Australian Government

Workforce Australia

Service Guarantee

Self-Employment Assistance

Self-Employment Assistance aims to provide services that are respectful, connected, simple and supported.

This Service Guarantee reflects the Australian Government's expectations for Self-Employment Assistance. It sets out the minimum level of service each individual can expect to receive, as well as the requirements that need to be met while accessing the program. The Australian Government provides a range of tailored services to people who need help to develop a new or existing small business. Services are delivered through a national network of providers.

What you can expect from Self-Employment Assistance:

To have information provided in a simple and clear manner.

To receive services tailored to your needs that support you to build your new or existing micro-business.

To be connected to flexible service delivery methods that adapt to changing circumstances and support accessibility.

To be treated fairly and respectfully and in a culturally sensitive way.

What you can expect from your provider

Your provider can:

Help you decide if self-employment is right for you in a simple, fair and respectful manner.

Support you to generate a viable business idea or develop your existing business idea.

Support you to turn your business idea into a comprehensive business plan.

Provide you with tailored advice to support you to implement your business plan and start your own business.

Connect you with relevant, accredited small business training.

Deliver flexible, tailored business mentoring services that support you and help your business succeed.

Reassess your needs if your circumstances change in a simple and respectful way.

What is expected of you

As a participant of Self-Employment Assistance you need to:

Attend scheduled workshops, classes, appointments and/or other support activities your provider has arranged for you.

Stay connected with your provider by doing everything you have agreed to do.

Respond to requests for information from your provider in a respectful and timely manner.

Stay connected with your provider and notify them of any changes in your circumstances.

Not meeting any of these responsibilities may impact your ability to continue accessing Self-Employment Assistance.

Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Employment and Workplace Relations and your provider value any feedback you may have. If you don't think you are receiving the right help and would like to make a complaint, please talk to your provider first. Your provider will offer a feedback process which is fair and will try to resolve your concerns. If you feel you can't talk to your provider, or you are still not happy, you can contact the Department of Employment and Workplace Relations National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@dewr.gov.au. If you have suggestions to improve the service that you are getting or would like to make a compliment about the help you have received, please let your provider know or call the National Customer Service Line.

Your personal information is confidential

Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be used by the Department of Employment and Workplace Relations or given to other parties where you have agreed, or where it is otherwise permitted, including where it is required or authorised by law. You can ask to get access to any information your provider holds about you, and have it corrected if needed.