

QUESTIONS AND ANSWERS INSULATION WORKERS' ADJUSTMENT PACKAGE

Question 1. Why has the IWAP been changed?

The changes to IWAP are designed to provide further assistance to workers and firms in the insulation industry.

The amended scheme allows for most employees to receive the maximum \$4,000 for training assistance, access to an additional \$1,000 for training modules and training related expenses.

Employees will also not be required to return to a full 75% of previous working hours to qualify for and there is also up to \$10,000 available in small business assistance.

Question 2. What support can I get under the new Insulation Worker's Adjustment Package

The Insulation Workers' Adjustment Package has been adjusted to improve flexibility and increase support to the industry.

Assistance available remains:

- A \$10 million Insulation Adjustment Fund to help workers and firms in the insulation industry, including if they wish to diversify their businesses. It will be allocated on the recommendation of a team of existing Local Employment Coordinators and new dedicated Insulation Employment Coordinators.
- \$15 million for 3,000 Structural Adjustment Places to help retrain installers, and insulation manufacturing and assembly workers.
- \$14.7 million for 4,000 training places under current eligibility already announced to assist insulation installers:
 - 2,000 in the Australian Apprenticeship Access Program; and
 - 2,000 in the Language, Literacy and Numeracy Program.
 - \$1.5 million for up to 25 dedicated Insulation Employment Coordinators. These new Coordinators will supplement the existing 21 Local Employment Coordinators and broker and facilitate a package of assistance, for eligible installers, manufacturing and assembly businesses, which could include access to training and employer incentives.

The assistance also includes: A \$4,000 incentive per employee, plus up to an additional \$1,000 per worker for training modules, training related expenses and ancillary costs. Changes to the guidelines mean that most employees will now be eligible for the full \$4,000 payment.

The \$10 million Insulation Workers' Adjustment Fund will also be available for small business assistance up to the value of \$10,000 for operational enhancements to enable diversification into the broader construction industry and/or professional business advice to help you plan for the future and to seek new opportunities that will ensure your longer term viability.

Question 3. Which employers and/or businesses are eligible to access the Insulation Workers' Adjustment Package?

Eligibility remains the same as per the previous scheme.

The following groups may be eligible to access the Insulation Workers' Adjustment Package:

- Insulation installing businesses
- Insulation manufacturing and assembly businesses
- Workers in insulation installing, manufacturing and assembly businesses, who have agreed to reduce their working hours as a result of the cessation of the Home Insulation Package
- Workers in insulation installing, manufacturing and assembly businesses, who have become unemployed as a result of the cessation of the Home Insulation Program.

Businesses applying to access the Insulation Workers' Adjustment Package must work with the Government's Insulation Employment Coordinators or Local Employment Coordinators and meet the following criteria:

1(a) Insulation installing businesses where:

- the installer business was a registered installer under the Home Insulation Program; and
- some or all of the employees or subcontractors of the installer business met the requirements that came into effect on 12 February 2010; and
- the installer business has no outstanding serious compliance matters under the Home Insulation Program.

1(b) Insulation installing subcontractors where:

- the installer business which they were subcontracting for was a registered installer under the Home Insulation Program; and
- the subcontractor met the requirements that came into effect on 12 February 2010; and
- the subcontractor can demonstrate they have a long-term, consistent pattern of work with the business; and
- the insulation installing subcontractor and the installer business which they were subcontracting for has no outstanding serious compliance matters under the Home Insulation Program.

OR

1(c) Insulation manufacture and assembly businesses where the insulation products manufactured or assembled by the business meet the insulation product standard—AS/NZ4859.1:2002 (incorporating Amendment 1, Dec 2006) 'Materials for the Thermal Insulation of Buildings'.

2. Businesses must show how the cessation of the Home Insulation Program would threaten the short to medium term viability of their business and the impact on the number of workers required.

3. Businesses must demonstrate a commitment to retrain workers to support the business to diversify.
4. Businesses must have met, and continue to meet, all their obligations under Commonwealth and State/Territory Workplace Relations and Occupational Health and Safety legislation. Businesses must also sign a declaration to that effect.

Casual employees and sub-contractors will be eligible for assistance where it can be demonstrated they have a long-term, consistent pattern of work with the business.

Question 4. What are the benefits of the changes proposed?

The changes to the Insulation Workers' Adjustment Package mean that most employees will now be able to receive the maximum amount of assistance available under the package—a \$4,000 incentive per employee and up to \$1,000 per employee for training modules, training related expenses and ancillary costs.

In addition, the \$10 million Insulation Workers' Adjustment Fund is now also available for other assistance up to the value of \$10,000 for small businesses (businesses with up to 15 employees) to cover costs such as:

- Operational enhancements to enable diversification into the broader construction industry. The enhancements could include: business, accounting or logistic systems. Demonstrated direct employment outcomes will be required.
- Specialist Business Advisors for small insulation businesses to support them gain professional business advice to help them plan for the future and to seek new opportunities that will ensure their longer term viability.

Question 5. When will the changes take effect?

These changes are available immediately.

Question 6. What does this mean for insulation workers?

The changes to the Guidelines improve the flexibility of the package to ensure that most employees can receive the maximum \$4,000 incentive payment. This was in response to feedback from industry. The changes:

- allow for an additional payment of up to \$1,000 per worker for training modules, training related expenses and ancillary costs;
- extend the training period in some cases beyond 30 June 2010 to support the completion of training, while enabling the employer to attract the maximum incentive;
- allow employers to attract assistance for the retention of casual and sub contracting workers who can demonstrate a long term, consistent pattern of work with the business.

The \$1,000 per worker for training modules, training related expenses and ancillary costs can be used for items such as (subject to agreement with your Insulation Employment Coordinator):

- employment-related training provided by an RTO and associated books and equipment (including computers, software and internet fees);
- literacy, language or numeracy assistance in conjunction with other government programs.
- licences and the cost of lessons; and
- short-term child care assistance (where other government assistance is not available).

Question 7. What support can eligible retrenched workers receive?

Insulation workers who are made redundant as a direct result of the cessation of the Home Insulation Program will be able to immediately access personalised assistance, career advice, referral to available training places and job search help. They will have access to a personal Employment Pathway Plan that will set out the services and training that will assist them to find and keep a job.

This assistance is available to all workers previously employed in insulation manufacturing, assembly and installing businesses – including subcontractors (and their employees) and sole-traders.

Subject to eligibility these workers may also receive a variety of training opportunities towards future employment, including special support in language and numeracy skills, and pre-apprenticeship courses.

Employees should contact Centrelink on 13 28 50 to be assessed for these specialised services. Centrelink or Job Services Australia providers will organise access to training for retrenched workers and support to find another job.

Question 8. What training courses are available for eligible workers?

Workers who are retrenched may receive a variety of training opportunities toward future employment, including special support in language and numeracy skills and pre-apprenticeships courses.

Retrenched workers should contact Centrelink on 13 28 50 to be assessed for these specialised services. Centrelink or Job Services Australia providers will organise access to training for retrenched workers and support to find another job.

For retrenched workers, or those on 'short working week' arrangements, approved training could include:

- A minimum of Certificate II level qualification in a course available under the Productivity Places Program. Insulation Employment Coordinators can assist in determining suitability and availability of courses. Please note that the last day to enrol

in training under Productivity Places Program—Structural Adjustment Places is 30 June 2010.

Other assistance up to the value of \$1,000 per worker will also be available for a training plan of a substantial nature that leads to significant upskilling. The total amount paid to a business under this element will not exceed \$25,000. This plan may include training modules (such as English as second language, licences and part qualifications), training related expenses and ancillary costs (such as travel, accommodation, and equipment required under course outlines) as considered appropriate.

Question 9. What is a small business under the Guidelines?

A small business is a business with less than 15 employees as at 19 February 2010.

Question 10. What is a ‘Specialist Business Advisor’?

‘Specialist Business Advisor’ means a professional business advisor who is appropriately qualified, including:

- (a) members of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants;
- (b) employees of Business Enterprise Centres Australia Inc or equivalent state or territory based business advisory services; or
- (c) other professionals as agreed by DEEWR on a case-by-case basis.

Question 11. Who will organise the training of insulation workers?

Insulation Employment Coordinators and Local Employment Coordinators will broker access to retraining places for eligible stood down workers. They will also make the necessary arrangements with participating Registered Training Organisations under contract with DEEWR. Centrelink or Job Services Australia providers will organise access to training for retrenched workers.

Question 12. How do eligible employers apply for assistance under the Insulation Workers’ Adjustment Package?

Businesses applying to access the Insulation Workers’ Adjustment Package must work with Insulation Employment Coordinators or Local Employment Coordinators and meet criteria outlined in the program guidelines and fill in the appropriate application form.

Contact details of Insulation Employment Coordinators and Local Employment Coordinators is available from DEEWR State and Territory Offices and on the Keep Australia Working website www.keeppaustrialaworking.gov.au. More information is also available by calling 13 17 64.

Question 13. When can eligible firms apply for assistance?

Applications for assistance under the Package can be lodged with DEEWR any time after the release of the amended Guidelines. The last date for submitting applications is 4.30 pm (Australian Eastern Standard Time) 31 August 2010. Note that workers accessing Structural Adjustment training places must be enrolled by 30 June 2010.

The key dates are as follows:

Guidelines and the Application for Assistance Forms available and Applications Open	March/April 2010
Last date for applications under Incentives to Retain and Retrain Existing Workers Close	4.30pm (AEST) 31 August 2010
Last date for applications for small business assistance	4.30pm (AEST) 31 August 2010
First payments commence	On approval from March/April 2010
Last day to enrol in training under Productivity Places Program—Structural Adjustment Places	30 June 2010
Last Payments made under the Incentives to Retain and Retrain Existing Workers	31 December 2010
Last Payments made for small business assistance	31 December 2010

Question 14. How will applications for assistance be assessed?

Insulation Employment Coordinators or Local Employment Coordinators will work with eligible employers to develop a potential package of assistance.

This potential package will be considered by and may be approved by the appropriate DEEWR State or Territory Manager.

Question 15. What do I need to do if my application has already been considered?

In the majority of cases, DEEWR will contact you to make the necessary changes to your funding agreement to reflect the revised guidelines. However, you can also contact DEEWR via your Insulation Employment Coordinator or Local Employment Coordinator.

Question 16. I'm a sub-contractor, what help can I get?

Recent changes to the Guidelines mean that sub-contractors will be eligible for assistance where it can be demonstrated they have a long-term, consistent pattern of work with the business. The principal business must be registered under the previous Home Insulation Program.

If you are a subcontractor who is out of work as a result of the Home Insulation Program closing down you are also entitled to immediate access to employment services, and may also be eligible for training. The assistance available is the same as for retrenched workers as outlined in Question 4.

Question 17. The Guidelines say that for an insulation installing business to be eligible for assistance there must be no outstanding serious compliance matters under the Home Insulation Program. What does this mean?

Some businesses have had serious non-compliance issues raised in relation to their business under the Home Insulation Program. These are being investigated by the Department of Climate Change and Energy Efficiency (not DEEWR). This eligibility criterion means that while DCCEE investigates the issue the business will not be eligible. If you have concerns about your eligibility because of such issues call 1800 029 686.

Question 18. I have already submitted my application, do I need to submit a new application due to the new guidelines?

No. In the majority of cases, DEEWR will contact you to make the necessary changes to your funding agreement to reflect the revised guidelines. However, if you wish to take advantage of the new support available (such as the \$1,000 per worker available for training modules, training related expenses and ancillary costs) then you will need to submit some additional information to your original application to support your request for the additional assistance you require. Your Insulation Employment Coordinator or Local Employment Coordinator will assist you to do this.

Question 19. I was previously advised my employees were ineligible for support as they were employed on a casual basis. Can I now apply for support?

Yes. Recent changes to the Guidelines mean that casuals will be eligible for assistance where it can be demonstrated they have a long-term, consistent pattern of work with the business.

Question 20. The Guidelines state that up to \$1,000 per worker is available for training modules, training related expenses and ancillary costs. What is included in these items?

There is no exhaustive list of possible items, suitable items will vary depending on your individual circumstances. Your Insulation Employment Coordinator or Local Employment Coordinator will assist you to identify appropriate items. In general, the following items may be appropriate:

- employment-related training provided by an RTO and associated books and equipment (including computers, software and internet fees);
- literacy, language or numeracy assistance in conjunction with other government programs.
- licences and the cost of lessons;
- short-term child care assistance (where other government assistance is not available).

Travel Assistance, including accommodation, will only be approved where the business is located in an area where appropriate training is unavailable.

Question 21. How can I get help?

If you are a retrenched worker, Centrelink or your Job Services Australia provider can connect you to the assistance you need or you can call 13 28 50.

If you are an employer who wants to help retain and retrain workers, contact your Insulation Employment Coordinator, visit www.KeepAustraliaWorking.gov.au or call 13 17 64.

If you are a small business seeking assistance under the revised guidelines for IWAP, contact your Insulation Employer Coordinator or visit www.KeepAustraliaWorking.gov.au or call 13 17 64.