



Australian Government



Help for workers who have recently lost their jobs in the textile, clothing and footwear industry

If you have been made redundant from an eligible company in the textile, clothing and footwear industry, intensive assistance is available to help you find a new job. This assistance package is called the Textile, Clothing and Footwear Structural Adjustment Programme.

To receive immediate access to intensive employment services, register with a local Job Services Australia provider of your choice.

Your Job Services Australia provider will refer you to Centrelink to obtain information and register for income support. Your eligibility for income support may be subject to waiting periods.

How to register

1. Choose a Job Services Australia provider near you

To find your nearest Job Services Australia provider, call **13 62 68** or visit www.jobsearch.gov.au and use the 'Find a provider' search.

2. Meet with your Job Services Australia provider

Your Job Services Australia provider will assess your circumstances in detail and provide you with intensive support services. This includes working with you to develop a tailored Employment Pathway Plan to help you find another job as quickly as possible.

3. Directly register for Stream 3 services at your Job Services Australia provider

For Job Services Australia providers to register you correctly in Stream 3 services you need to make sure you take your letter or other evidence of redundancy with you. Your Job Services Australia provider will check your eligibility¹. If you want to receive this assistance, you must register with a Job Services Australia provider within six months of the date of your redundancy.

Interpreter services

If you need assistance with language services, then call the Job Services Australia customer service line on **1800 805 260** and they will help you with an interpreter.

Translated brochures are available at www.employment.gov.au/translated-information-job-services-australia.

Assistance for textile, clothing and footwear industry workers

Job Services Australia providers will:

- help with your résumé, job applications and interview skills
- provide information about new job opportunities in your area which are suited to you
- advise you on the best ways to look for work
- provide information about how you can receive training
- help you access a range of vocational and non-vocational training courses. They may also be able to help you with apprenticeship fees, training courses and text books
- help you gain licences, certificates and other qualifications
- help with the Australian JobSearch website and access to job search facilities
- help you deal with any issues that might be making it hard for you to find or keep work. Where it is appropriate, this may include access to counselling or other professional services.

¹ Job Services Australia providers will check the company you were made redundant from and if unsure how to register you, your Job Services Australia provider can contact the Department of Employment for advice by phoning 1300 663 946 or emailing industryadjustment@deewr.gov.au.

Employment Pathway Plan

Your Job Services Australia provider will meet with you regularly to help you develop a tailored Employment Pathway Plan.

Specifically, your Employment Pathway Plan can help by:

- recording your previous work history, skills and education
- highlighting work currently available in your local area including the skills and education to do this work
- discussing and recording the types of work you would like to do
- recording the steps for you to take on your pathway to new employment including any appropriate vocational and non-vocational assistance.

Employment Pathway Fund

Your Job Services Australia provider also has access to an Employment Pathway Fund to purchase assistance and services that will help you find employment.

For eligible textile, clothing and footwear workers, this fund includes a \$2,880 credit for Job Services Australia providers to use on services that will help you find and keep a new job. Job Services Australia providers will provide assistance that is relevant to your individual needs.

There is no minimum or maximum amount that can be spent in helping you to find another job. The amount your Job Services Australia provider spends on you should reflect your individual needs even if it exceeds the \$2,880 credit.

The Employment Pathway Fund can be used for:

- training courses
- skills assessment
- short-term travel costs
- relocation costs to commence in employment
- access to an interpreter if you need one
- driver's licence and driving lessons
- personal presentation
- work clothing, uniforms and safety equipment
- wage subsidies and work trials
- services/materials needed to set up work experience activities, including group activities
- job search phone use
- outreach servicing costs
- essential work tools, tickets and licences
- self-employment training and assistance
- dental and optical services
- pre-employment checks (including police checks for work experience activities)
- vehicle repairs or registration
- mental health support services, counselling, rehabilitation services (including drug and alcohol), personal development and self-esteem courses, family mediation, financial counselling, anger management courses, either provided in-house or purchased externally
- post-placement support and mentoring.

You should talk to your Job Services Australia provider to discuss the best options for you.

Help to manage your finances

Centrelink offers free, unbiased financial information about your redundancy package and government assistance.

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 information call Centrelink on **13 23 00** or visit www.humanservices.gov.au.

Help for mature-age job seekers

The Experience+ Career Advice service provides all workers and job seekers aged 45 years and over with access to free, professional career counselling. Career Advisers can help you to identify the skills and experiences you have built up over time that employers are interested in. Career Advisers have a strong understanding of what employers are looking for and will work with you to prepare a practical plan of action to help achieve your employment goals.

For more information call **13 17 64** or visit www.employment.gov.au/experience.

Skills for Education and Employment

The Skills for Education and Employment programme provides language, literacy and numeracy training to job seekers who find it hard to get work.

Centrelink and Job Services Australia can refer you to a Skills for Education and Employment provider.

If you are eligible, this programme will help you to improve your reading, writing or maths skills with the expectation that such improvements will enable you to participate more effectively in training or in the work force. Training may be available on a part-time or a full-time basis.

For more information contact your Job Services Australia provider or visit www.industry.gov.au/see.

Adult Migrant English Programme

The Adult Migrant English Programme provides basic tuition in the English language to help eligible adult migrants and refugees settle successfully in Australia. Participants can also make new friends and learn about Australia, its people and customs.

For more information and to find out if you are eligible for this assistance call **13 18 81** or visit www.immi.gov.au/amep.

Job seekers with disability and mental health conditions

If you are a person with disability or have a mental health condition and have special workplace support needs, you may be eligible for Disability Employment Services. A Disability Employment Services provider can help you with specialist assistance and provide ongoing support to help you find and keep a job. Your Job Services Australia provider can talk to you about your eligibility and help you have your eligibility assessed if needed.

For more information about how Disability Employment Services providers can help you, or to locate your local service, call a JobAccess Adviser on **1800 464 800** or visit www.jobaccess.gov.au.

Fair Entitlements Guarantee (FEG)

Employees who are owed certain employee entitlements after losing their job because their employer went bankrupt or into liquidation may be able to get financial help from the Australian Government.

This help is available through the Fair Entitlements Guarantee (FEG) if your employer went bankrupt or entered liquidation on or after 5 December 2012, or through the General Employee Entitlements and Redundancy Scheme (GEERS) if your employer went bankrupt or entered liquidation before 5 December 2012.

The Fair Entitlements Guarantee is a legislative safety net scheme of last resort, with assistance available for:

- wages – up to 13 weeks of unpaid wages
- annual leave
- long service leave
- payment in lieu of notice – maximum of five weeks
- redundancy pay – maximum of four weeks per full year of service

For more information visit www.employment.gov.au/feg or call the Fair Entitlements Guarantee hotline on **1300 135 040**.

Redundancy entitlements

If you have been made redundant and believe you have not received the entitlements you are owed, contact the Fair Work Ombudsman. The Fair Work Ombudsman will help you recover your outstanding entitlements.

You can call the Fair Work Ombudsman on **13 13 94** or visit www.fairwork.gov.au.

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 Employment, 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 speak to your Job Services Australia provider, the Department of Employment or visit www.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 www.employment.gov.au/job-seeker-servicing-what-you-can-expect.

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 www.employment.gov.au/job-seeker-servicing-what-you-can-expect.

For more information

For advice on Job Services Australia call **13 62 68** or visit www.employment.gov.au/jobservicesaustralia.

For advice on Centrelink services call **13 28 50** or visit www.humanservices.gov.au.

For advice on coping with job loss, visit Beyond Blue at www.beyondblue.org.au.