



School Leaver Guide

"Trust your next step"

Contact us:

1300 183 352 or info@connect.com.au

Work it Out

The Work It Out Program can assist young people aged 15–21 in the Northern Rivers area in a range of ways. Our goal is to meet young people where they are at and support them towards their education, training, and employment goals. For eligible participants registered in the Work It Out program, support can include:

- Assistance with securing your birth certificate, TFN, USI, Medicare Card, or Learner's Permit
- Resume and cover letter preparation, guidance with addressing selection criteria (if needed) and printing
- Personality profiling, identification of career goals, and development of a Career Plan
- Access to work experience with employers in your occupational area of interest, which is especially beneficial for those who have no work skills or work referees
- Assistance with Cold Calling Potential Employers and Employability Skills that are relevant to most jobs and sought after by employer
- Financial assistance with accessing the safer driver course, driving lessons, Hazard Perception Test booking fees or your P1 licence – conditions apply
- Support to secure work clothes or other essential work equipment needed to commence work for those who have a job offer
- Assistance to build confidence and self-esteem, undertake goal setting, develop your interviewing skills and/or apply for work, including cold calling and pitching yourself to employers
- Help with choosing the best study options for you and access to workshops
- Advocacy and other support services to help you negotiate with government and other service providers such as Centrelink.

***Contact Connect by calling 1300 183 352 or email
info@connectnr.com***



Accommodation and Housing

- ☐ I know where to access emergency housing, supported crisis or transitional housing, if needed.

[Connecting Home](#) – Emergency Housing

[OTCP Specialist Homelessness Services](#) – Supported Crisis and Transitional Housing

[Links2Home Crisis Phone Numbers](#) – Homelessness hotline

- ☐ I am aware of the various forms of housing assistance available to me and how to apply for these.

[Housing Pathways](#) – housing options and how to apply

- ☐ I know how to access information on private rental assistance and what support is available.

[Private Rental Assistance](#) – a range of support options including support with your rental bond, advocacy, and rental subsidies for eligible persons.

[Rent Choices](#) – a service that can help you gain a private rental. Rent Choices will help cover some cost towards your rent. [Click here](#) for a direct link to the service support phone numbers.

- ☐ I am aware of Indigenous Housing Support for people who are homeless or at risk of becoming homeless.

[Helping Hands](#) – A service for indigenous people, over the age of 18 in the Northern Rivers Region.

- ☐ I know who to contact if I need help or advice about my rental arrangements.

[Northern Rivers Tenants Advice and Advocacy](#) – free advice for all tenants and residential park residents.

- ☐ I am familiar with rental agreement terms and am aware of my responsibilities as a tenant.

[Tenants NSW](#) – information and advice on your responsibilities

- ☐ I know my rights as a tenant and where to access information and advice on all sorts of rental arrangements including share houses, boarding

[Tenants NSW](#) – information and advice on your tenancy rights

- ☐ I am aware of the importance of checking that my tenancy is being handled correctly and that a proper property inspection and Condition Report has been completed (including by me).

[New Tenant Checklist](#) – information from Fair Trading NSW

- ☐ I am aware of all the costs associated with moving out of home to rent and how to budget for my own place.

[Renting Costs and Budgeting](#) – this is a MoneySmart financial guide that covers moving out of home, including checklist, choosing a place and sharing with flatmates.

- ☐ I am aware of various options for securing furniture for my rental property that fits my budget.

If you cannot get items from family or friends then consider buying second hand goods through places like [GumTree](#), or renting through [Radio Rentals](#), or searching through local Op shops, at garage sales or via the [Facebook Marketplace](#).

- ☐ I know how to get cheap financing for essential household goods.
- ☐ I know how to find flatmates or housemates with who to share a rental property.

[Search flatmates](#) – this site allows you to list rooms in a house to share and find rooms available.

Education and Training

- ☐ I am aware of the training/education requirements for my chosen career/job.

[The Good Careers](#) – information on jobs, training requirements and access to training

- ☐ I am aware of the support I can access to help cover the cost of the training/education requirements for my chosen career/job.

[Smart and Skilled](#) – provides information on subsidised training options and you can check your eligibility for a subsidy

- ☐ I know how to find out if I am eligible for Centrelink payments or support while undertaking my chosen training/education options.

[Youth Allowance](#) – eligibility and claiming

[Austudy](#) – eligibility and claiming

[Abstudy](#) – eligibility and claiming

[Fares Allowance](#) – eligibility and claiming

[Apprentice Support](#) – loans, living away from allowances and other financial assistance

- ☐ I have a USI (Unique Student Identifier) or I know how to secure a USI so I can undertake formal study in Australia.

[Unique Student Identifier](#) – applying for, or retrieving a lost, USI

- ☐ I know how to find out if I am eligible for other government loans and support to help with the costs of undertaking higher education or VET courses.

[Study Assist](#) – provides information on government support towards the costs of financing your tertiary study, including VET.

- ☐ I know I can access bridging courses if I miss out on securing a place at a university.

[Preparing for Success](#) – this is the Southern Cross University option. Most universities have options available.

- ☐ I know how to access some open learning options to trial courses for free.

[MOOCs](#) – Massive Open Online Courses provide free, short courses on many topics. These can be sourced through [Coursera](#), [Udacity](#), [edX](#) and [FutureLearn](#).

Health and Wellbeing

- ☐ I know about medical benefits and have secured my Medicare card.

[Medicare Card](#) – information and application process

- ☐ I know I can get additional health support if I am on a low-income level.

[Low Income Health Care Card](#) – eligibility and application process

- ☐ I know who to speak to about my sexual health.

[PASH](#) – information and advice on sexual health

- ☐ I know who to contact if I am feeling very down about life and having thoughts about self-harm.

[Lifeline](#) – support and advice on self-harm, loss, grief, suicide, crisis support, substance abuse and depression. 13 11 14

[Suicide Call Back Service](#) – 24-hour telephone counselling service for those at risk of suicide, carers of someone who is suicidal and those bereaved by suicide. 1300 659 467

- ☐ I know who to contact if I am feeling anxious or have concerns about my mental health.

[Headspace](#) – for information on mental health and to find access to your local provider

[Mental Health Support Services | Open Minds](#) – for mental health

[Supports funded by the NDIS | NDIS](#) – For disability support (NDIS)

[ReachOut](#) – support and information covering bullying, stress, binge drinking and other mental health issues.

[Bite Back](#) – is an online positive psychology program aimed at improving the overall wellbeing and resilience of young Australians offered by the Black Dog Institute.

[Mensline](#) Australia – Support for men dealing with family and relationship problems.

1300 789 987

[Beyond Blue](#) – Information on depression, anxiety and related disorders, available treatments and where to get help. 1300 224 636

[Relationships Australia](#) – Relationship support and counselling services for individuals, families and communities. 1300 364 277

[Kids Helpline](#) – 1800 551 800

[13YARN](#) – 24-hour crisis support line for Aboriginal and Torres Strait Islander people. 13 92 76

[NSW Mental Health Details](#)

Job Search and Career Planning

- ☐ I know how to find out about different occupations/jobs and what is involved in each one.
[A-Z of Occupations](#) – information on the job outlook for over 800 occupations
[MyFuture](#) – is designed to help you with your career planning
- ☐ I know what job or occupation interests me.
[Career Test](#) – another assessment to help you get clear on your interests
[Skillsroad](#) – career advice and support
- ☐ I know what pathways will help me along my chosen career direction.
[Careers One TV](#) – information on career opportunities and pathways
[Australian Apprenticeships Information for Job Hunters - AAPathways](#) – shows career pathways and qualifications
- ☐ I have a well prepared and up to date resume and covering letter.
- ☐ I have created a profile and uploaded my resume to the relevant job search sites.
[Indeed](#) – job search site
[Seek](#) – job search site
[Jobsearch](#) – job search site
[Jora](#) – international job search site
- ☐ I know how to address selection criteria if these are requested in a job advertisement.
- ☐ I have organised and secured two work referees to support my job applications.
- ☐ I know how to cold call potential employers to make a great impression.
- ☐ I understand the impact my social media profile, including comments I make, and how I behave, can have on my job prospects.
[ABC Article](#) – a good article covering how your social media profiles may stop your job application in its tracks
- ☐ I know how to dress and present myself for job interviews and for work.
- ☐ I know about job opportunities for Indigenous Australians.
[Indigenous Employment Australia](#) – a job search and support site for skilled Indigenous Australians.

Legal Matters

- ☐ I know where to go for free legal advice, if needed.

[Legal Aid](#) – free legal advice – NSW

[Northern Rivers Community Legal Service](#) – advice, information and referral services

- ☐ I know who to speak to about my consumer rights.

[Fair Trading](#) – for information and lodging complaints about your rights as a consumer

- ☐ I understand the importance of protecting my online identity to prevent identify theft and the risks of cybercrime and I know what to do about cyberbullying.

[Protecting Personal Information](#) – personal information, fraud and identify theft

[eSafety](#) – how to be safe and secure with connected devices

[Stay Smart Online](#) – information on how to be safe while online

[ReportCyber](#) – where to report a cybercrime if you feel you have been a victim of one

- ☐ I understand who to contact regarding work conditions and legal entitlements as a worker.

[Fair Work Ombudsman](#) – about your rights as a young worker

- ☐ I have a secure place to store all my confidential information and important documents (including Tax File Number, Unique Student Identifier, passwords for accounts, Government records, and memberships) such as Google Drive, OneDrive, Dropbox or other secure cloud-based storage device.

- ☐ I have a secure place to store all my hard copy confidential information and important documents (including my birth certificate, passport, student ID card, work references, training certificates, or other personal identification documents). These documents are very important and difficult to replace. If you do not have a secure location, you could store these with a parent, responsible adult or carer.

Money and Finance

- ☐ I have a bank account and I know how to operate it.

[Banking Options](#) – types of bank accounts, banking online, payment options

- ☐ I have a MyGov account set up and have linked all my government accounts or I know where I can create an account.

[MyGov Account](#) – applying for a MyGov account

- ☐ I have a Tax File number and know that it must be carefully stored. If I have lost it, I know how to retrieve it.

[Tax File Numbers](#) – how to apply or retrieve a lost number

- ☐ I know how to complete my tax return online.

[MyTax](#) – online lodgement portal of the Australian Tax Office.

- ☐ I am aware of the support I can access to complete my tax return.

[Tax help program](#) – you will need a MyGov account linked to the ATO (Australian Tax Office) to access this support.

- ☐ I know how to access support and advice if my debt gets out of control.

[Managing Debts](#) – how to get back on track

[Financial Rights Legal Centre](#) – access the national debt help line

- ☐ I know how to create a budget to manage my money.

[Budget Planner](#) – simple budgeting tool

- ☐ I know how to manage my living expenses and ways to keep these to a minimum.

[Budgeting Tips](#) – suggestions for keeping expenses down from News Limited, including ideas for cheap furniture and other household goods.

Personal Development and Other Living Skills

- ☐ I am enrolled to vote, or I know how to enrol to Vote.

[Australian Electoral Commission](#) – you can register from 16 onwards and will be eligible at 18

- ☐ I know how to access assessments that will help me to better understand myself.

[Personality Profile](#) – your personality and preferred way of showing up in the world

[Emotional Intelligence](#) – check your level of emotional intelligence, essential for being effective at work

[Behaviour Style](#) – what you will be like at work, your strengths

[Strengths and Weaknesses](#) – an assessment to help you identify your strengths and weaknesses

Work Knowledge

- ☐ I know the minimum employment entitlements that all employers must provide.

[National Employment Standards](#) – minimum employment entitlements

- ☐ I understand superannuation and my entitlements.

[Superannuation](#) – general information, choosing a provider and the rules

- ☐ I know what to expect and what is expected of me when starting a new job.

[My Employment checklist](#) – a checklist to consider your rights and potential entitlements when starting work.

- ☐ I understand the basic employer and employee safety responsibilities.

[Employer and Employee responsibilities](#) – includes links to legal obligations and rights

- ☐ I know how to check that I am receiving the correct pay at work.
[Pay Calculator](#) – Calculator for rates of pay based on awards
- ☐ I know who to speak to if I am being bullied at work.
[Bullying in the Workplace](#) – information and links to support you if this occurs.
- ☐ I know about traineeships and apprenticeships and the benefits of being able to earn and learn at the same time.
[Traineeships and Apprenticeships](#) – information and links on traineeships and apprenticeships, including guides, logbooks, searching for positions and providers.
- ☐ I know about group training organisations and how they operate.

Group Training Organisations (GTOs) employ apprentices and trainees, and then place them with a host employer. Local GTOs include [Hunter Valley Training Company](#) and [Novaskill](#). A full list of [Group Training Organisations](#) for NSW can be found at Training Services NSW.

Work Skills and Employability

- ☐ I am aware of the key skills that employers consider are relevant to most jobs or I know how to access this information.
- ☐ I know how important a driver's licence is for work and I have secured mine or I am in the process of securing it.
[Practice Driver Knowledge Test](#) – online option to practice undertaking the driver knowledge test

Learner Driver Knowledge Course – there are various providers including [TAFE](#), or [Driver Education Program - ACE Community Colleges \(driveredace.edu.au\)](#), and the locations vary.
[Service NSW](#) – for booking a Driver Knowledge Test, Driving Test, Hazard Perception Test, Driver Qualification Test, or Rider Training and Testing.
- ☐ I know what support is available for securing a driver's licence and reaching my driving hours.
[Safer Driver](#) – Safe Driver course worth 20 driving hours. Work It Out may be able to assist with the cost of this course – conditions apply. Contact the [Work It Out](#) Team.
[Hart Services](#) – predominantly for people with disabilities or other young people with significant support needs located in the Lismore, Kyogle and Casino areas.
[Driver Education Program](#) – ACE provides free professional driving lessons for eligible clients.
- ☐ I have relevant work experiences that make me attractive to employers or I know how to access support to secure these.
[SEEK](#) – SEEK has a list of volunteering options, click on the volunteering tab. For information on volunteering and opportunities search [Volunteering Australia](#) and the local volunteer contact the [Northern Rivers Community Gateway](#)
[Unpaid work](#) – understanding the rules around unpaid work.

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