



## Code of Practice

HGT Australia Ltd, trading as NovaSkill is committed to observing the highest standards of fairness and professional practice in the delivery of services. We will deliver all services to the best of our ability and with adherence to the terms and conditions of various legislation, funding agreements and licenses.

**We pledge to operate our services in a manner that:**

**Upholds the integrity and good reputation of NovaSkill by:**

- ★ acting with honesty, due care and diligence
- ★ behaving ethically, professionally and by being openly accountable for our actions
- ★ avoiding any practice or activity that could reasonably be foreseen to bring our services into disrepute
- ★ complying with all relevant Australian laws, including privacy, fair trading, trade practices and anti-discrimination laws.

**Is accurate and relevant by ensuring:**

- ★ all information provided by NovaSkill is clear and accurate
- ★ that the information we collect from clients is kept confidential, and is relevant and necessary
- ★ that we have premises and facilities appropriate to deliver services with safety, privacy and dignity.

**Demonstrates a commitment to clients by:**

- ★ employing appropriately trained and skilled staff who are supportive and helpful to clients in their pursuit of employment, training or other services provided by NovaSkill
- ★ treating customers and clients fairly and with respect
- ★ providing timely feedback and information to customers and clients, when required, about decisions that could affect the customer or client.

**Encourages feedback without prejudice by ensuring that:**

- ★ we have a complaints process of which clients are made aware – [please see over for our Complaints Handling process](#)
- ★ staff seek and appropriately respond to clients' feedback with the aim of continuously improving services
- ★ staff support clients in resolving any issues or concerns they may have
- ★ clients are advised of the appropriate publicly funded mechanisms to which complaints may be taken (for example the Department of Education, Employment and Workplace Relations – DEEWR) or the NSW Department of Education and Training (DET)

**Clients are encouraged in the first instance to raise with us any concerns they may have.**

**The following staff can assist with your enquiry at the local level:**

<b>Adamstown</b> - Branch Coordinator	4906 6800
<b>Ballina</b> - Branch Coordinator	6600 3000
<b>Broadmeadow</b> - Branch Coordinator	4906 6700
<b>Coffs Harbour</b> - Branch Coordinator	6601 7000
<b>Gosford</b> - Branch Coordinator	4351 5200
<b>Nambucca Heads</b> - Senior Officer	6568 9013
<b>Port Macquarie</b> - Branch Coordinator	6500 1100
<b>Singleton</b> – Branch Coordinator	4906 6700
<b>Tweed Heads</b> – Branch Coordinator	6600 3000

**If you would like to take your concerns further, please contact:**

<b>Group Training Organisation</b>	GTO Manager	4906 6700
<b>Registered Training Organisation</b>	RTO Manager	6500 1100
<b>Work for the Dole</b>	Community Programs Manager	4906 6800
<b>Assistant General Manager</b>		4906 6700
<b>General Manager</b>		6600 3000

**If clients are dissatisfied with how we respond to their concerns or feel that they cannot discuss the issue with us, there are a number of other avenues that may be pursued.**

Group Training– contact NSW DET on **13 28 11**

Registered Training Services – contact VETAB on **02 9244 5335**

DEEWR customer service line on **1800 805 260**

**If a client has a complaint that relates to a breach of legislation that provides separate complaints mechanism, the client may choose, at any time, to pursue the matter in the manner prescribed in that legislation.**

This document is to be used under the direction of the company – Not for use by external parties



## Complaint Handling Process

### Making a Complaint

You may make your complaint verbally to those persons listed in the Code of Practice. In most cases we may require the complaint to be provided in writing in order for an objective and fair investigation to be conducted. You may wish to use our complaint form FR– CS-019, or simply provide written details in the form of a letter.

### Acknowledgement

We will acknowledge the written complaint within two (2) working days of receipt and nominate a senior officer to be the contact person.

### Investigation

In investigating the complaint, the appointed officer will:

- contact you to discuss your complaint.
- contact the person you are complaining about, provide them with a copy of your complaint and ask for their comments and other relevant information.
- review all of the information provided.
- recommend a course of action.

If we decide we cannot deal with the complaint we will talk to you about this and explain why.

### Reporting

We will inform you of the outcome of the investigation within two (2) working days of the investigation being finalised.

### Appeals

If you are dissatisfied with the outcome of the complaint investigation, you may raise your concerns with the Assistant General Manager or General Manager – their contact details are included on the Code of Practice.

If you remain dissatisfied with the outcome, you may wish to contact the relevant governing body where applicable – these are indicated on the Code of Practice.