

Service Charter

BGT Jobs + Training



JOBS + TRAINING



Our Service Charter

This service charter outlines the commitment of BGT Jobs + Training (BGT) to our participants, and underpins the services we offer.

We are committed to providing high quality services which meet the diverse needs of our participants and the community.

We seek to work together with our participants, to learn what we do well and where we can improve; we welcome suggestions and feedback.



Acknowledgement of Country

BGT acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander peoples; we pay respect to elders past and present, as well as acknowledging future generations.



Diversity and Inclusion

BGT celebrates diversity and is committed to providing people-focused services which are inclusive of all communities. We value and welcome people of all ages, abilities, ethnicity, gender identity, sexual orientation, faith, financial status, cultural and linguistic backgrounds.

Our Vision

Creating success stories through jobs and training.

Our Values

Excellence in the services we deliver

Professionalism in how we conduct ourselves

Honesty in everything we do

Respect for all our stakeholders



Our History

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.

BGT was established in 1986 with the philosophy of providing young people with employment opportunities and providing employers with well skilled and suitable staff.

Over the years, we have employed over 5,000 apprentices & trainees and provided training & skills to many more in Ballarat and surrounding regions.

Whilst today we offer a much broader range of services, our original philosophy remains as strong as ever to create positive outcomes and life stories; not only for youth, but the wider community.

Our Services

Employment Services

Employment of apprentices and trainees, placed with host employers.

Training

Flexible and focused training programs providing individuals with skills and qualifications to gain and maintain quality jobs.

Industry Skills Centre

Fully equipped trade centre for training students in a simulated work environment.

SaverPlus

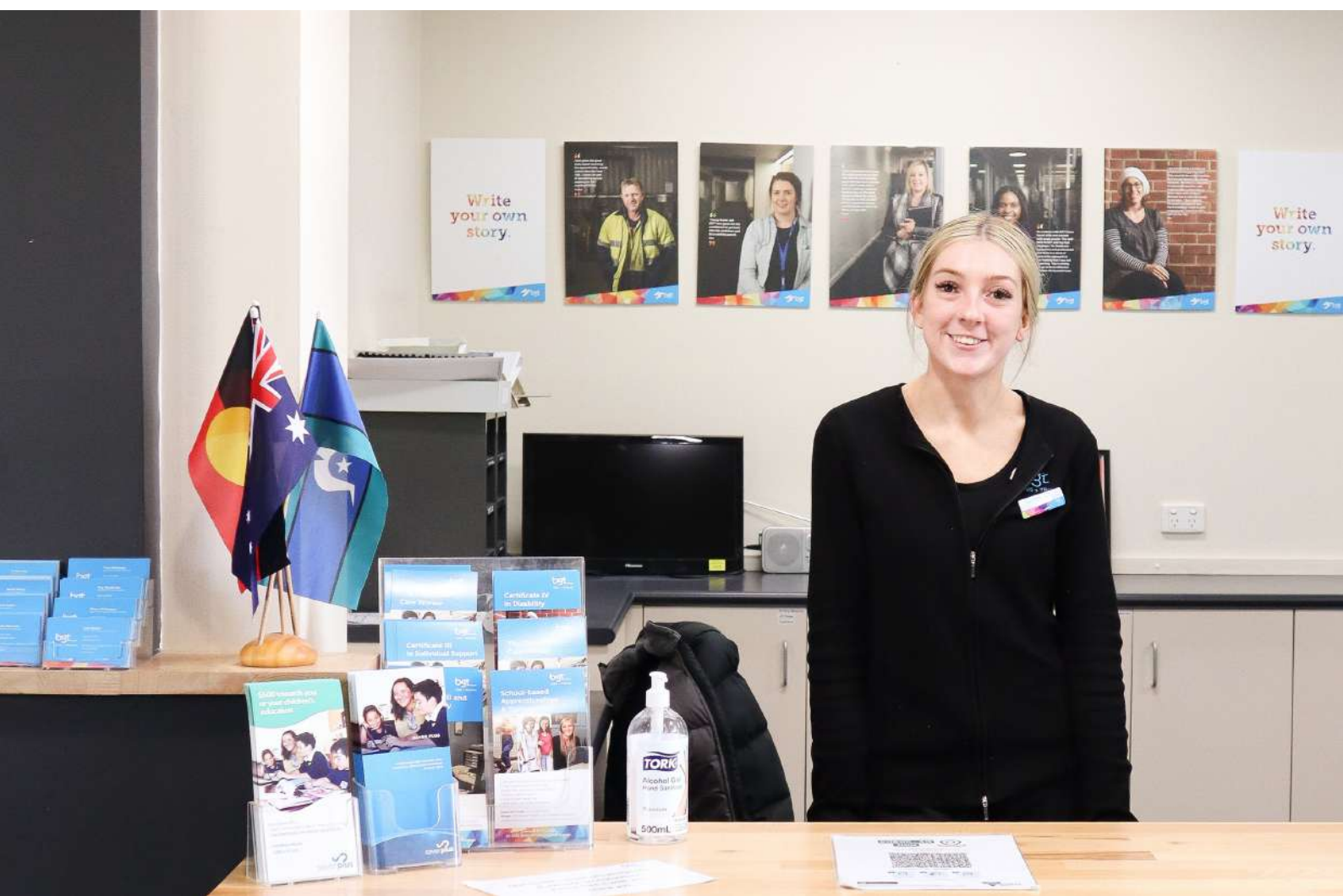
National matched savings and financial education program.

Community Services

Programs supporting young people with education and employment opportunities, helping them to write their own stories and transition to independence.

Barkly Square

BGT also has dedicated corporate and administrative functions which support service delivery and our role as lead tenant of Barkly Square, Ballarat





Our Privacy Policy

BGT only collects information required 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 participants we are working with, and/or 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 privacy and data protection 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)
- Children, Youth and Families Act 2005
- The Information Privacy Act 2000
- Human Service Standards

A full copy of BGT's Privacy Policy is available from our office or from our website: www.bgt.org.au/corporate-governance.html

For queries or feedback regarding privacy, please contact the CEO Office by email: ceo@bgt.org.au

Accessing your information

You can access information BGT keeps about you in line with The Information Privacy Act 2000. You can request access to your information from the staff member you have regular contact with or the CEO.

Our commitment to you

We are committed to providing the highest quality professional services to our participants and consumers.

We seek to understand our participants needs and what is important to them.

We will provide services that are responsive to the needs of participants and build on their strengths.



What we expect from you

Keep us informed and work with us to provide you with the best possible service, support and assistance.

Respect other participants and BGT staff, because we all have the right to be respected.

Provide us with feedback so we know what we are doing well and how we can improve.

What can I expect from BGT?

Respect

You will be treated fairly and with respect (no matter who you are or where you come from).

Communication

You will be provided with information about the service(s) you receive, and the options you have, in a way that you understand.

Consultation

You will be included in discussions before decisions are made that will effect you.

Privacy

Your information will only be used for things you have agreed to and will be kept private.

Right to be Heard

You will have your concerns responded to in a respectful and timely manner.

Safety

You should receive services from us that are safe and do no harm.



Tell Us What You Think

You are encouraged to provide feedback about anything relating to the services we provide. You can give feedback by letting us know what is successful, or what isn't working as effectively, by providing a suggestion, compliment or complaint.

Your feedback helps BGT identify where we are performing well, and areas that may require improvement. 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 in this constructive way; it will not impact on your eligibility to access a service in any way, or negatively impact on the service we are currently providing you.

You can provide us with feedback by:

- Communicating with the BGT team member working with you
- Contacting us via our website: www.bgt.org.au/feedback.html
- Completing a Feedback Form and returning it to the BGT office or by mail
- Sending an email directly to the CEO: ceo@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 a clear understanding of the issues at hand. We will be in contact and provide you with an initial response outlining how we are dealing with the complaint in a timely manner.

How to Contact Us

For more information, please visit our website: www.bgt.org.au.

Your feedback can be addressed to:

CEO, BGT Jobs and Training

Mailing Address: PO Box 308, Ballarat VIC 3353

Business Address: 25-39 Barkly Street, Ballarat East VIC 3350

Phone: 5333 8600

Email: ceo@bgt.org.au

If you are unhappy with our response and/or would like to seek independent advice and support, please see resources below.

Victorian Registration & Quality
Authority

Website: www.vrqa.vic.gov.au

Youth Affairs Council

Phone: 03 9267 3799

Website: www.yacvic.org.au

Fair Work Ombudsman

Phone: 13 13 94

Website: www.fairwork.gov.au

Department of Families, Fairness and
Housing

Phone: 1300 650 172

Website: www.dffh.vic.gov.au

Consumer Affairs Victoria

Phone: 1300 558 181

Website: www.consumer.vic.gov.au

Privacy Commissioner

Phone: 1300 666 444

Website: www.privacy.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

Commission for Children & Young People

Phone: 1300 782 978

Website: www.kids.vic.gov.au

