



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.