



Australian Government



Help for workers who have recently lost their jobs from the Carter Holt Harvey timber mill in the Latrobe Valley

If you have been retrenched from the Carter Holt Harvey timber mill in the LaTrobe Valley, you may be eligible for the Hazelwood Structural Adjustment Program to help you find a new job.

Access to the Hazelwood Structural Adjustment Program provides a range of tailored assistance and access to intensive employment services. The program is delivered as part of 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.

Your jobactive provider will help you to:

- write a résumé
- look for work
- prepare for interviews
- train in skills that local employers need
- use self-help facilities
- find and keep a job

Am I eligible?

To receive assistance through the Hazelwood Structural Adjustment Program you must register with a jobactive provider no later than six months after the date of your retrenchment.

Your jobactive provider will confirm your eligibility for the program and will need to see a letter (or other evidence) of retrenchment to complete your registration.

Find your local jobactive provider at www.jobactive.gov.au and ask to register directly with them.

What help is available to me?

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

Through the Hazelwood Structural Adjustment Program you will receive immediate access to intensive employment services (Stream B assistance).

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 a new job. For eligible workers, this fund includes a nominal amount of \$2,000 credit for jobactive providers to use.

Your provider can also connect you to a range of other government initiatives. These may 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?

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. To view the

“What’s Next” website, visit www.whatsnext.employment.gov.au

To help you find work, your jobactive provider can 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

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.education.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

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

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

Fair Entitlements Guarantee (FEG)

If employees are owed certain employment entitlements after losing their job because their employer went bankrupt or into liquidation they may be able to get financial help from the Australian Government.

The Fair Entitlements Guarantee (FEG) is a legislative scheme of last resort for companies in liquidation and where there are no available sources of funds to cover employee entitlements associated with unpaid wages, leave, notice and redundancy pay.

To be eligible for FEG assistance, all of the eligibility requirements outlined in the Fair Entitlements Guarantee Act 2012 must be satisfied. For more information visit www.employment.gov.au/feg or call the FEG Hotline on **1300 135 040**.

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 131 450* 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*