

# ATTACHMENT 3 - SERVICE GUARANTEE



## Service Guarantee

Workforce Australia –  
Career Transition Assistance (CTA)

Workforce Australia aims to provide employment services that are **respectful, connected, simple and supported**.

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 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.



### What you can expect from your Workforce Australia – CTA provider

*These are the standards and actions providers are expected to follow in CTA.*

**Your provider will:**

**Respectfully** deliver individually tailored servicing, considering your strengths and challenges.

Deliver course and program components in a **supportive** environment, which fosters a positive peer group dynamic.

**Support** you to identify and meet your goals, and develop and put into action a tailored Career Pathway Plan.

**Support** you to access and use technology to increase your employability and improve your online job search.

**Support** you to better understand and meet the expectations of employers.

Provide tailored career assistance, to **support** you to prepare a tailored résumé, write job applications and practice your interview skills.

**Support** you to better target job searches to local industries and employers.

**Connect** you to opportunities in your local labour market.

### What is expected of you

*These are the standards and actions participants are expected to follow in CTA.*

**As a participant of CTA you need to:**

Stay **connected** by making every effort to attend, participate in and complete the program.

Behave **respectfully** and treat staff and other participants at your provider fairly, and in a culturally sensitive way.

**Connect** with your provider to let them know as soon as possible prior to the event if you are unable to attend and why.

**Connect** with the services offered to you by your provider to improve your employability by participating in relevant activities and doing everything you are required or have agreed to do.

**Connect** with your provider and let them know if your circumstances change, such as if your contact details change.



### Compliments, suggestions or complaints

Your views about the assistance you receive are important. The Department of Employment and Workplace Relations 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 or the Digital Services Contact Centre 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 Employment and Workplace Relations National Customer Service Line on 1800 805 260 (free call from land lines) or email [nationalcustomerservice@deewr.gov.au](mailto:nationalcustomerservice@deewr.gov.au). If you have suggestions to improve the assistance from your provider or would like to make a compliment about the help you have received, please let staff at 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. Contact details for the Services Australia can be found at [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au).

### Your personal information is confidential

Your personal information is protected by law, including the Privacy Act 1988. Your provider will only tell your employment service provider or the Digital Services Contact Centre things about you that relate to your participation in Career Transition Assistance and related activities and services. Your provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support.