

Department of Jobs and Small Business Client Service Charter

The Client Service Charter is a statement of what the Department of Jobs and Small Business does and the standards of service you can expect from the department. This Charter is a way the department can be accountable for its own performance, and provides information on how you can give feedback on services the department provides and its performance.

The department is responsible for policy advice to the Australian Government and implementing programmes which help people in Australia find and keep employment and work in safe, fair and productive workplaces. The department provides policy advice, administers legislation, manages programmes, undertakes analysis and provides services to the community.

The department collaborates and works with portfolio agencies, other government agencies, advisory bodies, businesses, professional associations, community organisations and members of the wider community.

This Client Service Charter is the overarching charter for the department. Some of the department's programmes have specific charters or feedback or complaints channels which apply to their particular business activities. This includes the [Employment Services](#) and the [Fair Entitlements Guarantee](#). The department aims to provide a high standard of service to all its stakeholders to serve the Government and the community and so the Government's agenda can be effectively delivered.

Who we are and what we do

The department achieves its vision—More Jobs. Great Workplaces—through achieving its Outcomes:

- **Outcome 1:** Foster a productive and competitive labour market through employment policies and programmes that assist job seekers into work, meet employer needs and increase Australia's workforce participation.
- **Outcome 2:** Facilitate jobs growth through policies that promote fair, productive and safe workplaces.

We provide services directly, or through contracted providers or portfolio agencies to:

- Job seekers looking for work
- Employers looking for staff
- Employees who want to know about their rights and entitlements
- Any member of the public with a general enquiry.

Our values

Department staff individually and collectively upholds the [Australian Public Service Values and Code of Conduct](#) and commit to be:

- **Impartial**—staff are apolitical and provide the Government with advice that is frank, honest, timely and based on the best available evidence.
- **Committed to service**—staff are professional, objective and efficient, and work collaboratively to achieve the best results for the Australian community and the Government.
- **Accountable**—staff are open and accountable to the Australian community under the law and within the framework of ministerial responsibility.
- **Respectful**—staff respect all people, including their rights and their heritage.
- **Ethical**—staff demonstrate leadership, are trustworthy, and act with integrity in all that they do.

Our service standards

The service standards describe the level of service the department aims to deliver.

- **Respect**—staff are respectful and courteous of all people, including their rights and their cultural heritage
- **Quality information**—staff are committed to providing consistent and accurate information. Staff will explain our decisions to you
- **Genuine consultation**— the department values your feedback and will work with you to understand how to improve the services offered
- **Fair and transparent services**—staff will be open and honest with you and follow through on commitments. The department will tell you how it makes decisions and how you can check the decisions are fair
- **Easy access to services**—timely access to the right services
- **Efficiency**—the department will simplify the way services are delivered to you. We will streamline processes to provide the right outcomes.

You can help us by:

To help the department provide you with quality service the department needs you to:

- **Respect**—be respectful and courteous to staff and other clients
- **Quality information**—provide complete, accurate and timely information
- **Genuine feedback**—let staff know how services can be improved
- **Fair and transparent communication**—talk to staff if you are not happy with the outcome
- **Efficiency**—if possible use the online services offered at www.jobs.gov.au.

Your Feedback

The department values your feedback and uses it to monitor and improve performance. The department wants to know the things you like about the service it provides, if service commitments are not being met and any suggestions about how the department can do better.

If you think the department has not met its commitments to you or if you have a complaint, the department would like to use this feedback to improve its service to you and others.

To provide feedback on Employment Services you should contact your job services provider or call the Employment Services National Customer Service Line on 1800 805 260 (free call from land lines).

To provide feedback on the Fair Entitlement Guarantee you call the FEG hotline on 1300 135 040, or email feg@jobs.gov.au

To provide feedback on any other aspect of the department's services you can contact the staff member you have been dealing with, or you can contact the switchboard on 1300 488 064 (from 8.00am to 6.00pm nationally) or use the online form on the department's website—[Feedback or enquiry form](#).

Your rights

The department's decisions about your entitlement to a payment or service are made under the law. Often if you disagree with a decision you can ask to have the decision reviewed by either the person who made the decision or by an independent senior officer. The department's objective is to resolve your complaint up front, and if this is not possible the department can advise you where there are avenues for review.

The department has set timeframes for completing a review of a decision. When you request a review you will be advised of the time it will take to complete the review. If you have additional information showing why you think the decision is wrong you should provide it at the time of the review.

If you are dissatisfied at any time with the department's handling of your complaint you can choose to contact the Commonwealth Ombudsman:

The Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601
Toll Free: 1300 362 072
Telephone: 02 6276 0111
Fax: 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

Privacy

All personal information collected by the department and its contractors and agents is protected by the [Privacy Act 1988](#) (Privacy Act).

The department cannot use or disclose any personal information held about you unless it is allowed under the Privacy Act. Under that Act, you can access or correct your personal information. Further information is provided in the department's Privacy Policy, which sets out the department's commitment to protecting personal information. A copy of that policy can be accessed here:

[Department of Jobs and Small Business Complete Privacy Policy](#)

If you have any questions about privacy or if you wish to access or correct your personal information, you can email privacy@jobs.gov.au, or write to:

Information Law Team
Information Law, Corporate Legal Branch
Location C12MT1
Department of Jobs and Small Business
GPO Box 9880
Canberra ACT 2601.

Freedom of Information

The *Freedom of Information Act 1982* (FOI Act) gives the Australian community access to information held by the government by requiring agencies to publish certain information and by providing a right of access to documents.

A person who wants to gain access to documents held by the department may make an FOI request to the department. The department is required to process requests in accordance with its obligations under the FOI Act.

Applications for access to documents must:

- be in writing
- state that the application is made under the FOI Act
- provide enough information concerning the documents sought as is reasonably necessary to enable a responsible officer of the department to identify the documents requested
- provide an address for correspondence (postal or email address).

There is no application fee for FOI requests. The FOI Act provides that charges may be imposed for processing applications. No processing charges apply where an applicant is seeking access to documents containing their own personal information.

The department may decide to reduce or not impose charges due to financial hardship, public interest or other reasons.

FOI requests may be sent to the department via email to foi@jobs.gov.au, or via post to:

Information Law Team
Information Law, Corporate Legal Branch
C12MT1
GPO Box 9880
CANBERRA ACT 2601

If you would like further information about freedom of information, please contact a member of the Information Law Team on (02) 6240 7310.

Further information about the Privacy Act and the FOI Act is available on the [Office of the Australian Information Commissioner's website](#).

How to contact the department

By phone	If you wish to speak to someone in the department please contact the switchboard on 1300 488 064 (from 8.00am to 6.00pm nationally).
In writing	Department of Jobs and Small Business GPO Box 9880 Canberra ACT 2601
Online	www.jobs.gov.au To provide feedback to the department or make an enquiry via email please use the online form on our website— Feedback or enquiry form

For a specific content or topic:

National Customer Service Line (NCSL)	1800 805 260
Employer Hotline	13 17 15
Employment Services Information Line	13 62 68
Fair Entitlements Guarantee Hotline	1300 135 040

If you have difficulty speaking or understanding English call the [Translating and Interpreting Service](#) (TIS National) on 131 450 for the cost of a local call. Ask TIS National to call the department on the appropriate number listed above.

TIS National operates nationally and is available 24 hours a day, 7 days a week for over 160 languages and dialects.

Please note, the Department of Jobs and Small Business's business hours are between 8.00 am and 6.00 pm nationally, Monday to Friday (except public holidays).

Monitoring and reporting performance

The department monitors its performance against this Service Charter by:

- acting on your feedback and complaints about the department's service
- actioning the responses of the public and key stakeholders
- monitoring and evaluating services against the department's standards
- reporting on the level of service performance, complaints and feedback in the department's Annual Report.

We will review and update this Service Charter every year.

Annual report—<http://www.jobs.gov.au/annual-reports>

Performance Budget Statements—<http://www.jobs.gov.au/budget>