



Australian Government



time to work
EMPLOYMENT SERVICE

Time to Work Employment Service Guarantee

This Service Guarantee reflects the Australian Government's expectations of Time to Work Employment Service Providers. It sets out the minimum level of service each participant can expect to receive, as well as what each participant will need to do to benefit from the program.

The Australian Government is committed to creating better opportunities for Aboriginal and Torres Strait Islander peoples to secure employment. The Time to Work program will provide eligible Aboriginal and Torres Strait Islander prisoners with employment assistance while they are in prison to help them prepare for employment post-release.

What you can expect from your Time to Work Employment Service provider

Your provider will:

- explain to you the services you will receive and what you will need to do
- provide you with an assessment to identify any employment barriers you might face when released
- work with you to develop your Transition Plan. This sets out the skills you have, the work you would like to do and any help you may need
- provide you with an introduction to an employment services provider who will assist you to find employment when you are released from prison
- ensure you are aware of any other services that are available to you
- treat you fairly and with respect in a culturally sensitive way
- ensure that staff are appropriately trained and committed to assisting Aboriginal and Torres Strait Islander participants transition from prison to employment services following their release from prison.

What is expected of you

There are some things you need to do, including:

- attend all scheduled meetings, where possible
- answer all questions as best you can

- assist us to develop your Transition Plan and agree to what is written in the plan
- participate in a meeting with you post-release employment services provider
- let us know if there are any changes in your circumstances, e.g. your living or parenting arrangements or your health, so we can update your Transition Plan.

Your personal information is confidential

Your personal information is protected by law, including the *Privacy Act 1988*. We will only collect information from you that will assist us to provide employment related services to you.

We may also share information with other government agencies, where needed, to make sure you are getting the right level of support.

Compliments, suggestions or complaints

Your views about the services you are receiving are important. The Department of the Prime Minister and Cabinet and your Time to Work provider value any compliments, suggestions or complaints that you may have.

If you think you are not receiving the right help, you should talk to us first. We will offer a feedback process which is fair and will try to resolve your concerns.

If you cannot do this or are still not happy, you can call the National Customer Service Line on 1800 805 260 (free call from land lines).

If you have suggestions to improve the services that you are receiving, please let us know or call the National Customer Service Line.