



Australian Government



Information for workers in the insulation industry

Assistance for Insulation Workers

The Australian Government's \$41.2 million Insulation Workers' Adjustment Package provides assistance to support the retention and retraining of former insulation workers in the industry. This assistance aims to increase the employment resilience of workers by increasing their skills sets, particularly in areas of high employment demand.

The package includes:

- **\$29.7 million** for 7000 retraining places for workers.
- **\$10 million** for the Insulation Workers' Adjustment Fund to help workers and firms through the transition period. From early March 2010, up to \$4000 per employee is available to employers to help them retain employees in work or training activities or to support workers directly.
- **\$1.5 million** for up to 25 new, dedicated Insulation Employment Coordinators who will work with the existing 21 Local Employment Coordinators to broker assistance packages for eligible installers, manufacturing and assembly businesses. These packages could include access to training and employer incentives.

The Package now also includes assistance for small businesses under the Insulation Workers' Adjustment Fund to support operational diversification into the broader construction industry, and the purchase of business diagnostic services to reposition themselves and to identify new revenue opportunities.

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

Insulation workers can access the 7000 training places by contacting their local Job Services Australia provider.

Job Services Australia providers will help retrenched workers identify local training opportunities through TAFE or other Registered Training Organisations based on a comprehensive individual skills assessment. The training under this package will be at no cost to the insulation worker.

Any worker who loses their job will also have immediate access to assistance under the Government's Compact for

Retrenched Workers. This means, when a retrenched insulation worker registers with a Job Services Australia provider, they will get immediate access to high level support—through Stream 2 or above.

How do I get assistance?

The first step is to contact Centrelink on **13 28 50** so your eligibility for these services can be assessed.

If you are eligible, Centrelink will make an appointment for you at a nearby Job Services Australia provider of your choice.

When you meet with your Job Services Australia provider, they will assess your circumstances in detail and work with you to help you re-enter the workforce as soon as possible.

Assistance for Insulation Employers

To find out what Government support is available, including incentives to retain and retrain employees and small business assistance, insulation employers can contact **13 17 64** or visit www.keepaustraliaworking.gov.au.

Job Services Australia

Service offered under Job Services Australia could include:

- help to develop a résumé and job applications, interview skills and presentation techniques;
- advice on searching for a job, various career options and employment programs;
- information about job vacancies and access to job search facilities offered by Centrelink and Job Services Australia providers, including JobSearch;
- a comprehensive skills assessment;
- skills development and training relevant to the needs of the local labour market and identified job opportunities;
- referral to education or training opportunities including the Productivity Places Program, the Language, Literacy and Numeracy Program, or the Adult Migrant English Program;
- help to gain licences, certificates or other qualifications;
- work experience opportunities; and
- referral and placement into employment.

Displaced insulation workers can ring 13 28 50 to find out more about the Government support available.

To contact the Department of Education, Employment and Workplace Relations (DEEWR), call 13 17 64 or visit deewr.gov.au/jobservicesaustralia

To contact Centrelink call 13 28 50 or visit centrelink.gov.au

For advice on coping with job loss, call Beyond Blue on 1300 224 636 or visit beyondblue.org.au

Other government assistance and services available include:

- Productivity Places Program
- Australian Apprenticeships Access Program
- Language, Literacy and Numeracy Program
- Securing Apprenticeships Program
- Help to manage your finances
- Liquid Assets Waiting Period
- Special Child Care Benefit
- Mortgage Relief
- General Employee Entitlements and Redundancy Scheme
- Redundancy entitlements

Productivity Places Program

The Productivity Places Program will support 3000 Structural Adjustment Places for eligible former ceiling insulation workers by providing access to training in a wide range of industries and occupations where job opportunities currently exist.

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

Australian Apprenticeships Access Program

The Access Program will support 2000 eligible former ceiling insulation workers by providing tailored pre-vocational training, job search assistance and post-placement support to assist these workers to move into skilled employment through an apprenticeship pathway once they have finished their work as insulation installers. More information about the Access Program can be found at deewr.gov.au/accessprogram or by telephoning 13 38 73. For eligibility queries please contact your local Centrelink or Job Services Australia provider.

Language, Literacy and Numeracy Program

The Language, Literacy and Numeracy Program aims to assist job seekers improve their English language, literacy and numeracy skills so that they can obtain secure employment or undertake further training. 800 hours of tailored training is available to eligible job seekers and 2000 places are available for eligible job seekers previously employed as ceiling insulation installers. More information about the Language, Literacy and Numeracy Program can be obtained by emailing LLNPIS@deewr.gov.au or telephoning 02 6240 7399. For eligibility queries please contact your local Centrelink or Job Services Australia provider.

Securing Apprenticeships Program

If you are an apprentice or trainee who has been laid off, the Securing Apprenticeships program can help you stay connected to the workforce so you can complete your training. The Securing Apprenticeships wage subsidy is available to employers, including group training organisations,

who recommence an eligible apprentice or trainee. For more information call the Australian Apprenticeships referral line on 13 38 73 or visit australianapprenticeships.gov.au.

Help to manage your finances

Centrelink offers free, unbiased financial advice about your redundancy package and Government assistance. Please note: 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 more information contact Centrelink on 13 28 50 or visit centrelink.gov.au.

Liquid Assets Waiting Period

If you have lost your job because of the global downturn and have received a redundancy payment from your employer, the increased threshold for the Liquid Assets Waiting Period may allow you to access income support sooner. If you have modest levels of liquid assets you may be able to claim income support faster which will help you retain more of your savings. For more information call Centrelink on 13 28 50 or visit centrelink.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.

Mortgage Relief

If you are experiencing difficulty paying off your mortgage as a result of losing your job you may be able to postpone your mortgage loan repayments for up to 12 months. You will need to contact your financial institution or bank directly to find out if you are eligible. Your bank will make an assessment based on your ability to meet new contractual obligations in the long term. If you believe your financial institution or bank has not lived up to their agreement to assist borrowers who have lost their jobs and are experiencing financial difficulty, you should raise this with their central customer complaints area. You can also contact the Financial Ombudsman Service on 1300 78 08 08 or the Credit Ombudsman on 1800 138 422.

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.

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 Help Line on 1300 724 200.

Your obligations

If you receive Newstart, Youth Allowance or Parenting Payment and have participation requirements, you will need to look for work and take part in activities that will help you find a job. Your Job Services Australia provider will consider your personal circumstances and negotiate suitable activities which will be included in your Employment Pathway Plan. If you are unable to take part in activities you should discuss this with your provider. If you fail to undertake your agreed activities this may affect your income support payments.

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 about your privacy ask your Job Services Australia provider, DEEWR or visit [privacy.gov.au](https://www.privacy.gov.au).

Our guarantee of service to you

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 or call **13 17 64**.