



Employment and Related Services Code of Practice

Employment and related service providers commit to observe the highest standards of fairness and professional practice as they deliver the services and obligations outlined in their respective contractual arrangements with the Australian Government.

At all times our priority is to help clients to achieve the best outcomes. We will deliver services and programmes to clients to the best of our ability and with adherence to contracted requirements, service guidelines and relevant participation requirements.

We operate the services and programmes we deliver in a manner that:

1. Upholds the integrity and good reputation of the services and programmes by:

- acting with honesty, due care and diligence
- behaving ethically and professionally, and being openly accountable for our actions
- avoiding any practice or activity which could reasonably be foreseen to bring the services and programmes into disrepute
- complying with all relevant Australian laws, including privacy, fair trading, trade practices and anti-discrimination laws.

2. Demonstrates our commitment to clients by:

- being supportive and helpful to clients
 - in their pursuit of employment
 - in their efforts to improve their employment prospects, including education and training
 - while they undertake their mutual obligations
 - while they undertake voluntary or community participation
 - while they stabilise their life situation and overcome personal and societal barriers to community participation
- focusing our assistance to help clients to achieve the best outcome
- treating clients fairly and with respect
- considering clients' individual circumstances and backgrounds
- ensuring cultural sensitivity in dealing with indigenous clients and clients from diverse cultural and linguistic backgrounds
 - including advocacy where appropriate
- delivering assistance in accordance with service guarantees.



3. Is accurate and relevant by:

- providing ongoing assistance to clients for the duration of our service to them
- providing information about programmes or services that may assist them to achieve the best outcome
- ensuring that we have premises and facilities appropriate to deliver services with privacy and dignity
- ensuring that the information we collect about clients is relevant and necessary
- ensuring information is recorded in a timely manner and is kept confidential
- tailoring assistance to clients with consideration of their individual needs and relevant participation requirements
- demonstrating flexibility in service delivery as clients' circumstances change.

4. Is communicated clearly and effectively by:

- ensuring that clients are aware of their rights and obligations
- providing information to clients with a disability in an accessible format
- providing timely feedback and information to clients about decisions we make that could affect them
- providing clients with appropriate access to relevant records we have about them, on request.

5. Encourages feedback without bias by ensuring that:

- we have a complaints process of which clients are made aware
- staff seek and appropriately respond to clients' feedback with the aim of continuously improving services
- staff support clients when resolving any issues or concerns they may have
- we advise clients of the Department of Employment and Workplace Relations (DEWR) free Customer Service Line and, for clients of Disability Employment Network (DEN) and Vocational Rehabilitation Services (VRS) providers, the free Complaints Resolution and Referral Service.

Clients are encouraged, in the first instance, to raise any concerns they may have with us. If clients are dissatisfied with how we respond to their concerns, or feel that they cannot discuss the issue directly with us, they can contact the free DEWR Customer Service Line on **1800 805 260** (an interpreter can be arranged on request).

Clients of DEN and VRS can contact the free Complaints Resolution and Referral Service on **1800 880 052** if they are not satisfied with how we, as DEN and VRS providers, respond to their concerns.

If clients are dissatisfied with how DEWR has managed their concerns, they can make a complaint to the Commonwealth Ombudsman's Office.