



Australian Government



Help for workers who have recently lost their jobs

If you have been made redundant, you are eligible for Australian Government funded employment services.

Where to start

1. Contact Centrelink or a local Job Services Australia provider

You should first contact Centrelink, who will determine your eligibility for both income support and employment services. Your eligibility for income support may be subject to waiting periods.

If you are not eligible for income support you may still be able to receive employment support. You can register for these services either with Centrelink, or directly with a Job Services Australia provider.

If you would like additional information about assistance for redundant workers call **13 62 68** or visit www.employment.gov.au/jobservicesaustralia.

You can register with a Job Services Australia provider of your choice. To find a provider in your local area visit www.jobsearch.gov.au/provider.

You can talk to Centrelink about the services you may be eligible for. Call Centrelink on **13 28 50** or visit www.humanservices.gov.au. Centrelink will 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. A Job Services Australia provider will help you look for alternative work and provide you with information about job opportunities in your area. This may include:

- an initial, face to face interview to explain the services that Job Services Australia can deliver
- help with your résumé and job applications, interview skills and presentation techniques
- advice on searching for a job, various career options and employment programmes

- information about job vacancies and access to job search facilities offered by Centrelink and Job Services Australia providers, including Australian Job Search - www.jobsearch.gov.au, one of Australia's largest and most popular job internet sites
- discussing local employment opportunities and providing advice about skills shortage areas and information about training opportunities, and
- providing access to an interpreter where required.

Interpreter services

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

Assistance for redundant workers

Help to manage your finances

Centrelink offers free, unbiased financial information 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 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.

Structural adjustment programmes

Structural adjustment programmes are available to workers who have been made redundant from eligible companies such as those in the automotive manufacturing or the textile, clothing and footwear industries. If you have been made redundant from an eligible company you may be able to access further intensive employment services through the Automotive Industry Structural Adjustment Programme or the Textile, Clothing and Footwear Structural Adjustment Programme.

For more information visit

www.employment.gov.au/help-workers-who-have-recently-lost-their-job.

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.

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 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 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 about your privacy ask 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.