



An Australian Government Initiative



Provider Code of Conduct

Who is the Code of Conduct for?

This Code of Conduct applies to all SEE Service Providers and their Personnel and represents the minimum standards to be applied in all their dealings with Referring Agencies, Participants, Australian Government departments, other Service Providers and other authorised persons. Providers are bound to the Provider Code of Conduct through their Deed with the Commonwealth of Australia.

The Aim of the Code of Conduct

The aim of the Code of Conduct is to ensure the delivery of high quality SEE Program services, with high standards of ethical behaviour exhibited to all parties concerned.

Providers should display a copy of the Code of Conduct in a prominent position in all places in which they provide services under the Program and ensure that all Participants are fully aware of it.



The Code of Conduct

SEE Providers will provide:

- accurate, current, impartial and comprehensive information to the Australian Government, Referring Agencies, Participants and other authorised Personnel consistent with the *Privacy Act 1988*
- accurate and complete information in relation to Program performance, contractual arrangements and claims for payment.

In adhering to this Code of Conduct, Providers must:

- observe the SEE Program Provider Instructions and supporting Program documentation
- be open and honest at all times
- be respectful, fair and courteous in their dealings with all Participants, the Quality Assurance Provider(s), Australian Government agencies and other Providers
- inform Participants of their rights, obligations, entitlements and the existence of SEE Provider Code of Conduct
- develop effective networks with local industry and employers, employment service providers, the Vocational Education and Training sector and community organisations
- ensure that advice about training options best reflects the training needs of the Participant
- provide professional support to Participants directed at achieving high quality outcomes and national consistency under the Program
- be contactable by telephone and email during normal business hours
- meet all reporting and financial accountability requirements, responding quickly to requests for information
- maintain easily accessible premises for Participants
- respond quickly and accurately to requests for information
- maintain a complaints procedure, treat complaints seriously and learn from them
- comply with obligations under laws such as the *Privacy Act 1988*, the *Freedom of Information Act 1982* and the *Trade Practices Act 1974*
- not seek or accept fees, benefits or advantages either directly or indirectly from Participants or other persons for services funded by the Australian Government
- make available details of the controls and arrangements put in place to manage conflict of interest matters
- not publish any information relating to the Program that does not comply with the *Australian Government Design Guidelines* or that may bring the Program into disrepute.