



Australian Government

# Workforce Australia

Support

## Help for workers who have recently lost their jobs

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

### Your Workforce Australia Employment Services 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?

Retrenched workers and their partners will be fully eligible participants for Employment Services under the Early Access initiative.

To register in Early Access you must have been retrenched in the last six months or received notification of retrenchment 3 months prior to your retrenchment date.

Your employer can provide you with an employment separation certificate or letter of termination when you cease work.

Some individuals, including retrenched workers not eligible for income support, can register directly with a Workforce Australia provider. Call the Employment Services Information Line on **1800 805 260** for more information or go to [www.workforceaustralia.gov.au](http://www.workforceaustralia.gov.au) to find your local provider.

### What help is available to me?

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

Your Workforce Australia 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 Workforce 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 Business Assistance with NEIS.

### What is expected of me?

If you receive an income support payment and have mutual obligation requirements, you will need to enter into a new points-based activation system (PBAS) to give you greater personal responsibility and flexibility to meet your obligations.

Under the PBAS, you will need to meet a certain number of points each reporting period. To get your points, you can choose different activities such as job search and training.

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

## Employment Facilitators

Employment Facilitators are an on-the-ground presence working with retrenched workers in specific regions, to connect to training, job opportunities and other existing support.

More information can be found here [Employment Facilitators](#).

## What tools are available to me?

The “What’s Next” website is an online self-help resource for retrenched workers providing a range of information on careers, training opportunities, help with résumés and practical tips on finding a new job. You can also download a copy of the [Redundancy Information Statement \(RIS\)](#) for information on your rights, entitlements and support services you can access.

To view the “What’s Next” website, visit [www.whatsnext.dewr.gov.au](http://www.whatsnext.dewr.gov.au).

To help you find work, your Workforce Australia 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 Workforce Australia website at [www.workforceAustralia.gov.au](http://www.workforceAustralia.gov.au).

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

If you want to learn more about how your skills and work experience can prepare you for a career change, a new tool called Your Career is hosted on [www.yourcareer.gov.au](http://www.yourcareer.gov.au).

Your Career 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.

## The new Skills and Training Incentive

The Skills and Training Incentive provides up to \$2200 (GST inclusive) to jointly fund training to help you build skills to remain in the workforce longer.

For more information and to check your eligible go to Skills Checkpoint for Older Workers Program.

## 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 the Services Australia on **13 23 00** or visit [www.servicesaustralia.gov.au](http://www.servicesaustralia.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](http://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 math skills. Training may be available on a part-time or a full-time basis. Services Australia or Workforce Australia providers can refer you to a Skills for Education and Employment provider. For more information contact your Workforce Australia provider or visit [www.dewr.gov.au/skills-education-and-employment](http://www.dewr.gov.au/skills-education-and-employment).

## 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.homeaffairs.gov.au/amep](http://www.homeaffairs.gov.au/amep)

## Individuals 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 Service provider can help you with specialist assistance and provide ongoing support to help you find and keep a job. Your Workforce 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).

## Individuals in remote communities

If you are living in a remote region or community, you may be eligible for the Community Development Program. A Remote Jobs and Communities 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 program service provider can help you, or to locate your local provider visit [www.niaa.gov.au/indigenous-affairs/employment/cdp](http://www.niaa.gov.au/indigenous-affairs/employment/cdp)

## 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.dewr.gov.au/fair-entitlements-guarantee](http://www.dewr.gov.au/fair-entitlements-guarantee) or call the Fair Entitlements Guarantee hotline on **1300 135 040**.

## Redundancy entitlements

If you have been retrenched 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](http://www.fairwork.gov.au).

## Want more information?

For advice on Workforce Australia call **13 62 68** or visit [www.dewr.gov.au/workforce-australia](http://www.dewr.gov.au/workforce-australia).

For advice on services offered by Services Australia call **13 28 50** or visit [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au).

The information in this brochure can also be found at [www.dewr.gov.au/workforce-australia/help-workers-who-have-recently-lost-their-job](http://www.dewr.gov.au/workforce-australia/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 and Workplace Relations on **1300 488 064**.

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](http://www.relayservice.com.au).

**\*Note that call charges apply for calls to '13' numbers from mobile phone.**