



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.

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.deewr.gov.au/jobservicesaustralia](http://www.deewr.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/providersearch.aspx](http://www.jobsearch.gov.au/provider/providersearch.aspx)

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](http://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 resume 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 Job Search—[www.jobsearch.gov.au](http://www.jobsearch.gov.au), one of Australia's largest and most popular job internet sites
- Discuss local employment opportunities, provide advice about skills shortage areas and information about training opportunities, and
- Provide access to an interpreter where required.

## 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](http://www.humanservices.gov.au).

## Help for mature age job seekers

The Experience+ Career Advice service provides redundant workers aged 45 years and over with access to free, professional career counselling. Career Advisers will help you make informed decisions about your future career and become more confident to achieve your workforce goals, such as identifying your transferrable skills, exploring appropriate career options, updating your resume and preparing a plan of action to help you find a job.

For more information call **131764** or visit [www.deewr.gov.au/experienceplus](http://www.deewr.gov.au/experienceplus).

## Labour Adjustment Packages

Labour Adjustment Packages 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 Program or the Textile, Clothing and Footwear Structural Adjustment Program.

For more information visit

[www.deewr.gov.au/employment/jsa/resources](http://www.deewr.gov.au/employment/jsa/resources).

## 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](http://www.jobaccess.gov.au).

## 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 [www.deewr.gov.au/geers](http://www.deewr.gov.au/geers).

## 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 the Fair Work Infoline on **13 13 94** or visit [www.fairwork.gov.au](http://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 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 [www.privacy.gov.au](http://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.deewr.gov.au/jobservicesaustralia](http://www.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 [www.deewr.gov.au/jobservicesaustralia](http://www.deewr.gov.au/jobservicesaustralia).

### For more information

Call **13 62 68** or visit [www.deewr.gov.au/jobservicesaustralia](http://www.deewr.gov.au/jobservicesaustralia).

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

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