



## Code of Practice – Training Services

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At all times our priority is to achieve the best outcomes for our stakeholders and clients. We will deliver services to the best of our ability and with adherence to relevant legislation, contracted requirements and service guidelines.

*Portland WorkSkills will:*

1. comply with all relevant Australian laws, including privacy, anti-discrimination and Occupational Health & Safety
2. act with honesty, due care and diligence
3. behave ethically and professionally and be openly accountable for our actions
4. treat all clients fairly and with respect
5. consider clients' individual needs and provide value for money
6. ensure that the information we collect about clients is relevant and necessary and is kept confidentially
7. make clients' records available to them on request
8. communicate accurate information about services we provide
9. ensure that clients are aware of their rights and responsibilities
10. provide feedback to clients about decisions that could affect them
11. have an effective complaints process
12. encourage feedback from clients with the aim of continuous improvement