

# Customer Service Charter

## **Employment & Training**

From school leavers to people seeking to re-enter the workforce, or a change of career, to the employer looking for personnel assistance and advice, we are there to help all our clients find rewarding employment outcomes.

## **Service**

We adhere to a range of codes of conduct and national standards, ensuring the highest level of service to our clients. We understand the importance of professional conduct in our service provision.

## **Access and Equity**

We pride ourselves on the range and innovation of the services we offer. We aim to provide all our clients with the opportunity for growth and meaningful employment. Staff shall know, adhere to, actively support and promote equal employment opportunity principles in all their day-to-day activities and dealings with clients.

## **Privacy**

We value our client's trust. The protection of personal information is a vital part of our relationship. We shall treat all affairs of the organisation and its clients with absolute confidentiality and protect our client's privacy in accordance with the Commonwealth Privacy Act 1988 (as amended).

## **Conflict of Interest**

A conflict of interest is defined as "A situation where a person has a personal interest in a matter the subject of a decision or duty of the person". Our conflict of interest policy aims to both safeguard our staff members in the performance of their duties as well as protect the interests of our clients.

## **Client Relations**

We seek constructive feedback from our clients as we recognise that it is a key component to improving our services. Where a client wishes to raise a concern, make a suggestion or pay a compliment they are encouraged to contact the relevant service Department Manager or alternately write to the CEO, Warrnambool.