.business.qld.gov.au or contact www.fairwork.gov.au or telephone 13 74 68.

VOTING

It is compulsory by law for all eligible Australian citizens to enrol and vote in local, state and federal elections, by-elections and referendums.

From age 16 you can enrol so when you turn 18 you'll be able to vote.

For more information go to www.aec.gov.au/enrol

FRASER COAST LIBRARIES

Burrum Heads Library

Burrum Heads Road

Telephone: 4129 5237

Hervey Bay Library (including Toy Library)

161 Old Maryborough Road

Telephone: 4197 4220

Howard Library

Steley Street

Telephone: 4129 4144

John Anderson Library (Maryborough Library)

127-129 Bazaar Street

Telephone: 4190 5788

Maryborough Toy & Special Needs Library

239 Lennox Street

Telephone: 4190 5893

Tom Gee Memorial Library & Community Centre (Tiaro Library)

Forgan Terrace

Telephone: 4129 2453

Here are 11 things you might not have known you can get from the library:

1. **Audio books**
2. **DVDS**
3. **Photograph collections**
4. **Magazines**
5. **Ancestry information**
6. **Research assistance**
7. **Video games**
8. **Movies**
9. **Wildlife and history talks**
10. **Computers and internet**
11. **Robotics and coding courses**

If you are not a member, become one – membership is free!

For more information about the local libraries please go to www.frasercoast.qld.gov.au/libraries

DID YOU KNOW ? YOU CAN GET:

**FREE
LEGAL
ADVICE:
4194 2663**



**TAYLOR STREET
Community Legal Service**

Managed by Hervey Bay Neighbourhood Centre Inc.

**Questions about your
tenancy?**

**Problems in the workplace?
Being bullied, sexually
harassed or discriminated
against?**

Facing driving offences?

Being chased for money?

**WE ARE A FREE,
CONFIDENTIAL SERVICE AND
CAN HELP WITH MOST
LEGAL MATTERS.**

FUNDED BY QLD AND CTH GOVERNMENTS

ABN: 34 683 873 965

6/16 TORQUAY ROAD HERVEY BAY QLD 4655

FRASER COAST REGIONAL COUNCIL

Fraser Coast Regional Council recognises that young people make invaluable contributions to our region and play a vital role to community life.

Council actively supports youth involvement in civic life through the Fraser Coast Youth Ambassadors and also supports the recognition of youth achievements through the Youth Mayoral Congratulatory Letter.

Council publish the Little Lime Pocket Book which is a great guide to all welfare and support services on the Fraser Coast.

For further information, please check out www.frasercoast.qld.gov.au/youth or contact the Community Partnership Officer on 1300 79 49 29.

LEGAL SUPPORT AND SERVICES

In case of an emergency please contact 000

Hervey Bay Police

142 Torquay Road, Scarness

Telephone: 4128 5333

Maryborough Police

Kent Street, Maryborough

Telephone: 4123 8111

Aboriginal and Torres Strait Islander Legal Service

Unit 2, 17 Torquay Road, Pialba

Telephone: 4128 2488

Website: www.atsils.org.au

Legal Aid Queensland

Telephone: 1300 65 11 88

Website: www.legalaid.qld.gov.au/legalinformation/youngpeople/

Hervey Bay Magistrates Court

Cnr Queens Road & Freshwater Street, Pialba

Telephone: 4125 9300

Maryborough Court House

170 Richmond Street, Maryborough

Telephone: 4121 1810

MEDICARE CARD

A medicare card is required to: claim a Medicare benefit, visit healthcare professionals including doctors, seek treatment as a public patient in a public hospital or to fill a Pharmaceutical Benefits Scheme prescription.

To enrol for Medicare you need to complete a Medicare Enrolment Application form. Once you are enrolled, you will be sent a card. Forms are also available from your local Centrelink Service Centre or by contacting 132 490 or www.humanservices.gov.au

RENTAL PROPERTY – APPLYING

To submit an application to rent a house, you will normally need to provide the following:

- References and contact details
- Bank statements
- A current employment contract, payslips and employer contact details
- Photocopies of several items of personal identification

A bond (4 weeks rent), along with an additional 2 weeks rent is required at the commencement of your tenancy.

Your bond will then be lodged with the Residential Tenancy Authority (RTA). There are rules when renting a house, unit, share house, room, caravan or houseboat in Queensland. These rules are set out in the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act).

www.rta.qld.gov.au/Renting



IYTC – INTERNATIONAL YOUTH TRAVEL CARD

You can take advantage of thousands of benefits, services, discounts and savings that the IYTC student card offers.

Am I eligible?

Anyone 30 years old or younger can get an International Youth Travel card. The card provides discounts on everything from plane tickets to cinema tickets.

SUPERANNUATION

Superannuation is a regular payment made into a fund by an employee towards a future pension.

Employers have to pay 9.5% superannuation when an employee is paid \$450 or more before tax in a month and is over 18 years, or under 18 years and works over 30 hours a week.

Find out more go to www.ato.gov.au/super

TAX FILE NUMBER

What is a Tax File Number?

A tax file number (TFN) is a number issued by the Australian Taxation Office (ATO) to identify an individual or organisation for tax purposes. Each taxpaying entity (an individual, company, superannuation fund, partnership, or trust) has a unique TFN, which has 8 or 9 digits.

To apply for a tax file number you must collect a form from your nearest taxation office or post office.

You will need to prove your identity
i.e. birth certificate, photo identification (I.D.)

To find out more about how to lodge a tax return, obtain a TFN, or how much tax should be taken from your pay, phone 132 861 or visit www.ato.gov.au

TRAVELLING OVERSEAS

If you go overseas you will need a passport.
Find out how you can get one at www.passports.gov.au

www.smarttraveller.gov.au is a great website that provides travel advice and information including: travel tips, staying safe and healthy, transport, life overseas, travelling within the laws and what happens if things go wrong.

You can also register your travel plans on this site and subscribe to travel advice updates.

YOUTH SUPPORT SERVICES



ONLINE RESOURCES

Hervey Bay Business
www.herveybayqldbusiness.com.au/clubs

RentConnect
www.qld.gov.au/housing/renting/rentconnect

PCYC
www.pyc.org.au/HerveyBay/

Queensland Government
www.qld.gov.au/youth/apps-tools

Headspace
www.headspace.org.au

Fraser Coast Regional Council
www.frasercoast.qld.gov.au

Fraser Coast Regional Council Facebook
www.facebook.com/FraserCoastCouncil

Australian Government
www.australia.gov.au/people/youth

Beyond Blue
www.youthbeyondblue.com

Reachout
www.au.reachout.com

Kids Helpline
www.kidshelp.com.au/teens

SUPPORT SERVICES – YOUTH

Centrelink Social Work Team 13 10 21
6 Hunter Street, Pialba

CRISIS RELIEF

Anglicare 1300 114 397

Centrelink www.humanservices.gov.au

St John's Anglican Church 4124 1499

St Vincent De Paul
Maryborough 4123 1414
Hervey Bay 4128 1389

Salvation Army
Maryborough 4121 3643
Hervey Bay 4128 4900

DRUG & ALCOHOL SERVICES

Fraser Coast
Health Services District 1800 177 833

Alcohol, Tobacco & Other Drugs
(ATODS) 4128 5424

Hervey Bay Hospital 4325 6666

Maryborough Base Hospital 4122 8222

Bridges Aligned Services 1300 707 655

Alcoholics Anonymous
Maryborough 0438 169 764

Headspace 4303 2100

Australian Government
..... www.drugs.health.gov.au

EMERGENCY ACCOMMODATION – HOUSING

Centacare Emergency Housing..... 4194 0172

RHL Youthcare Hervey Bay Inc 4125 5798

SERVICE & COMMUNITY HOUSING

Youth Housing & Intergration Service (YHARS)..... 4123 4697

FINANCIAL ADVICE

Centrelink 13 24 90

Youth Housing & Intergration Service
..... 4123 4697

Uniting Care Community
Hervey Bay 4191 3100
Maryborough 4122 9000

MENTAL HEALTH SERVICES

You are encouraged to visit your regular doctor or General Practitioner (GP) for advice.

Headspace 4303 2100

Centacare Fraser Coast
Maryborough 4121 6410
Hervey Bay 4194 0172

Fraser Coast Integrated Mental Health Service..... 4128 5400

Breakthru www.breakthru.org.au

Reachout reachout.com.au

MULTICULTURAL

Migrant Settlement Program..... 4194 3076

NEIGHBOURHOOD CENTRE

Hervey Bay Community Centre..... **4194 3000**
22 Charles Street, Pialba

Reconnect Youth Centre **4325 4431**
80 Main Street, Pialba

Youth Mentoring..... 4124 1262

Seniors Legal & Support Service... 4124 6863

Website www.hbnc.net.au

Maryborough Neighbourhood Centre **4121 2141**
25 Ellena Street, Maryborough

Community Development & Education
information, referral and advice

English and Literacy Mentoring Class

Internet Access

Justice of the Peace (Qual.) Service

Centacare Community Services

Website
www.maryboroughneighbourhoodcentre.org

ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES

Aboriginal and Torres Strait Islander Services - Hervey Bay

50-54 Main Street, Pialba

Telephone: 4125 9398

Website: www.atsip.qld.gov.au

Kahwun Wooga Aboriginal & Torres Strait Islander Corporation for Community Development

108 Bazaar Street, Maryborough

Telephone: 4123 5910

Galangoor Duwalami Primary Healthcare Service

6 Tavistock Street, Torquay

Telephone: 4194 5554

Shop 1, 87-89 Bazaar Street, Maryborough

Telephone: 4184 9969

Centrelink Indigenous Customer Service Officer

Telephone: 13 62 40

Korrawinga Aboriginal Corporation

347 Scrub Hill Road, Dundowran

Telephone: 4124 6908

Indigenous Health – Community Health

167 Neptune Street, Maryborough

Telephone: 4122 8733

IUIH (Institute for Urban Indigenous Health Ltd

133 Demans Camp Road, Kawangun

Telephone: 1300 852 598



RELATIONSHIPS

1800 Myline1800 695 463

Relationships Australia1300 364 277

Headspace4303 2100

Gay & Lesbian

Welfare Association1800 184 527

SEXUAL HEALTH SERVICES

Wide Bay Sexual Health – Q Clinic4150 2754

Wide Bay Women’s Health Centre Inc .4125 5788

Fraser Coast Community &

Allied Health Services4122 8733

SEXUAL ASSAULT

State-wide Sexual Assault HELPLINE
.....1800 010 120

Kids Intervention

Prevention Program (KIPP)4121 7983

Kids Helpline1800 551 800

Child Protection Investigation Unit –

Queensland Police4128 5331

Wide Bay Sexual Assault (females) ...4121 5999

.....1800 010 120

TRANSPORT

Hervey Bay Taxi Service 13 10 08

Hervey Bay Limousine Service4124 5855
.....0408 078 344

Hervey Bay Transit Centre4124 4000

Booking office for

Queensland Rail, Bus Services

Queensland Rail

Maryborough Ticket Office4123 9264

Enquiries and Information.....1800 803 009

OUR COMMUNITY, OUR CULTURE, OUR LIFESTYLE

OUR Fraser Coast



Our Fraser Coast boasts a vibrant and diverse mix of people and places that collectively make up our unique community lifestyle and culture.

Be inspired and find out what's happening in your community. Pick up your copy of the **Scene** magazine from Council's venues and follow us on Facebook.

[f /OurFraserCoast](https://www.facebook.com/OurFraserCoast) www.ourfrasercoast.com.au

Fraser Coast
Scene
THEATRE • ARTS • CULTURE

A cultural service of
Fraser Coast
REGIONAL COUNCIL



Youth Support Services

Advocating for young people's rights on an individuals and systemic basis.

Results Areas

Youth Support Access focuses on 8 good practice principles

1. Accessibility to services
2. Client driven service delivery
3. Holistic approaches to service delivery
4. Culturally and contextually appropriate service delivery
5. Connection to family
6. Engagement in education, training and work
7. Health and Wellbeing
8. Safety

**IT ALL
STARTS
HERE** →



PCYC Hervey Bay

9 O'Rourke Street, Pialba QLD 4655

P: (07) 4124 5211

E: wayne.bellamy@pcyc.org.au

W: www.pcyc.org.au/herveybay

Funded by



Hervey Bay Neighbourhood Centre

The Heart Of Our Community

YOUTH Centre

80 MAIN STREET
PHONE: 4194 2270

RECONNECT

SUPPORT FOR YOUNG PEOPLE
WHO ARE HOMELESS OR AT RISK
OF HOMELESSNESS.

Client Support Services

Aged and Disability Services

Family, Children & Youth Services

Legal & Professional Services

Multicultural Services

COUNSELLING Clinic

FREE COUNSELLING SERVICE.

BAY Connect

COMPUTER TRAINING AND
INTERNET ACCESS SITES.
COSTS INVOLVED.



Hervey Bay
Neighbourhood Centre
The Heart Of Our Community

4194 3000

www.hbnc.net.au