



Client Services Charter

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Prepared by: Manager, People & Operations
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Our commitment to you

Our Service Charter

This service charter outlines BGT's service commitment to our clients and underpins the services we offer. We are committed to providing high quality services to meet the diverse needs of our clients. We seek to work together with our clients, to learn what we do well and where we can improve. We welcome suggestions and feedback and take any complaints seriously.

Our Vision

Creating success stories with skills and jobs.

Our Values

Excellence in the services we deliver

Professionalism in how we conduct ourselves

Respect for our stakeholders

Honesty in everything we do

Our History

At BGT, we support all people to reach their full potential by providing the skills, knowledge and experience that gives them every opportunity to make a difference.

BGT Jobs and Training (BGT) was established in 1986 with the philosophy of providing young people with employment opportunities and to provide employers with well skilled and suitable staff.

Over the years, we have employed over 5,000 apprentices & trainees and provided training & skills to many more in Ballarat and beyond.

While today, we offer a much broader range of services our original philosophy remains as strong as ever to create positive life stories for our local youth and the wider community.



Our Services

Employment Services

- Employment of apprentices & trainees and placement with host employers.

Training Services

- Flexible & focused training programs providing skills & qualifications needed to gain & maintain quality jobs.

Community Services

- Programs offering people education and/or employment opportunities to turn their lives around.



Our Privacy Policy

BGT only collects information required to provide and fulfil appropriate services. The information you provide may be used to assist with referring you to other services. Without identifying you, it may also be used for reporting to funding bodies on the number of clients we are working with and for quality assurance, research and evaluation. If you choose not to provide information, we may not be able to provide the most appropriate service.

BGT complies with all required legislation

The Commonwealth Privacy Act 1988
Privacy and Data Protection Act 2014
Freedom of information Act 1982
Charter of Human Rights and Responsibilities Act
2006 (the charter)
Children, Youth and Families Act 2005
The Information Privacy Act 2000

A full copy of BGT's Privacy Policy is available from our office or from our website www.bgt.org.au.
For privacy, questions or complaints please contact our Manager, People & Operations on (03) 5333 8600.



Accessing your information

You can access information BGT keeps about you in line with the information Privacy Act. You can request to access your information from the staff member you have regular contact with or from our Manager, People & Operations.



Our commitment to you

We are committed to providing the highest quality professional services to our clients

We seek to understand our clients needs and what is important to them

We will provide services that are responsive to client needs and build on their strengths





What we expect from you

Keep us informed and work with us to provide you with the best possible service, support and assistance

Respect other clients and BGT staff because we all have the right to be respected

Provide us with feedback so we know what we are doing well and how we can improve



Tell us what you think

You are encouraged to provide feedback about any matters regarding the service we provide. You can give feedback by letting us know what is going well, or what isn't, by giving us a suggestion, praise or complaint.

Your feedback helps us to know where we are performing well and areas that may require improvement. Feedback on issues and problems you may experience helps us improve the quality of our support and services.

It is safe to complain or provide negative feedback and it will not impact on your eligibility to access a service or negatively impact on the service we are currently providing.

You can provide us with a complaint, suggestion or feedback by:

- Speaking with your BGT staff member
- Speaking directly with our Manager, People & Operations
- Completing the feedback and complaints form and leave it at the BGT office
- Email hr@bgt.org.au

Complaints:

BGT is committed to resolving complaints quickly and as fairly as possible. We encourage any issues or complaints to be reported to us as soon as they are encountered. This ensures quick responses and total understanding of the issues at hand. We will endeavour to be in contact and provide you with an initial response and how we are dealing with the complaint as quickly as possible.



How to contact us:

For more information on BGT please visit our website

www.bgt.org.au

Manager, People & Operations

14 Hill Street

Ballarat VIC 3350

Phone: 5333 8600

Email: hr@bgt.org.au

If you are unhappy with our response or would like to seek independent advice and support please see below.

Victorian Registration & Quality Authority

Website: www.vrqa.vic.gov.au

Fair Work Ombudsman

Phone: 13 13 94

Website: www.fairwork.gov.au

Consumer Affairs Victoria

Helpline: 1300 558 181

Website: www.consumer.vic.gov.au

Department of Health & Human Services

Phone: 1300 650 172

Website: www.dhhs.vic.gov.au

Privacy Commissioner

Phone: 1300 666 444

Website: www.privacy.vic.gov.au

Commission for children & young people

Phone: 1300 782 978

Website: www.kids.vic.gov.au

Advocacy Information

Victorian Public Advocate is

empowered by law to promote and safeguard the rights of people with disability. For more information.

Phone: 1300 309 337

Website:

www.publicadvocate.vic.gov.au

Youth Affairs Council

Phone 03 9267 3799

Website: www.yacvic.org.au





ACKNOWLEDGEMENT OF COUNTRY

BGT acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander peoples, and pays respect to their elders past and present, as well as acknowledging future generations

