



Australian Government

# Workforce Australia

## Service Guarantee

Workforce Australia Services

Workforce Australia Services delivers personalised support through a network of providers. This service guarantee outlines the minimum level of service you can expect and what is expected of you.

## What you can expect in Workforce Australia Services

### Workforce Australia Services will:

- tailor services to your needs
- treat you fairly and with respect
- support you to get job ready
- give you information that's easy to understand
- provide tools and resources on the Workforce Australia website and app.

### Your provider will:

- tailor services to your needs
- treat you fairly and with respect
- value your individual and cultural needs
- book appointments with you to support you and stay connected
- give you relevant information
- work with you to understand your circumstances, strengths and any challenges
- help you understand and meet your mutual obligation requirements
- help you search for jobs and refer you to suitable job opportunities
- help you connect to activities to prepare for work, such as training or work trials
- help you access support funds for services, work items or relocation help (where appropriate)
- support you once you've started a job.

## What is expected of you

### You need to:

- agree to a Job Plan and attend appointments with your provider
- treat your provider with courtesy and respect
- contact your provider as soon as possible if
  - you can't attend an appointment or you can't meet your obligations
  - your circumstances or contact details change
- take part in activities to help you get job ready
- behave respectfully at job interviews
- give your provider feedback about the job interviews you attend
- accept suitable job offers
- keep your provider updated on your progress once you've started a job.

If you don't meet your obligations, your Centrelink payment may be impacted.

## You can provide feedback or make a complaint

We value your feedback about Workforce Australia Services. You can talk to your provider first if:

- you don't think you're getting the right help
- you'd like to make a complaint about the service.

Your provider will offer a feedback process that's fair and will try to resolve your concerns. You don't have to make a complaint to your provider if you don't feel comfortable. If you prefer or you're not happy with the outcome, you can:

- call the National Customer Service Line on 1800 805 260
- visit the Department of Employment and Workplace Relations website ([dewr.gov.au](http://dewr.gov.au)) for information about other ways to make a complaint

You can also contact the National Customer Service Line or tell your provider if:

- you have suggestions to help improve the service
- you'd like to give a compliment about the service.

If you have questions about your Centrelink payment, [contact Services Australia](http://servicesaustralia.gov.au/contact-us) ([servicesaustralia.gov.au/contact-us](http://servicesaustralia.gov.au/contact-us)).

## Your privacy is protected

Your personal information is protected by law, including the *Privacy Act 1988 (Cth)* and social security law.

### Your provider

In the first meeting with your provider, they'll explain why your personal information is being collected and how it will be handled.

They may seek your consent to collect your sensitive information. Your consent is needed, unless collecting this information is required or authorised under Australian law. Giving consent is voluntary and you can withdraw your consent at any time.

When you meet with your provider, you can ask for a copy of their privacy policy.

Your provider will protect your information. For example, they can only tell employers information about you that relates to your job opportunities, unless:

- you've given them permission to share other information, or
- disclosing this information is required or authorised under Australian law.

You can ask your provider for access to the information they have about you.

You can ask them to correct this information if needed.

### Department of Employment and Workplace Relations

You can find the Department of Employment and Workplace Relations [privacy policy](http://dewr.gov.au/privacy) at ([dewr.gov.au/privacy](http://dewr.gov.au/privacy)). The policy explains how you can make a privacy complaint and how to access and correct your personal information. To contact the department about your personal information, email [privacy@dewr.gov.au](mailto:privacy@dewr.gov.au)