



**Write
your own
story.**

Client Services Charter

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Our commitment to you

Our Service Charter

This service charter outlines BGT's service commitment to you, our clients. We are committed to providing high quality services without discrimination. We seek to work together with you, to achieve good outcomes. From you we can learn what we do well and where we need to improve. We welcome suggestions and feedback and take seriously any complaints.

Our Purpose

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.

Our History

Ballarat Group Training or BGT Jobs and Training as we refer to ourselves has been successfully providing the young and not so young of Ballarat with Apprenticeships and Traineeships for over 30 years.

BGT started in 1986 with the philosophy of providing young people with employment opportunities and employers the chance of getting well skilled staff and today our mantra is just as strong.

And what a difference we have made! Over the years we have seen thousands of Apprentices and Trainees start with us, be trained by us and become successful business people in their own right. We have also created many fine employees who understand not only their trade, but also the needs of having a strong work ethic which makes them excellent employees.



The three business units of BGT give us the ability to truly enable people to reach their full potential and the level of support we provide is second to none.

In fact, as time goes by we have had many people return to further study with us and we are proud of the fact that in our region we have many employers who started with us as an Apprentice or Trainee and who are now in their own businesses and sending young people to us to complete their Apprenticeship or Traineeship.

Our Privacy Statement

BGT only collects the information we need from you to provide 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)

A full copy of the BGT Privacy Statement is available from our office or from our website www.bgt.org.au. For privacy questions or complaints please contact our Quality & People officer 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 the Quality & People Officer.



Our commitment to you

We are committed to providing the highest quality professional services to our client's

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 care, support and assistance

Respect other clients and BGT staff because we all have a 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 have the right to give feedback or complain 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. 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 Quality & People Officer
- 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 aim to get in contact within two working days prior to the complaint being received.



How to contact us:

For more information on BGT please visit our website

www.bgt.org.au

Quality & People Officer

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.dnh.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

