



Australian Government



Help for workers who have recently been made redundant in the live cattle export industry

If you have been made redundant from an eligible company in the live cattle export industry, assistance is available to help you find a new job.

To receive immediate access to personalised employment services, you need to 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.

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 deewr.gov.au/jobservicesaustralia.

2. Meet with your Job Services Australia provider

Your Job Services Australia provider will assess your circumstances in detail and provide you with personalised 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 2 services at your Job Services Australia provider

For Job Services Australia providers to register you correctly in Stream 2 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.

Assistance for redundant workers from the live cattle export industry

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 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.

¹Job 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 LAP hotline on **1300 663 946**

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.

Your Job Services Australia provider will use this Fund to provide services that will help you find and keep a new job.

The Employment Pathway Fund can be used for:

- training courses
- 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.

Language Literacy and Numeracy Program

The Language, Literacy and Numeracy Program provides training places for retrenched workers over the age of 25 to build their foundation skills.

Centrelink and Job Services Australia can refer you to a Language, Literacy and Numeracy Program provider.

If you are eligible, this program 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 workforce. Training may be available on a part-time (minimum of 10 hours and maximum of 19 hours a week) or a full-time basis (minimum 20 hours per week).

For more information contact your Job Services Australia provider or visit deewr.gov.au/LLNP.

Adult Migrant English Program

The Adult Migrant English Program 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.

The Adult Migrant English Program is administered by the Department of Immigration and Citizenship. For more information and to find out if you are eligible for this assistance call the Department of Immigration and Citizenship on **13 18 81** or visit 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 jobaccess.gov.au.

Special Child Care Benefit

If, as a result of losing your job, you are having difficulty meeting child care costs, you may be eligible for the Special Child Care Benefit. For more information contact the Family Assistance Office on **13 61 50**.

Help to manage your finances

Centrelink offers free, unbiased financial advice 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 24 90** or visit **centrelink.gov.au**.

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 Fair Work Australia info line on **1300 799 675**.

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 **deewr.gov.au/geers**.

For more information

Call **13 62 68** or visit **deewr.gov.au/jobservicesaustralia**.

Call Centrelink on **13 28 50** or visit **centrelink.gov.au**.

For advice on coping with redundancy, visit Beyond Blue at **beyondblue.org.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 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 speak to your Job Services Australia provider, DEEWR or visit **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 **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 **deewr.gov.au/jobservicesaustralia**.