

School Leavers Survival Guide



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Congratulations on completing your School Education!

Message from Pat

I know advice from a 46-year-old might feel like a MySpace page trying to explain TikTok but stick with me - there are actually some useful tips in here.

Finishing school is exciting, scary, and kind of like being handed the keys to a car before you've learned to drive. Big decisions are coming, so I've put together the **School Leavers Survival Guide** to make life after school a little less terrifying.

Inside, you'll find info on stuff like:

- Training and further education
- Landing that dream job
- Services Australia allowances
- Moving out of home
- Applying for essentials

If you read it and still feel lost, call my office on (02) 4947 9546. My team and I are here to help you.

I hope this handbook helps you survive life after school with fewer facepalms than I had and I wish you all the success in your future.

Kind Regards



Pat Conroy MP

Federal Member for Shortland



Scan to keep up to date with Pat



**Choosing what
to do in your
post-school
life is exciting
but also
challenging.**



Introduction

The best way to succeed when planning for your future is to identify your interests. There are lots of people and organisations that can help you choose something that interests you. Recognising what your strengths and weaknesses are will also help you figure out what pathway is right for you.

www.myfuture.edu.au and www.education.gov.au are excellent resources to help you identify your interests and strengths. They provide an in-depth look at a range of occupations and the requirements needed to pursue those jobs.

Your Identity



Proving your identity

As you go through life, there will be lots of times when you'll need to show identification (ID) to prove who you are. This includes when you apply for government services like Centrelink or when you 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. You should check with the organisation first.

You can use several things to prove your identity including:

- Passport
- Birth certificate
- Driver Licence
- Health care card
- Medicare card
- Visa (using your foreign passport)
- Citizenship Certificate
- ImmiCard
- Student card
- Vaccination and medical records

- Bank accounts
- Academic records or certificates
- Personal photos

Information about verifying your identity can be found at: myid.gov.au/verifying-your-id-in-myid

Passports

Getting a passport can be complex. You will need to ensure you have some relevant information to get you started.

To get your passport, go to passports.gov.au

Birth Certificates

Getting a birth certificate can help prove your identity and is an important document to have.

If you were born in Australia, you can request a birth certificate on the Births, Deaths and Marriages Registries of each state and territory.

For NSW visit: www.nsw.gov.au/departments-and-agencies/births-deaths-marriages.

myGov Information



What is myGov?

myGov is a simple and secure way to access government services online and all in one place.

When you create a myGov account you can link to Centrelink, Medicare, ATO, and a range of other government services.

With a myGov account, you can:

- get messages sent to your secure myGov Inbox
- update your personal details
- be confident your personal information is secure
- access your online accounts overseas
- link to other government services

myGov App

The myGov app makes using myGov simpler and easier.

With the myGov app it's:

- simpler to sign in to myGov
- easier to view and manage your Inbox messages
- quicker to access linked services.

There's also a new digital wallet that helps strengthen the security of your government digital cards and certificates.

You need a myGov account to set up the app.

If you don't have a myGov account, go to my.gov.au to create one.

A myGov account allows you to link a range of government services to your online account, such as:

- Australian Taxation Office
- Centrelink
- Child Support
- Department of Health Applications Portal
- Department of Veterans' Affairs
- Individual Healthcare Identifiers service
- Medicare
- My Aged Care
- My Health Record
- National Cancer Screening Register
- National Disability Insurance Scheme
- National Redress Scheme
- Workforce Australia

Education and Training



University

University offers a wide range of tertiary education courses. Entrance into University is usually based on your performance in Year 12. Checking requirements for courses should be a priority before submitting your application through the University Admissions Centre (UAC). Your school can also assist you with this.

When selecting a course, consider the following:

- What am I interested in?
- Which program will allow me to study this?
- Where do I want to study?
- Am I prepared to move away from home?
- How flexible is my course?
- Can I complete my course part-time?

It's important to remember, regardless of the final mark you receive, to consider a course that fits your interests; this will deliver satisfaction as well as better success. If your circumstances change, speak to your course coordinator to consider the options that are available. You may be able to change your degree and even look at changing from full-time to part-time studies. Just remember, different courses can have different requirements.

Be sure to check out the open days and handbooks of the individual Universities. They provide useful information and can assist in directing you to finding a course that best suits you. Sometimes it may even lead you to a course that you might not have previously considered.

University Admissions Centre (UAC)

If you intend to apply for University in either NSW or ACT, you must submit an application through UAC. To apply through UAC, you will need a UAC application number and PIN. Once you have logged into the UAC portal, you can begin your application.

Applying students can select up to nine preferences. Be sure to put the course you want to do most as first. The main round of offers occurs in late January. If you do not receive an offer in the first round, there is always a chance you will receive an offer in the subsequent rounds.

To find your way to any undergraduate degree and learn about pathways visit www.uac.edu.au.

Higher Education Loan Program (HELP)

The Australian Government assists eligible students by providing access to the Higher Education Loan Program (HELP). The HELP scheme offers different loans for different types of study so students can study now and pay the tuition costs later.

The Australian Government has made significant improvements to HELP and VET Student Loans, making education fairer and reducing the financial burden on students.

Previously, these interest-free loans had their outstanding amounts indexed annually in line with inflation. The new system caps the annual indexation rate to the lower of either the inflation or wages rate, making sure outstanding loans never grow faster than average wages.

All HELP and VET Student Loan debts are managed by the Australian Tax Office (ATO). An individual commences repaying their loan debt when their taxable income reaches the repayment threshold.

As part of the Albanese Government's election commitment, the first piece of legislation the Labor

Government will introduce is to wipe 20% off every student debt.

This will benefit 3 Million Australians with a student loan debt.

For more information on how student loans work, visit www.studyassist.gov.au/help-loans

The University of Newcastle

The University of Newcastle (UoN) is the local university for the Shortland electorate. It has three main campuses in Newcastle (Callaghan and City Precinct), Central Coast (Ourimbah) and Port Macquarie.

There are several ways you can gain entry into university. The most common is through the completion of Year 12 and attaining an ATAR. Students who wish to apply to study at the University of Newcastle need to submit an application to UAC (www.uac.edu.au).

If you don't get the marks for your desired degree, UoN offers a number of other pathway programs which can be found at www.newcastle.edu.au/study/pathways

For a full list of undergraduate degrees offered by UoN visit www.newcastle.edu.au/degree

There are a range of other Universities throughout the country. You can find more information on the UAC website. Be sure to check the specific University's website and handbook for the latest course information.

Paid Prac Support

The Albanese Government will provide a Commonwealth Prac Payment for teaching, nursing (including midwifery) and social work students to help them while they do their mandatory prac.

From 1 July 2025, the payment is available for around 68,000 eligible higher education students and over 5,000 VET students each year for their placement periods. It is means-tested and is in addition to any income support a student may also receive.

TAFE

TAFE offers a wide range of study options; from online courses, to training, to full-time education. Vocational Education and Training (VET) will equip you with the necessary and practical skills needed for employment. It is also a good option to consider if you want to go to University but need to gain entrance qualifications or be more prepared before you start your degree. TAFE courses can range from a few weeks up to a few years.

Unlike University, TAFE and Registered Training Organisations (RTOs) do not require a specific ATAR mark to be accepted, although some courses may have prerequisites.

For more information on TAFE courses, visit www.tafensw.edu.au/course-areas or call 131 601.

You can also speak to your school's Careers Advisor for details on what VET courses are available and how to apply.

Fee-free TAFE Courses

Fee-free TAFE is a joint initiative of the Australian and New South Wales Governments, providing tuition-free training places for people wanting to train, retrain or upskill.

TAFE NSW will provide more than 300 qualifications, from Certificates to Diplomas, that align with the state's priority industry growth sectors, free of tuition fees for eligible students.

In addition, from 2024-2026 the Albanese Government is providing a further 300,000 Fee-free TAFE and VET places in high skill needs areas.

Eligibility Criteria

To be eligible for Fee-free TAFE, you must at the time of enrolment:

- Live or work in New South Wales.
- Be an Australian or New Zealand citizen, permanent Australian resident, or a humanitarian visa holder.
- Be aged 15 years or over, and not enrolled at any school.

People from the following groups are strongly encouraged to apply:

- First Nations people
- LGBTIQ+ community
- Veterans
- Job seekers
- Young people
- Unpaid carers
- Women interested in non-traditional fields
- People living with disability
- People who are eligible for certain visa subclasses
- People from culturally and linguistically diverse backgrounds

Depending on the type of training and resources that are required to deliver a course effectively, class sizes may be limited.

Fee-free places are subject to availability at each intake and may be subject to capacity constraints.

The number of Fee-free TAFE places that are funded is limited by the terms of the skills agreement signed by the Australian and New South Wales Governments.

For further information, visit www.tafensw.edu.au/fee-free

Registered Training Organisations (RTOs)

Registered Training Organisations (RTOs) are training providers who are registered to deliver VET courses. They provide training and qualifications that are nationally recognised. RTOs offer qualifications at the following levels: Certificate I, II, III and IV, Diploma, Advanced Diploma, Graduate Certificate and Graduate Diploma.

For more information on RTO courses, visit skills.education.nsw.gov.au or call 13 28 11.

Apprenticeships

Apprenticeships are available to anyone of working age. You don't need a Higher School Certificate or other qualification to be able to do an apprenticeship.

Apprenticeships offer opportunities for you to train, study and earn an income at a variety of qualification levels in most occupations, as well as in traditional trades.

For more information, visit www.apprenticeships.gov.au or call the Student Enquiry Line on 1800 020 108.

You can speak
to your school's
Careers Advisor
for details on
what courses
are available
and how to
apply.



**A well-written
resume is
a key part
of any job
application**



Employment

Resume

One of the first things you need before applying for a job is a resume or curriculum vitae (CV). A well-written resume is a key part of any job application that lists your study, work and life experiences. The purpose of a resume is to convince employers to interview you.

Your resume should include some, or all, of the following information:

- Personal Details
- Education Details
- Work or Volunteering Experiences
- Awards or Certificates
- Interests and Hobbies
- References

Handy tips before sending your resume:

- Make sure it's typed on plain A4 paper
- Double-check your spelling and details
- Ask someone to proof-read your resume and job application
- Create a portfolio of your work (or photographs of it) when applying for jobs that require artistic ability

The Interview

This can be an intimidating process but try to relax during the interview as much as possible.

You should show enthusiasm for the company and the type of work you will be expected to do. It will help you to do some homework about the company if you can.

Having knowledge of things such as what the company does, and the position you are applying for, will also make a favourable impression on a prospective employer.

Examples of questions an employer might ask include:

- Why do you think you are suitable for this position?
- Why would you like to work for this company?
- What do you know about this organisation?
- Why did you apply for this job?
- What are your strengths and weaknesses?
- Why do you think we should employ you?
- Tell me about a problem you had and how you solved it.
- Give me an example of a time where you successfully worked in a team.

It often helps to practice your answers before an interview. Ask a friend, teacher or parent to role-play an interview with you.

For guidance on resources and activities to help you work out what jobs might suit you, visit www.jobjumpstart.gov.au

Rights at Work

If you are leaving school and are heading straight for the workforce, it is vital you understand your rights as a worker.

The Fair Work Ombudsman can offer useful information such as the minimum rate of pay you should be entitled to and the conditions of employment for your job. The Fair Work Ombudsman also has the power to investigate if required.

The Fair Work website is also a good resource for finding answers to the

most common questions about your rights to work. This is useful for students transitioning from school to work or working part-time while studying.

Fair Work Ombudsman:
www.fairwork.gov.au

Information for Young Workers and Students: www.fairwork.gov.au/find-help-for/young-workers-and-students

Unions

Throughout Australia's history, Unions have given working people a voice in their workplaces and in broader society.

Unions provide advice and assistance in a range of work-related matters. Unions represent workers to protect their rights, conditions and wages. Joining a Union will assist you with negotiating better wages and conditions in your workplace, represent you in workplace issues including termination of employment, and they can take further action to make sure your employer is paying you correctly and providing a safe workplace. Union memberships remain confidential, meaning you do not have to disclose your Union to your employer or colleagues.

The Australian Council of Trade Unions (ACTU) is the peak National Union Body. You can join a Union that suits you through the ACTU's website at www.actu.org.au or call **1300 486 466**.

Tax and Super

Why do we pay tax?

The Australian Taxation Office (ATO) collects taxes for the Australian Government. The taxes we all pay fund community services such as:

- Health Care
- Education
- Emergency Services
- Roads and Train Lines
- The Australian Defence Force
- Welfare and Disaster Relief

Having the services we all value depends on everyone paying the right amount of tax.

When do I need to lodge a tax return?

When you have tax taken out of your pay during the year, or earn over \$18,200 during the income year, you need to lodge a tax return. For more information on how to pay tax visit the ATO website.

What is a tax file number (TFN)?

Your tax file number (TFN) is your personal reference number in the tax and superannuation systems. Your TFN is an important part of your tax and superannuation records as well as your identity, so keep it secure.

Your TFN is yours for life. You keep the same TFN even if you change your name, change jobs, move interstate, or go overseas.

You can apply for a TFN and find more information at ato.gov.au

I think I have a tax file number, but I have lost it, what do I do?

If you already have a TFN and don't remember the number, you can find it online in ATO online services via your myGov account.

If you don't have a myGov account, you can usually find your TFN on:

- Your income tax notice of assessment if you have lodged a tax return
- Letters you have received from the Tax Office, such as a statement of account
- A payment summary or income statement (provided by your employer)
- Your superannuation account statement

If you still can't find your TFN after checking these options, phone the ATO on **13 28 61**.



Superannuation

is money set aside during your working life for when you retire.



What is a superannuation fund?

Superannuation is money set aside during your working life for when you retire. Super is a longterm investment which grows over time. Superannuation begins when you start work and your employer starts paying a portion of your salary or wages into your superannuation for you.

The earlier you learn about what you are entitled to, what your employer needs to pay, and what limits that apply, the better off you will be when you retire.

Most people can choose the fund their super goes into. You can do so by using a **Superannuation standard choice form** when you start a new job. You should discuss your eligibility to choose a fund and this form with your employer.

What if I already have a superfund from a previous part-time job?

In 2021, 'stapling' legislation passed, which requires employers to make super guarantee contributions to their new employee's existing super fund unless otherwise instructed.

The employee can still choose to join the employer's default fund or another eligible fund.

What happens when I have more than one superfund?

To protect superfund members from fee erosion, the ATO will proactively consolidate inactive low-balance accounts into your active super account on your behalf where multiple accounts are operating.

Centrelink

Centrelink payments

Potential payments you could be eligible for include:

- **Education**

Find out more about payments you can get when training or studying at university or TAFE by going to servicesaustralia.gov.au/education

- **Housing**

Find out more information about Rent Assistance and if you are eligible by going to servicesaustralia.gov.au/rent-assistance

Where can I find out what payments and services I am eligible for?

If you're unsure about the payments and services you may be eligible for, check out the online tool at servicesaustralia.gov.au



Students with Disability



NDIS Participants

The School Leaver Employment Support (SLES) is a new NDIS support which may help you.

SLES is about giving you the skills and confidence to help you move from school to employment. It offers individualised support for up to two years after finishing Year 12 to help you get ready for work and plan your pathway to employment.

For more information, visit www.ndis.gov.au/participants/finding-keeping-and-changing-jobs

Disability Employment Services

Disability Employment Services (DES) is the Australian Government's employment service that helps people with disability find work and keep a job.

Jobseekers can access DES either through referral by Services Australia - generally for those receiving Centrelink payments - or by directly registering with a DES provider of their choice.

Visit www.jobaccess.gov.au/find-a-provider to find a DES provider.

JobAccess

JobAccess is the national hub for workplace and employment information for people with disability, employers and service providers. Created by the Australian Government, it brings together the information and resources that can drive disability employment.

For further information, visit www.jobaccess.gov.au or call the advice line on 1800 464 800.

Indigenous Students



ABSTUDY – The Aboriginal and Torres Strait Islander Study Scheme

ABSTUDY provides a means-tested living allowance and other supplementary benefits to eligible secondary and tertiary students. ABSTUDY can assist with your study costs and housing if you need to travel to study.

For more information, visit www.servicesaustralia.gov.au/abstudy or call the ABSTUDY Hotline on **1800 132 317**.

Indigenous Employment

The Australian Government offers a large range of employment programs and assistance for Aboriginal and Torres Strait Islander people.

For more information about programs, payments and services, you can call the Centrelink Indigenous Call Centre on **1800 136 380**.

Badanami Centre for Indigenous Education

The Badanami Centre for Indigenous Education is a Western Sydney University program that provides a supportive and culturally appropriate learning environment for Aboriginal and Torres Strait Islander students.

The Badanami Centre is committed to providing higher education pathways to Aboriginal and Torres Strait Islander students. The Centre is also dedicated to sharing the culture, languages, history and contemporary experiences of Australia's Aboriginal and Torres Strait Islander people. Most WSU campuses have a Student Success Officer to assist and support you with your University experience.

Visit www.westernsydney.edu.au/badanami for more information.



Financial Assistance

Youth Allowance

Youth Allowance is financial help from Services Australia if you're 24 or younger and a student or an Australian Apprentice, or if you're 21 or younger and looking for work.

To get Youth Allowance as a student or an Australian Apprentice, you must be completing an approved course or full-time Australian Apprenticeship. You must also satisfy an income test and meet the parental means test.

To get Youth Allowance as a job seeker, you must be looking for full-time work or studying part-time and looking for work or temporarily unable to work.

For more information, visit:

Youth Allowance for Students and Australian Apprentices

www.servicesaustralia.gov.au/youth-allowance-for-students-and-australian-apprentices

Youth Allowance for Job Seekers

www.servicesaustralia.gov.au/youth-allowance-for-job-seekers

Health and Wellbeing

What is Medicare?

Medicare is Australia's universal healthcare system. It helps Australians with the cost of their health care by providing access to a wide range of health and public hospital services at low or no cost.

You will need your Medicare card when you see any health professional, like a doctor or a specialist, visit a public hospital, or to get prescription medicine from the chemist.

If you're on your parent's Medicare card, you're already enrolled. This means you don't need to re-enrol. When you're 15 years old, you can get your own Medicare card.

How do I apply for a Medicare card?

You can apply for a Medicare card by completing an application form at your local Medicare office, or online.

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 cheaper medicines, doctors, dentists, and optometrist appointments, and even some assistance on your energy bills if you receive an eligible payment from Services Australia.

For more information about Medicare coverage, applying for a Medicare or Health Care Card, visit: servicesaustralia.gov.au/medicare or call 132 011.



Mental Health



What can I do if I am struggling with my mental health?

We all experience challenges with our mental health and wellbeing from time to time and we can't deal with these on our own. That's why it's important to seek support and help.

As a first step, seek online or phone support, or talk to your doctor.

You can visit medicarementalhealth.gov.au for information, advice, and links to free or low-cost phone and online mental health services to help you or someone you know.

You can also access Medicare Mental Health Centres, which are a safe and welcoming space to talk to someone if you, or someone you care about, are in distress, or need help finding the right mental health support to meet your needs.

You can access Medicare Mental Health Centres by calling 1800 595 212 and asking for support, or by visiting your nearest centre – whatever you feel most comfortable with.

Support through Medicare Mental Health Centres is free. No appointment or GP referral is required.

The Better Access initiative provides Medicare rebates for support and treatment for people with mild to moderate mental health conditions.

Talk to your GP about whether treatment under Better Access is suitable for your needs.

People living in rural and remote areas, where mental health services can be harder to access, particularly benefit from being able to access video consultations.

You can use the find a health service tool and telehealth services at healthdirect.gov.au

You can also find out more about Medicare services for people living in rural and remote Australia by at servicesaustralia.gov.au

Organisations that can support your mental health



1800 650 890

headspace.org.au

headspace supports young people with their mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support.

With a focus on early intervention, they work with young people to provide support at a crucial time in their lives – to help get them back on track and strengthen their ability to manage their mental health in the future.

You can also contact our local offices:

Newcastle, Phone: **(02) 4929 4201**

Lake Haven, Phone: **(02) 4394 9100**

or via webchat, seven days a week between 9am – 1am

Note - *headspace is not an emergency service so if you're in an emergency or need immediate assistance, contact mental health services, go to your local emergency department or call emergency services on 000.*



131 114

lifeline.org.au

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



1800 551 800

kidshelpline.com.au

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



1300 224 636

beyondblue.org.au

Beyond Blue provides a variety of services for those seeking support. You can connect with their online peer support community, chat to a counsellor through the Beyond Blue Support Service, webchat and email. You can also talk to a mental health coach through the NewAccess program or find a mental health professional to access the best support for you.

COVID-19

Steps to reduce your COVID risk

COVID-19 is still circulating in the community. To protect yourself:

1. Stay up to date with your recommended COVID-19 vaccinations.
2. Stay home if you have cold or flu symptoms and get tested.
3. Wear a mask in crowded, indoor places.
4. Talk with your doctor now if you're at higher risk of severe illness. You may be eligible for antiviral medicines.
5. Don't visit people who are at higher risk of severe illness if you have symptoms of COVID-19.

Get a COVID-19 vaccination

COVID-19 vaccination is recommended for everyone aged over 5 years and for children aged 6 months to under 5 in some circumstances.

COVID-19 vaccines are free for everyone in Australia regardless of Medicare or visa status.

People at higher risk of severe illness

Some groups of people – such as those with a weakened immune system – are at a higher risk of becoming very sick with COVID-19.

Talk to your doctor about vaccination and COVID-19 medicines like antivirals.

Find a vaccine clinic

Use the online tool to find and book a COVID-19 vaccination appointment. You can find information about which clinics are accessible for people with disability, including quiet spaces and wheelchair access.

www.healthdirect.gov.au/australian-health-services

For further information, visit www.nsw.gov.au/health/covid-19/vaccination

Australia's vaccination plan

The Australian Technical Advisory Group on Immunisation (ATAGI) have released new recommendations on COVID-19 vaccinations.

I encourage everyone to discuss vaccine options available to them with their health practitioner.



Community



Federal Government

Raises revenue through taxing incomes, spending and businesses.



DEFENCE	TRADE
IMMIGRATION	FOREIGN AFFAIRS
NBN	SERVICES AUSTRALIA



State Governments

Receive more than half of their revenue from the Federal Government and also collect taxes.



POLICE	TRANSPORT
HOSPITALS	SCHOOLS
SOCIAL HOUSING	CENTRELINK



Local Councils

Collect taxes (rates) from all local property owners and receive revenue from the Federal and State Governments.



ROADS	WASTE MANAGEMENT
PARKS	SEWERAGE
TOWN PLANNING	

The Three Levels of Government

In Australia there are three levels of Government.

Local Councils are responsible for building regulations, development applications, community facilities, roads, parks, recreational facilities and waste management.

State Governments are responsible for police, transport, hospitals, schools and social housing.

Federal Government is responsible for defence, immigration, foreign affairs, trade, communication services like Australia Post and NBN, taxation and many other things.

As your representative to the Australian Parliament, if you have a question or enquiries about Federal Government matters, please don't hesitate to contact me or my staff via email at Pat.Conroy.MP@aph.gov.au or call (02) 4947 9546.

Let your
voice
be heard



Voting

Voting in Australia is compulsory by law for all eligible Australian citizens. It is also your opportunity to determine who you would like to be your representative. If you are 16 or 17 years old, you can enrol now so once you turn 18, you will be able to vote.

To enrol to vote, you will need to visit the Australian Electoral Commission (AEC) website.

- 1 Visit www.aec.gov.au/enrol
- 2 Complete the online enrolment form, print it out and sign it.
- 3 Mail your form to the AEC.

You can also upload a scan of your enrolment form via www.aec.gov.au/enrol/send-form.htm. You can also find your local AEC office on the above website. Remember, if you move address, you will need to update your enrolment details with the AEC.

If you are not sure if you are enrolled, visit check.aec.gov.au or call 13 23 26.

Volunteering

Volunteering is an extremely satisfying way to contribute to the community. Potential employers also regard volunteering roles highly as it shows a dedication to your community and your willingness to give back.

There are many volunteering opportunities available, depending on how much time you have. Some volunteering may give you the skills to enhance your ability to participate in the workforce.

For more information about volunteering, visit NSW Volunteering at www.nsw.gov.au/community-services/volunteering





Useful Contacts

Emergency (Police, Fire, Ambulance)

	000
Police Assistance Line (non-urgent)	131 444
Belmont Hospital	4923 2000
Wyong Hospital	4394 8000
Calvary Mater Newcastle	4921 1211
John Hunter Hospital	4921 3000
State Emergency Service	132 500
Poisons Information Centre	131 126
Lifeline	131 114
Mental Health Line	1800 011 511
Headspace (Newcastle)	4929 4201
Headspace (Lake Haven)	4394 9100
Beyondblue	1300 224 636
Medicare	132 011
National Disability Insurance Agency (NDIA)	1800 800 110
JobAccess	1800 464 800
ABSTUDY	1800 132 317
Youth Allowance	132 490

Australian Taxation Office (Individuals)	132 865
University of Newcastle Legal Centre	4921 8666
Skills NSW	13 28 11
TAFE NSW	131 601
Australian Apprenticeships	13 38 73
Fair Work Ombudsman	131 394
Australian Council of Trade Unions	1300 486 466
Hunter Community Legal Centre	4040 9120
Hunter Tenants Advice & Advocacy Service Inc	4969 7666
Australian Electoral Commission	132 326
Transport Infoline	131 500

Councils

Lake Macquarie City Council	4921 0333
Central Coast Council	1300 463 954

State Members of Parliament

Jodie Harrison MP

Member for Charlestown

1/192 Pacific Highway,
CHARLESTOWN NSW 2290
(02) 4942 1242

Yasmin Catley MP

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Member for Lake Macquarie

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Member for Newcastle

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Sonia Hornery MP

Member for Wallsend

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Shortland Electorate

Named in honour of Naval Lieutenant John Shortland, 1769–1810. Shortland named the Hunter River, made the first chart of the harbour and collected samples of coal near what would become Shortland.

The electorate of Shortland is 265 square kilometres.

The electorate of Shortland covers the suburbs of:

Adamstown Height (partial)	Floraville	Heights (partial)
Argenton	Garden Suburb	Nords Wharf
Belmont	Gateshead	Pelican
Bennets Green	Glendale [partial]	Redhead
Boolaroo	Gwandalan	San Remo
Budgewoi	Halekulani	Speers Point
Buff Point	Highfields	Summerland Point
Cams Wharf	Highfields	Swansea
Cardiff	Hillsborough	Tingira Heights
Catherine Hill Bay	Jewells	Valentine
Catherine Hill Bay	Kahibah	Warners Bay
Caves Beach	Kingfisher Shores	Whitebridge
Chain Valley Bay	Kotara [partial]	Windale
Charlestown	Lake Munmorah	
Crangan Bay	Mannering Park	
Croudace Bay	Marks Point	
Doyalson	Mount Hutton	
Dudley	Murrays Beach	
Eleebana	New Lambton	



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Pat Conroy MP

Federal Member for Shortland

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