

# INFORMATION FOR JOBSEEKERS

If you are a worker who has recently lost a job or are looking for employment, there is assistance you can access. Below are a range of Australian Government, Queensland Government and community services that may be of help to you. For assistance in accessing the appropriate service call **13 QGOV (13 74 68)**.

## Queensland Government services

The Queensland Government Employment and Jobs website provides information and links related to a range of topics including career advice, finding and applying for jobs, and industry and job statistics. For more information visit [www.qld.gov.au/jobs](http://www.qld.gov.au/jobs)

### *Apprentices, trainees and their employers*

Support is available to apprentices, trainees and their employers, including information on how to continue employment and training. For more information call the Apprenticeships Info service on **1800 210 210** or visit [www.apprenticeshipsinfo.qld.gov.au](http://www.apprenticeshipsinfo.qld.gov.au)

### *Subsidised training and support programs*

There are a number of Queensland Government subsidised training and skilling programs that you may be eligible for in order to gain skills that may be suitable for alternative work. For example, the Skilling Queenslanders for Work initiative assists disadvantaged Queenslanders to gain qualifications and experience for the workforce at no cost to participants. For a list of Skilling Queenslanders for Work programs in your region visit [www.training.qld.gov.au/skillingqueenslanders](http://www.training.qld.gov.au/skillingqueenslanders)

The Certificate 3 Guarantee gives eligible Queenslanders the opportunity to complete their first post-school certificate III qualification to gain a job or improve their employment status, including access to foundation skills training and lower-level qualifications.

Visit Queensland Skills Gateway at [www.training.qld.gov.au/skillsgateway](http://www.training.qld.gov.au/skillsgateway) to search and browse vocational education and training information, including courses available, training providers, and subsidised training and incentives.

### *Training information*

For more information on training in Queensland and to contact your regional training office, visit [www.training.qld.gov.au](http://www.training.qld.gov.au) or telephone **1300 369 935**.

## Community Services and other useful information

### *Counselling*

Lifeline offers a 24-hour confidential telephone counselling service on **13 11 14**.

beyondblue offers support for depression and anxiety and can be contacted on **1300 224 636**.

The Queensland Government's Community Support website provides information on community and social issues and services.

Information on services available in your region is available from: [www.qld.gov.au/community](http://www.qld.gov.au/community)

# Australian Government services

## *What's Next website*

What's Next is a useful starting point for people who have been, or may be, retrenched or made redundant. It provides a range of resources and links to available support.

**[www.whatsnext.employment.gov.au](http://www.whatsnext.employment.gov.au)**

Another initial contact point is the Employment Services Information line on **13 62 68**.

## *Financial assistance and income support*

Depending on your circumstances you may be eligible for financial assistance through Centrelink. For more information, contact **13 28 50** or visit **[www.humanservices.gov.au/customer/dhs/centrelink](http://www.humanservices.gov.au/customer/dhs/centrelink)**

Centrelink also offers a free financial information service for unbiased information about redundancy packages and government assistance.

This service is available on **13 23 00**.

## *jobactive*

A jobactive provider is able to assess your circumstances to assist you with searching for alternative work and provide information about job opportunities in your area. Assistance may include face-to-face appointments, resume

and job application writing skills and advice on job searching, career options and employment programs. For more information on the jobactive service call **13 62 68** or visit **[www.employment.gov.au/jobactive](http://www.employment.gov.au/jobactive)**

## *Employee entitlements*

If you lost your job because your employer went bankrupt or into liquidation and you are owed certain employee entitlements, you may be eligible for financial help through the Fair Entitlements Guarantee.

For more information contact **1300 135 040** or visit **[www.employment.gov.au/fair-entitlements-guarantee-feg](http://www.employment.gov.au/fair-entitlements-guarantee-feg)**

## *Fair Work Ombudsman*

The Fair Work Ombudsman can provide advice about eligibility for redundancy and other payments as determined by legislation. For more information contact **13 13 94** or visit **[www.fairwork.gov.au](http://www.fairwork.gov.au)**

## *Fair Work Commission*

If you lose your job but believe you have been unfairly dismissed by your employer, contact the Fair Work Commission for information on **1300 799 675** or visit **[www.fwc.gov.au](http://www.fwc.gov.au)**