

Service Guarantee



What are my provider's obligations?

Whether you are in Workforce Australia or Disability Employment Services, your provider is expected to follow rules that ensure you are treated well. Providers must:

- treat you fairly and with respect – providers are not allowed to bully you, harass you, deliberately make things difficult for you, behave or treat you in a culturally, or otherwise, insensitive way
- be reasonable, flexible, and support you in a way that suits your specific needs and strengths
- provide you with information that is clear, simple to understand, relevant, and accurate – they cannot misrepresent or lie about what your obligations or choices are
- help you access training, education, and other things you may need help with to get work – this includes providing you with funds through the employment fund

What are some examples?

There are many cases of providers breaking these rules. Some of the most common we see are:

- bullying and talking down to you by making snide or disrespectful comments
- not responding to questions or requests
- repeatedly making appointments at times when you have said you are unable to attend
- giving you inaccurate information about what your obligations are
- not giving you any choice or forcing you to do things you don't need to
- refusing reasonable requests for accommodations or changes
- suspending or cutting payments without any genuine attempts to contact you or sort out the issue

You can find a copy of the Workforce Australia service guarantee at: tinyurl.com/serviceWFA

Or if you are in Disability Employment Services, a copy of the DES service guarantee can be found at: tinyurl.com/DESService

If you think your provider is breaking the service guarantee and you either can't or don't feel comfortable talking to them directly about it, you can call the National Customer Service Line on 1800 805 260. If you are with Disability Employment Services you can also call the Complaints Resolution and Referral Service on 1800 880 052.

You can also leave a review of your provider and share your experience with other people subject to the employment service system on the AUWU ROAR app, available to download on iOS, Android and at auwu.org.au/roar-app. Alternatively, contact us directly at auwu.org.au/esp-advocacy or on our National Advocacy Hotline on 1800 289 848 (Monday-Friday 10am-2pm eastern time)