



PROVIDER CODE OF CONDUCT

LANGUAGE, LITERACY AND NUMERACY PROGRAM 2009-10

1. Who is the Code for?

This Code applies to all Language, Literacy and Numeracy Program (LLNP) service Providers and their staff, and represents the minimum standards to be applied in all their dealings with Referring Agencies, clients, DEEWR, other service Providers and other authorised persons.

2. The Aim of the Code

The aim of the Code is to ensure the delivery of high quality Language, Literacy and Numeracy Program services with high standards of ethical behaviour exhibited to all parties concerned.

3. The Code of Conduct

LLNP service Providers will provide:

- accurate, current, impartial and comprehensive information to DEEWR, Referring Agencies, clients and other authorised persons consistent with the *Privacy Act 1988*, and
- accurate and complete information to DEEWR in relation to Program performance, contractual arrangements and claims for payment.

In adhering to this Code of Conduct, LLNP service Providers must:

- observe the LLNP Guidelines
- be open and honest at all times
- be respectful, fair and courteous in their dealings with all clients and other service Providers
- inform clients of their rights, obligations and entitlements
- ensure that advice about training options best reflects the training needs of the client
- provide professional support to staff directed at achieving high quality outcomes and national consistency under the Program
- be contactable by telephone, facsimile and email during normal business hours
- maintain easily accessible premises for clients
- respond quickly and accurately to requests for information
- treat complaints seriously and learn from them
- 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 Commonwealth
- make available details of the controls and 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.

4. Compliance with the Code

LLNP service Providers are bound to the Provider Code of Conduct through their Contract with DEEWR. LLNP service Providers should display a copy of the Code in a prominent position in all places in which they provide services under the Program and ensure that all clients are fully aware of it.