



Australian Government
Department of Home Affairs



Service Provider Code of Conduct

Who is the code for?

The Code applies to all service providers of the Adult Migrant English Program (AMEP) and their personnel, and represents the minimum standards to be applied in all tier dealings with AMEP clients, Australian Government departments, other service providers and other authorised persons.

The aim of the Code

The aim of the Code is to ensure the delivery of high quality AMEP services with high standards of ethical behaviour exhibited to all parties concerned.

The Code of Conduct

AMEP service providers will provide:

- Accurate, current, impartial and comprehensive information to the Australian Government, clients and other authorised persons consistent with the Privacy Act 1988, and
- Accurate and complete information in relation to program performance, contractual arrangements and claims for payment.

In adhering to this Code of Conduct, AMEP service providers must:

- deliver AMEP services in accordance with the *Immigration (Education) Act 1971* and related legislative instruments and regulations
- observe the *AMEP Program Guidelines, Service Deliver Principles* and supporting program documentation
- be open and honest at all times
- be respectful, fair and courteous in their dealings with all clients, the Quality Assurance provider, Australian Government agencies and other service providers
- inform clients of their rights, obligations and entitlements

- develop effective networks with other AMEP service providers, settlement service providers, jobactive providers, local industry and employers, the Vocational Education and Training sector, SEE program providers and community organisations
- develop an individual pathway guide with clients, according to client's needs, skills and goals
- ensure that advice about tuition options best reflects the needs and goals of the client
- maintain easily accessible premises for clients
- be contactable by telephone, facsimile and email during normal business hours
- meet all reporting and financial accountability requirements, responding quickly to requests for information
- maintain a procedure for feedback and complaints and treat complaints seriously
- 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 clients or other persons for services funded by the Australian Government
- make available details of the 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

Compliance with the Code

AMEP service providers are bound to the Service Provider Code of Conduct through their Contract with the Commonwealth of Australia. Providers should display a copy of the Code in a prominent position in all locations in which they deliver AMEP and ensure that all clients are fully aware of it.