



## Career Transition Assistance Service Guarantee

This CTA Service Guarantee reflects the Australian Government's expectations of CTA Providers. It sets out the assistance and services each Participant can expect to receive, as well as the requirements Participants need to meet to benefit from the program. The Australian Government is committed to creating better opportunities for mature-age people to secure employment.

### What you can expect from your CTA Provider

Your provider will:

- work with you to develop your tailored Career Pathway Plan
- help you to identify and articulate transferable skills
- work with you to better target job searches to local industries and available jobs
- work with you to apply for jobs online
- identify your strengths and any challenges you face to increase your job readiness
- provide services to help you improve your job readiness
- provide tailored career assistance, to help you prepare a résumé and write job applications
- treat you fairly and with respect in a culturally sensitive way

### What is expected of you

There are some things you need to do, including:

- treat staff and other Participants at your provider fairly, with respect and in a culturally sensitive way
- make every effort to attend
- do everything you are required or have agreed to do
- notify your provider of any changes in your circumstances, e.g. if your address or telephone number changes

### If you cannot attend

- let your provider know as soon as possible prior to the event if you are unable to attend
- give your provider a reason to support your inability to attend

## **Your personal information is confidential**

Your personal information is protected by law, including the Privacy Act 1988. Your provider will only tell service providers things about you that relate to your participation in Career Transition Assistance and related activities and services.

Your provider may also share information with the Department of Employment, Skills, Small and Family Business and the Department of Human Services. Your provider will check with you first before sharing personal information about you with any other government agency.

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

The Department of Employment, Skills, Small and Family Business's Privacy Policy contains more information about how the department will manage any of your personal information, including access to, or correction of, your personal information and how you can make a complaint related to your personal information. A copy of the department's Privacy Policy can be found at <https://www.employment.gov.au/privacy> or by requesting a copy from the department via email at [privacy@employment.gov.au](mailto:privacy@employment.gov.au).

## **Compliments, suggestions or complaints**

Your views about the assistance you receive are important. The Department of Employment, Skills, Small and Family Business 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 Employment, Skills, Small and Family Business's National Customer Service Line on 1800 805 260 (free call from land lines) or email [nationalcustomerserviceline@employment.gov.au](mailto:nationalcustomerserviceline@employment.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 the Department of Human Services. Contact details for the Department of Human Services can be found at [www.humanservices.gov.au](http://www.humanservices.gov.au).