

The Language, Literacy and Numeracy Program



Can I improve my skills with the Language, Literacy and Numeracy Program?

We all have skills, however we sometimes have trouble recognising them. We gain skills in all sorts of ways to help us in our everyday lives. These skills help us with study, to manage a household and a budget, with interests and hobbies, and to find and keep a job.

Many people find that building their speaking, reading and/or writing skills helps them find work. Job seekers can help to strengthen these skills by undertaking Language, Literacy and Numeracy Program training which will improve their chances of getting and keep a job or succeeding in vocational training.

Who can take part in the program?

To take part in the program, you must be:

- 15 to 20 years of age and registered as a job seeker with Centrelink, **or**
- between 21 and 64 years of age, registered as a job seeker and receiving:
 - Newstart Allowance
 - Youth Allowance
 - Community Development Employment Projects Participation Supplement
 - Disability Support Pension
 - Parenting Payment
 - Widow Allowance
 - Partner Allowance, **or**
- required to comply with the Special Benefit Nominated Visa Holder activity test, **or**
- a migrant subject to the 104 weeks waiting period for Centrelink payments (conditions apply) and holders of

particular temporary or provisional visa subclasses can access basic or advanced English language training, **or**

- a citizen or permanent resident whose first language is not English can access advanced English language training (regardless of whether they are receiving income support).

Note: information from Australia's immigration department may be used in assessing claims and can be used to assess ongoing entitlements.

Note: Visa conditions may apply

What sort of training will I get?

The training is:

- in small groups, in friendly and relaxing places
- with other people who face difficulties with reading, writing and numbers
- given by professional staff with experience in dealing with adult learners
- intended to make it easier for you to do things like fill in forms, write letters, résumés and job applications, **and**
- developed to give you more confidence when looking for work.

Who does the training?

If you are eligible, Centrelink will refer you to a local training centre. If you have difficulties going to a course you can learn from home through distance education.



How long does the training take?

The training will take 10–20 hours each week in blocks of 200 hours.

Language, Literacy and Numeracy Supplement

Customers who undertake Department of Education, Employment and Workplace Relations approved Language, Literacy and Numeracy training may be eligible to receive a supplement to help meet the incidental costs associated with this training.

More information

Youth Allowance, Austudy and Pensioner Education Supplement **13 2490**

ABSTUDY **13 2317**

To speak to Centrelink in a language other than English **13 1202**

Customer Relations **Freecall™ 1800 050 004**
Suggestions, complaints or compliments

Australian Government Services
Fraud Tip-off Line **13 1524**

TTY* enquiries **Freecall™ 1800 810 586**

TTY* Customer Relations Line **Freecall™ 1800 000 567**

*TTY is only for people who are deaf or have a hearing or speech impairment. A TTY phone is required to use this service.

Go to our website at www.centrelink.gov.au

Check the “we speak your language” link on Centrelink’s website for information in languages other than English.

Note: calls from your home phone to Centrelink “13” numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to “1800” numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments available.

What are your responsibilities?

- It is your responsibility to decide if you wish to apply for a payment and to make the application, having regard to your particular circumstances.
- The information is accurate as at July 2009, but may of course change. If you use this publication after that date, please check with Centrelink that the details are up to date.

From what date are the benefits payable?

Most government payments are paid from, or after, the date on which the application is made. So the sooner you lodge the application the quicker you may be paid.

What is the position if you deal with a third party?

You may deal with a third party who is not a member of Centrelink’s staff. If you do so, please remember that Centrelink has not authorised any third parties to provide information or advice to you about payments.