



Australian Government



# Help for workers who have recently lost their jobs

You are eligible for immediate access to personalised employment services if you have lost your job due to the economic downturn.

The early access initiative runs for two years until 31 March 2011.

## Where to start

### 1. Contact Centrelink

Centrelink will assess your eligibility for employment services and make an appointment for you at a nearby Job Services Australia provider of your choice.

### 2. Meet with your local Job Services Australia provider

Your Job Services Australia provider will assess your circumstances in detail and work with you to help you re-enter the workforce as soon as possible.

Your Job Services Australia provider will work with you to develop a tailored Employment Pathway Plan to help you find another job as quickly as possible. This could include:

- help with your résumé and job applications, interview skills and presentation techniques
- advice on searching for a job, various career options and employment programs
- information about job vacancies and access to job search facilities offered by Centrelink and Job Services Australia providers, including JobSearch—[jobsearch.gov.au](http://jobsearch.gov.au), one of Australia's largest and most popular job internet sites
- referral and placement into employment
- a comprehensive skills assessment
- skills development and training relevant to the needs of your local labour market and identified job opportunities
- referral to education or training opportunities including the Productivity Places Program, the Language, Literacy and Numeracy Program, or the Adult Migrant English Program
- help to gain licences, certificates or other qualifications
- work experience opportunities.

Your Job Services Australia provider will meet with you regularly to review your Employment Pathway Plan. They will also have access to an Employment Pathway Fund, which can be used for employment subsidies, equipment and training.

## Productivity Places Program

You may also be able to access training at Certificate III level and above, across a wide range of industries and occupations where job opportunities exist.

For more information contact your Job Services Australia provider or visit [productivityplaces.deewr.gov.au](http://productivityplaces.deewr.gov.au).

## Labour Adjustment Packages

Labour Adjustment Packages are available for workers who have been made redundant from eligible companies in the automotive manufacturing or the textile, clothing and footwear industries.

Through the Automotive Industry Structural Adjustment Program and the Textile, Clothing and Footwear Structural Adjustment Program your Job Services Australia provider can give you the additional support you need to find another job. This could include wage subsidies, relocation costs or gaining new skills.

## Help to manage your finances

Centrelink offers free, unbiased financial advice about your redundancy package and Government assistance.

Please note: eligibility for income support will depend on your personal circumstances, including your income and assets. If you are eligible for income support, it may not be available for a period of time, depending on leave or redundancy payments made to you.

For more information call Centrelink on **13 24 90** or visit [centrelink.gov.au](http://centrelink.gov.au).

## Liquid Assets Waiting Period

If you have lost your job because of the global downturn and have received a redundancy payment from your employer, the increased threshold for the Liquid Assets Waiting Period may allow you to access income support sooner. If you have modest levels of liquid assets you may be able to claim income support faster which will help you retain more of your savings.

For more information call Centrelink on **13 24 90** or visit [centrelink.gov.au](http://centrelink.gov.au).

## Special Child Care Benefit

If, as a result of losing your job, you are having difficulty meeting child care costs, you may be eligible for the Special Child Care Benefit. For more information contact the Family Assistance Office on **13 61 50**.

## Mortgage Relief

If you are experiencing difficulty paying off your mortgage as a result of losing your job during the global recession you may be able to postpone your mortgage loan repayments for up to 12 months. You will need to contact your financial institution or bank directly to find out if you are eligible. Your bank will make an assessment based on your ability to meet new contractual obligations in the long term.

If you believe your financial institution or bank has not lived up to their agreement to assist borrowers who have lost their jobs and are experiencing financial difficulty as a result of the global downturn, you should raise this with their central customer complaints area. You can also contact the Financial Ombudsman Service on **1300 78 08 08** or the Credit Ombudsman on **1800 138 422**.

## General Employee Entitlements and Redundancy Scheme

If you lose your job because your employer has entered bankruptcy or liquidation, and there are insufficient funds available to pay your outstanding entitlements, you may be able to gain assistance under the General Employee Entitlements and Redundancy Scheme (GEERS).

For more information call the GEERS Hotline on **1300 135 040** or visit [deewr.gov.au/geers](http://deewr.gov.au/geers).

## Securing Apprenticeships Program

If you are an apprentice or trainee who has been laid off, the Securing Apprenticeships program can help you stay connected to the workforce so you can complete your training.

The Securing Apprenticeships wage subsidy is available to employers, including group training organisations, who recommence an eligible apprentice or trainee.

For more information call the Australian Apprenticeships referral line on **13 38 73** or visit [australianapprenticeships.gov.au](http://australianapprenticeships.gov.au).

## Redundancy entitlements

If you have been made redundant and believe you have not received the entitlements you are owed, contact Fair Work Australia.

Fair Work Australia will help you recover your outstanding entitlements.

You can call Fair Work Australia Help Line on **1300 724 200**.

## Your obligations

If you receive Newstart, Youth Allowance or Parenting Payment and have participation requirements, you will need to look for work and take part in activities that will help you find a job.

Your Job Services Australia provider will consider your personal circumstances and negotiate suitable activities which will be included in your Employment Pathway Plan.

If you are unable to take part in activities you should discuss this with your provider. If you fail to undertake your agreed activities this may affect your income support payments.

## Your right to privacy

Your personal information is protected by the *Privacy Act 1988* and information about you may also be protected by the *Social Security (Administration) Act 1999* (for example, if you are receiving income support). Your information may be shared between Job Services Australia providers, the Department of Education, Employment and Workplace Relations (DEEWR), Centrelink and other Australian Government departments and agencies, which enables the organisations to provide you with the most appropriate services to meet your needs.

For more information about your privacy ask your Job Services Australia provider, DEEWR or visit [privacy.gov.au](http://privacy.gov.au).

## Our guarantee of service to you

### Service Guarantee

You will receive ongoing personalised employment services provided by your Job Services Australia provider. These services will be sensitive to your circumstances and background. To view all Service Guarantees visit [deewr.gov.au/jobservicesaustralia](http://deewr.gov.au/jobservicesaustralia).

### Code of Practice

Job Services Australia providers are contracted to deliver Australian Government funded employment services and have agreed and are committed to observe the Employment Services Code of Practice. To view the Code of Practice visit [deewr.gov.au/jobservicesaustralia](http://deewr.gov.au/jobservicesaustralia).

## For more information

Call **13 17 64** or visit [deewr.gov.au/jobservicesaustralia](http://deewr.gov.au/jobservicesaustralia).

Call Centrelink on **13 28 50** or visit [centrelink.gov.au](http://centrelink.gov.au).

For advice on coping with job loss, visit [Beyond Blue at beyondblue.org.au](http://beyondblue.org.au).