Supports for young people leaving school in 2013

Department of Communities, Disability Services has a range of services and supports available to assist Queenslanders with a disability.

What supports are available for school leavers?

Disability Services provides young people leaving school and their families with information and support to assist with their transition from school to adult life.

A range of supports, including mainstream and funded, are available for young people leaving school. These supports can assist them to access their local community and enhance their relationships, skills and networks.

Disability Services can assist young people to explore the options available in their communities that may be of assistance after school and meet their needs.

Disability Services funded supports for young people leaving school are intended to include the following service options:

- Community participation and skill development services
- Day services – daily living support
- Day centre services
- Social support
- Life skills development

Who is able to access these supports?

Your needs may be considered for funded supports if you meet Disability Services established eligibility criteria and if you are leaving school in the year that supports are allocated.

Please note that people in receipt of a compensation payout or settlement must first use those funds if they have been provided for this purpose.

Disability Services provides information and a variety of supports to eligible school leavers. Supports are considered for applicants who are not engaging in:

- Tertiary studies
- Employment in a business or supported employment service
- Traineeships, apprenticeships or Commonwealth funded training and employment programs
- A combination of the above

How do I apply for support?

There is no separate application or process to access supports after school.

Individuals are required to participate in a Needs Assessment with Disability Services. This will determine your eligibility as well as capturing all your current needs. Disability Services will use this information to determine whether you will be considered for support.

To further discuss the process or to book a needs assessment please contact your local service centre for assistance. It is recommended that you have an assessment in the first six months of your final year at school if you have not already done so.

Further information can also be found on the department’s website www.disability.qld.gov.au
How can I select a service provider before I know how much, if any funding will be allocated?
You can make contact with service providers and determine which offers a program or approach to support that best meets your individual needs and goals. Service providers are aware that you may not know your funding allocation, if any, at the time of your enquiry. Service providers are still able to tell you what supports and models they can provide.

What activities are available in these programs?
Individuals and families should work with service providers to develop an arrangement that is suitable to the person’s individual needs and meets the young person’s goals for adult life after school. Supports should be community based where possible and should aim at developing skills and community participation. Some examples of activities that can be included are cooking, money handling, voluntary work, short courses (such as TAFE), transport training and recreational activities.

If I receive funding how many hours of support I can expect to receive?
Hours vary depending on the individuals support needs and available funding. The amount of support provided is also dependent on whether programs include individualised or group supports.

How long does the funding last?
Funding is ongoing and tied to the individual until they no longer require the support or their circumstances significantly change. There is no need to re-apply annually.

What does the funding cover?
Funding covers the administration costs of the organisation in managing the service and the cost of the support worker. Personal expenses (i.e. entry fees to venues, transport fees, or activity costs) are the responsibility of the individual.

What does the term ‘approved provider’ mean?
An approved provider is a non-government organisation that provides supports and programs and is registered with and funded by Disability Services.

Can I manage the funding myself or does it have to go through a service provider?
At present people have two options in managing the available supports. People can choose to access supports under Your Life Your Choice or through a traditional model of supports. You should discuss the models of management offered by the service provider when you meet with them. You will then be able to discuss the process and further details with a regional Disability Services staff member.

What do I do if I am unhappy with the service?
The first thing you should do is speak to your service provider about your grievance or concern. Each approved service provider has a complaints process which you can use to resolve your concern. If you are still not satisfied, contact your local service centre and you will be assisted to explore what options are available.

What happens if I move and my service provider can no longer support me?
There are many different service providers across Queensland, however not all of them provide supports across the state. Should you move and require a new service provider, or you plan to move interstate please contact your local service centre where you can be assisted to explore your options.
Am I able to claim for the mobility allowance if I’m attending a program?
There are specific criteria to meet for the mobility allowance, please contact Centrelink on 13 27 17 to determine if you are eligible to claim this allowance. Your service provider may be able to assist you by providing documentation outlining your program of supports.

What other support is available if I don’t receive funding to help with my needs after school?
There are a variety of supports available to young people after school. This may include further study at TAFE or university, open or supported employment, volunteer or community organisations. Disability Services may be able to assist in linking individuals to available supports.

It is important to note that even if a young person is not provided with supports soon after leaving school, their needs will still be captured and retained by Disability Services. Offers of support may be made over time as supports become available.

Is there help available to transition from school?
My Future: My Life is a strategy that has been developed to provide practical assistance to young people with a disability in their final years of school to effectively plan for their transition from school to adult life.

For more information about My Future: My Life please visit www.myfuturemylife.com.au or contact them on 1300 MY PLAN (1300 697 526)

Your school may also have a coordinator or guidance counsellor to assist with your transition from school.

For more information
If you would like more information about supports for school leavers, please visit the Disability Services website: www.communities.qld.gov.au/disability

Alternatively you can contact your nearest service centre on:

South Brisbane Service Centre
Level 1, 55 Russell Street, South Brisbane
Telephone: 3109 7007

Mt Gravatt Service Centre
Level 1, Block A Garden Square Complex, 643 Kessels Road, Upper Mt Gravatt
Telephone: 3877 8800

Nundah Service Centre
1159 Sandgate Road, Nundah
Telephone: 3406 9000

Maryborough Service Centre
271 Albert Street (Cnr Albert & Adelaide St), Maryborough
Telephone: 4121 1432

Rockhampton Service Centre
80-82 Denham Street, Rockhampton
Telephone: 4938 6000

Bundaberg Service Centre
Level Ground, Claude Wharton Building, 46 Quay Street, Bundaberg
Telephone: 4131 5417

Gladstone Service Centre
Government Building, Cnr Oaka Lane and Roseberry Street, Gladstone
Telephone: 4971 0111

Cairns Service Centre
Level Ground Floor, CitiCentral Cnr Sheridan and Spence Streets, Cairns
Telephone: 4048 9900
Caboolture Service Centre  
Level 1, 12 King Street, Caboolture  
Telephone: 5431 2250

Strathpine Service Centre  
Level 1, 454 Gympie Road, Strathpine  
Telephone: 3881 5600

Maroochydore Service Centre  
19 George Street, Maroochydore  
Telephone: 5352 7200

Mackay Service Centre  
110 Wood Street, Mackay  
Telephone: 4944 6200

Townsville Service Centre  
313-315 Ross River Road, Aitkenvale  
Telephone: 4799 5250

Beenleigh Service Centre  
24 Tansey Street, Beenleigh  
Telephone: 3884 7001

Browns Plains Service Centre  
109 Browns Plains Road, Browns Plains  
Telephone: 3884 7981

Robina Service Centre  
Level 2, Campus Alpha, 2 Investigator Drive,  
Robina  
Telephone: 5656 5800

Ipswich Service Centre  
Level 3, George Thorn Centre, 30 Thorn Street, Ipswich  
Telephone: 3381 7370

Toowoomba Service Centre  
Level 1, 162 Hume Street, Toowoomba  
Telephone: 4615 3900

Disability Services  
Phone: 13 QGOV (13 74 68)  
Telephone typewriter (TTY): 133 677

National Relay Service: www.iprelay.com.au

Email: disabilityinfo@disability.qld.gov.au

Disability Online  
For a wide range of information from the Queensland Government and other sources of interest to people with a disability, their carers and families, visit the Disability Online Queensland Government website: www.qld.gov.au/disability