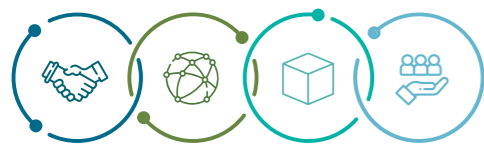


ATTACHMENT 3 – SERVICE GUARANTEE



Service Guarantee Workforce Australia Services

Workforce Australia aims to provide employment services that are



simple, supported, connected and **respectful**.

This Service Guarantee reflects the Australian Government's expectations for Workforce Australia delivering tailored services to support individuals towards employment. It sets out the minimum level of service each individual can expect, including elements unique to different types of Workforce Australia services, as well as the requirements that need to be met while participating in employment services.

What you can expect from Workforce Australia:

To receive services tailored to your needs that **support** you to build your job readiness.

To be treated fairly and **respectfully** and in a culturally sensitive way.

To be **connected** to flexible service delivery methods that adapt to changing circumstances and **support** accessibility.

To have information provided in a **simple** and clear manner.

Access to a **simple** self-managed digital platform and **support** to link your MyGov account to use self-help job search facilities and online information.

These are the standards and actions providers and participants are expected to follow in Workforce Australia Services.

What you can expect from your Provider Your Provider will:

Respectfully deliver intensive servicing and individually tailored case management, considering your strengths and any challenges.

Connect with you through appointments and provide you with relevant information during your first interview.

Support you to meet your mutual obligation requirements and Points Target under the Points Based Activation System.

Support you to search for a job and refer you to suitable jobs.

Connect you to activities to help you prepare for work, for example training, education, activities or work trial opportunities.

Support you to access services best suited to your individual needs through the Employment Fund, wage subsidies or relocation assistance (where appropriate).

Keep **connected** with you and your employer once you have started a job.

What is expected of you As a participant in Workforce Australia Services you need to:

Stay **connected** by doing everything you have agreed to do in your Job Plan and meet your monthly Points Target.

Behave **respectfully** at job interviews and provide feedback to your Provider about the interview.

When a suitable job is offered accept the position and keep your Provider updated on your progress so they may **support** you to keep the job.

Participate in and behave **respectfully** at appointments with your Provider, and notify them if you are unable to attend.

Connect with the services to improve your readiness for work by participating in relevant activities.

Stay **connected** with the services and advise if there are any changes in your circumstances.

Not meeting any of these responsibilities may impact your income support payments.

Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Education, Skills and Employment and your Provider value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, please talk to your Provider first. Your Provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk to your Provider, or you are still not happy, you can contact the Department of Education, Skills and Employment National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@dese.gov.au.

If you have suggestions to improve the service that you are getting or would like to make a compliment about the help you have received, please let your Provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact Services Australia (<https://www.servicesaustralia.gov.au/>)

Your personal information is confidential

Your Personal information is protected by law, including the *Privacy Act 1988* (Cth). Your Provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

You can ask to get access to any information your Provider holds about you, and have it corrected if needed.