



Participating in Quality Principles Audits

Information for Participants

What are Quality Principles Audits and why do they matter?

- The Department of Employment and Workplace Relations is committed to ensuring Participants get the best possible service through Workforce Australia.
- Quality Principles audits measure Workforce Australia Services Providers.
- Results of the audits help the Department work with Providers to improve the quality of their service.
- All Workforce Australia Services Providers are audited against the Quality Principles each year to make sure they are giving Participants the support and help they need.

Why am I being asked to participate?

- We are asking for your feedback because you receive Workforce Australia Services.
- We want to hear about your experiences with your provider.

Do I have to participate?

- Participation is **voluntary**, however the information you provide helps your Provider improve their services.

Who will I speak to?

- The auditor is not from your Provider and is not there to check on or investigate you.
- The auditor is usually from a third-party auditing company.
- In some instances, the Department may conduct the audit and you may speak with a Departmental Audit Officer.

How will I help?

- You may be asked to talk to an auditor about your Provider's services. This may be in person or over the phone.
- The auditor will ask about your experiences and views on the support you receive, and if the support has helped you.
- The information you provide is important and we ask that you be honest about your experience with your Provider and the services they have given you.

How is my privacy protected?

- Anything you tell the auditor remains confidential.
- The audit is about the performance and services of your Provider. It is not about checking up on you, and your responses will not affect your payments or the assistance you receive.
- Your personal information is protected by law under the *Privacy Act 1988* (Cth) and will be managed in line with the Australian Privacy Principles Policy (Privacy Policy).
- A copy of the Department's Privacy Policy is available at www.dewr.gov.au/about-department/resources/dewr-privacy-policy

Where can I get more information?

- The National Customer Service Line on 1800 805 260 or via email nationalcustomerserviceline@dewr.gov.au