

Help for workers who have recently lost their jobs

If you have been made redundant from your job you can get help through jobactive, the Australian Government's way to get more Australians into work. It connects job seekers with employers and is delivered by a network of jobactive providers in over 1700 locations across Australia.

Your jobactive provider can help you to:

- write a résumé
- look for work
- prepare for interviews
- get skills that local employers need
- find and keep a job.

Am I eligible?

The Australian Government Department of Human Services will assess your circumstances and eligibility for jobactive and refer you to a jobactive provider. Visit your local Department of Human Services office or call **13 28 50**.

Some job seekers may be able to register directly with a jobactive provider. Call the Employment Services Information Line on 13 62 68 for more information.

What help is available to me?

jobactive providers can tailor their services to your assessed needs to help you get and keep a job.

Your jobactive provider will meet with you to help you find work and develop a Job Plan that could include:

- activities to help you get skills that local employers are looking for
- help for you to overcome or manage non-vocational issues where relevant
- assistance to look for jobs each month.

To help you get and keep a job, your jobactive provider can access funding to pay for work-related items, professional services, relevant training and support after you start work.

Your provider can also connect you to a range of other government initiatives. These include relocation assistance, wage subsidies, training, apprenticeships and help to start a business through the New Enterprise Incentive Scheme (NEIS).

What tools are available to me?

To help you find work, your jobactive provider will give you access to computers, the internet and printers at their office. You can use these facilities to look for and apply for jobs, and update and print your résumé.

You can also look for jobs and access online services on the jobactive website at www.jobactive.gov.au or the free Job Seeker JobSearch app (available from iTunes and Google Play).

By linking your myGov account to your JobSearch account, you can track your job applications, manage appointments with providers, get job alerts and manage your résumé, all from your personal dashboard.

The Career Quiz App can also help you find out about the types of work that might suit you, as well as useful information like how many people are employed in certain industries and what they earn. You can download the Career Quiz from your app store or go to

www.joboutlook.gov.au/careerquiz.aspx

What's Next is an online self-help resource providing a range of information on careers, training opportunities, help with résumés, and practical tips on finding a new job.

Visit whatsnext.employment.gov.au

Help to manage your finances

The Department of Human Services 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 the Department of Human Services on **13 23 00** or visit

www.humanservices.gov.au

Help for mortgage relief

If you are experiencing difficulty paying off a loan or mortgage as a result of losing your job, you may be able to postpone these repayments for up to 12 months. You will need to contact your financial institution or bank directly to find out more.

Help to make the most of your money

If you need tips and tools to help you make the most of your money, visit

www.moneysmart.gov.au

Help with language, literacy and numeracy training

You may be able to get Government assistance to improve your language, reading, writing or maths skills. The training available under the Skills for Education and Employment programme may help you to participate more effectively in training or in the workforce. Training may be available on a part-time or a full-time basis.

The Department of Human Services or jobactive providers can refer you to a Skills for Education and Employment provider. For more information contact your jobactive provider or visit www.industry.gov.au/see

Help with English language tuition

The Adult Migrant English Programme provides basic tuition in the English language. For more information and to find out if you are eligible for this assistance, call **13 38 73** or visit www.education.gov.au/amep

Structural adjustment programmes

Structural adjustment programmes are available to workers who have been made redundant from eligible companies in certain industries.

If you have been made redundant from an eligible company you may be able to get further intensive employment services through these programmes.

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 jobactive 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**

Job seekers in remote communities

If you are living in a remote region or community, you may be eligible for the Community Development Programme (formally the Remote Jobs and Communities Programme). A Community Development Programme service provider can give you the personalised support you need to take up job opportunities and participate in meaningful activities that contribute to your community.

For more information about how a Community Development Programme service provider can help you, or to locate your local provider visit **www.indigenous.gov.au/regional-network/network-regions**

Fair Entitlements Guarantee

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 Government. This help is available through the Fair Entitlements Guarantee, a legislative safety net scheme of last resort. 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**

What is expected of me?

If you receive an income support payment and have mutual obligation requirements, you will need to enter into a Job Plan and do all of the activities listed, such as completing:

- a required number of job searches per month, and
- Work for the Dole, or another approved activity, for six months each year.

You also need to act on referrals from your provider to specific jobs in your local area.

Your jobactive provider will explain and work with you to help you meet your mutual obligation requirements.

Expectations for service delivery

The Australian Government expects jobactive providers to deliver quality services to job seekers and employers.

Service Guarantees setting out provider service requirements can be found at **www.employment.gov.au/service-guarantee-jobactive**

jobactive providers are required to display the Service Guarantees and their service delivery plans in their offices and make them available to job seekers and employers. Their plans are also published at **www.jobsearch.gov.au**.

Want more information?

- For advice on jobactive call **13 62 68** or visit **www.employment.gov.au/jobactive**
- For advice on services offered by the Department of Human Services call **13 28 50** or visit **www.humanservices.gov.au**

- The information in this brochure can also be found at **www.employment.gov.au/help-workers-who-have-recently-lost-their-job**

Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on **13 14 50** and ask TIS to call the Department of Employment on **1300 363 079**.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit **www.relayservice.com.au**

**Note that call charges apply for calls to '13' numbers from mobile phones*