



Australian Government
Department of Employment and
Workplace Relations

Employment and related services

Code of Practice

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 Disability Open Employment Services (DOES) and Vocational Rehabilitation (VR) are encouraged to contact the free Complaints Resolution and Referral Service on 1800 880 052 if they are not satisfied with how we, as DOES and VR 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.

Visit workplace.gov.au for more information.

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.

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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 society barriers to community participation

- > helping 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

- > giving ongoing assistance to clients for the duration of our service to them
- > providing information about programmes and services that may help them to achieve the best outcome
- > ensuring we have appropriate premises and facilities to deliver services with privacy and dignity

- > ensuring 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 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
- > on request, providing clients with appropriate access to relevant records we have about them.

5 Encourages feedback without bias by ensuring

that we have a complaints process that clients know about

- 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 free DEWR Customer Service Line and, for clients of Disability Open Employment Services and Vocational Rehabilitation providers, the free Complaints Resolution and Referral Service.