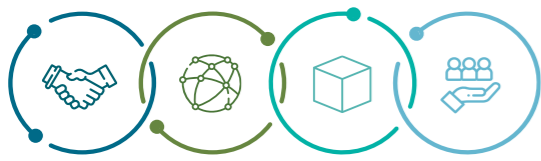


## ATTACHMENT 3 – SERVICE GUARANTEE

# Service Guarantee – Self-Employment Assistance

Self-Employment Assistance aims to provide services that are



**simple, supported, connected** and **respectful**.

This Service Guarantee reflects the Australian Government’s expectations for Self-Employment Assistance.

It sets out the minimum level of service each individual can expect to receive, as well as the requirements that need to be met while accessing the program.

The Australian Government provides a range of tailored services to people who need help to develop a new or existing small business. Services are delivered through a national network of providers.

### What you can expect from Self-Employment Assistance:

To have information provided in a **simple** and clear manner.

To receive services tailored to your needs that **support** you to build your new or existing micro-business.

To be **connected** to flexible service delivery methods that adapt to changing circumstances and **support** accessibility.

To be treated fairly and **respectfully** and in a culturally sensitive way.

### What you can expect from your provider

Your Provider can:

Help you decide if self-employment is right for you in a **simple**, fair and **respectful** manner.

**Support** you to generate a viable business idea or develop your existing business idea.

**Support** you to turn your business idea into a comprehensive business plan.

Provide you with tailored advice to **support** you to implement your business plan and start your own business.

**Connect** you with relevant, accredited small business training.

Deliver flexible, tailored business mentoring services that **support** you and help your business succeed.

Reassess your needs if your circumstances change in a **simple** and **respectful** way.

### What is expected of you As a participant of Self-Employment Assistance you need to:

Attend scheduled workshops, classes, appointments and/or other **support** activities your Provider has arranged for you.

Stay **connected** with your provider by doing everything you have agreed to do.

Respond to requests for information from your provider in a **respectful** and timely manner.

Stay **connected** with your Provider and notify them of any changes in your circumstances.

**Not meeting any of these responsibilities may impact your ability to continue accessing Self-Employment Assistance.**

### Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Education, Skills and Employment and your Provider value any feedback you may have.

If you don’t think you are receiving the right help and would like to make a complaint, please talk to your Provider first. Your Provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can’t talk to your Provider, or you are still not happy, you can contact the Department of Education, Skills and Employment National Customer Service Line on 1800 805 260 (free call from land lines) or email

[nationalcustomerserviceline@dese.gov.au](mailto:nationalcustomerserviceline@dese.gov.au)

If you have suggestions to improve the service that you are getting or would like to make a compliment about the help you have received, please let your Provider know or call the National Customer Service Line.

### Your personal information is confidential

Your Personal information is protected by law, including the *Privacy Act 1988*.

Your personal information may be used by the Department of Education, Skills and Employment or given to other parties where you have agreed, or where it is otherwise permitted, including where it is required or authorised by law.

You can ask to get access to any information your Provider holds about you, and have it corrected if needed.