

Participant Charter of Rights

Introduction

The Participant Charter of Rights outlines how you can expect to be treated by Employment Plus (EPlus), and what you can expect from all your interactions with us. It also sets out your responsibilities, and how you can provide us with feedback about our service in supporting you.

This Charter forms part of The Salvation Army Compliance Framework and aligns with the Employment Services Program Service Guarantee that you have been provided by the Department of Education, Skills and Employment (DESE).

About us and what we believe

EPlus' values are:

- Integrity
- Compassion
- Diversity
- Respect
- Collaboration

These are the values that all EPlus staff strive to practice every day, and you are entitled to expect that you will be treated in this manner whilst you access our services.

- We believe that every participant is equal.
- We will use all available resources to help you maximise your employment outcomes.
- We do not give up on any participant, no matter how difficult the circumstances.

In return, we expect our staff to be treated courteously and with respect in your dealings with us.

Your rights

Through the feedback we have received, you have told us that these rights are important to you.

You have the right to:

- not be harassed about your Mutual Obligation Requirements and employment opportunities
- to attend an EPlus office and access our services or facilities safely, and without pressure
- be heard and listened to
- have choices and be included in the decision making process
- be treated fairly, with respect and free from discrimination
- respect for country and culture
- respect for your privacy and confidentiality
- engage with us free from physical, sexual, emotional, or verbal abuse
- know what is happening with your employment journey and mutual obligations
- be supported in your employment journey, including accessing other services provided by The Salvation Army

- access allied health services provided by EPlus
- information about your services
- make a complaint or provide feedback

Further information on this can be found on our website <https://www.employmentplus.com.au>

How you can help us

- Keep us informed with relevant and accurate information about your circumstances
- Let us know if things change or you cannot meet your Mutual Obligation Requirements (e.g. Job Search, Appointments, Activities etc.)
- Accept any reasonable and suitable job offer(s) we help you find
- Tell us when you have found employment
- Act respectfully and safely towards other people using our services, and towards EPlus team members and volunteers
- Provide us with feedback about our service and how we can work better.

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve our services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- **visiting our website** and completing the feedback form.
<https://www.employmentplus.com.au/complaints>
- **Talking directly** to any staff member or volunteer
- **Phoning us on** 136 123
- **Writing to us at** feedback@employmentplus.com.au

or Attention: Continuous Improvement Officer

Level 3, 10 Wesley Court, Burwood East, Victoria 3151.

If you are not satisfied with how we have handled a complaint, you may contact the Department of Education, Skills & Employment (National Customer Service Line) on 1800 805 260. Disability Employment Services can also contact the Complaints Resolution and Referral Service on 1800 880 052 or through their website <https://www.jobaccess.gov.au/complaints/crrs>

Thank you for your understanding and support.