

ITEC Employment - Privacy, Complaints and Feedback

PRIVACY STATEMENT

Sharing Information

ITEC Employment will only disclose personal information about you to third parties e.g. Employers, when you have provided written consent.

Data storage

ITEC Employment has access to the Federal Government Workforce Australia for Providers System and will ensure any hard copy records are destroyed once the information is uploaded to the System. ITEC Employment personnel work on mobile computers which are encrypted for your safety.

ITEC Employment's Privacy Policy

In accordance with the obligations under the *Privacy Act 1988* (Cth), ITEC Employment's Privacy Policy provides an outline of the personal information we collect and how we manage it. If you would like to view this Policy, please ask your Employment Consultant for a copy.

Access to Your Information

You have the right to seek information from ITEC Employment regarding how we handle your records. You may request access to your information and request changes or updates to it. You will be provided full details for reasons in cases where access to information is restricted.

Your request can be made to ITEC Employment at feedback@itecemployment.com.au or by mail to:

ITEC Employment Privacy
47-49 Sheridan Street
CAIRNS QLD 4870

Concerns

Please do not hesitate to discuss any concerns, questions or complaints related to the privacy of your personal information with your Employment Consultant. Should you feel your concerns have not been addressed properly, you may contact the National Customer Service Line.

Identifiers

Under the Privacy Act 1988 (Cth), there are requirements regarding limiting the use of identifiers assigned by other agencies and bodies. For example, a Commonwealth identifier is a Commonwealth Government Agency designated identification number such as your Tax File Number or Medicare number. ITEC Employment limits the use of identifiers within its services.

Further Information

Further information is available from the Department of Employment and Workplace Relations.

Website [Privacy Contact](#)

COMPLAINTS AND FEEDBACK

ITEC Employment values communication with our clients. We are committed to monitoring the quality of our service provision in order to best meet your needs.

Complaints, compliments and suggestions for improvement are the most immediate and effective form of feedback to assist us in our efforts to improve our delivery of Services.

All complaints will be acknowledged promptly and addressed in a timely manner. Our commitment is to ensure that every complaint is thoroughly reviewed and actioned within **10 business days** from the date of receipt, wherever possible. In cases where additional time is required due to the complexity of the issue, the complainant will be notified and kept informed of the progress.

The following options are available for you to provide feedback on your experience with ITEC Employment.

Please select the option below that is most relevant to you

If you are a Workforce Australia Participant, Employer or Registered Training Organisation

If you are currently receiving Workforce Australia Employment Services or are an Employer or Registered Training Organisation and would like to raise a complaint or provide feedback in relation to our services, you can choose one of the following options:

1. Speak directly to your Employment Consultant and complete the Feedback form.
2. Email your feedback to us at feedback@itecemployment.com.au.
3. Submit your feedback by visiting ITEC Employments Feedback form at itecemployment.com.au
4. Contact the National Customer Service Line on 1800 805 260 or by email to NationalCustomerServiceLine@dewrgov.au.

If for any reason you are unhappy with the information received from your Employment Consultant, you may escalate your concerns to:

- ITEC Employment Business Services Manager
 - Phone: (07) 4256 1567
- National Customer Service Line
 - Phone: 1800 805 260
- Commonwealth Ombudsman
 - Phone: 1300 362 072

If you are an Apprentice or Trainee, or an Employer of one of these

If you are currently receiving Australian Apprenticeship Support Services or an Employer of an Apprentice or Trainee and would like to raise a complaint or provide feedback, you can choose one of the following options:

1. Speak directly to your Field Officer and complete the Feedback form.
2. Email your Feedback to us at feedback@itecemployment.com.au.
3. Submit your feedback by visiting ITEC Employments Feedback form at itecemployment.com.au
4. Contact the National Training and Complaints Hotline on 13 38 73 or email NTCH@dewr.gov.au.

If for any reason you are unhappy with the information received from your Field Officer, you may escalate your concerns to:

- ITEC Employment Business Services Manager
 - Phone: (07) 4256 1567
- National Training and Complaints Hotline
 - Phone: 13 38 73
- Queensland Training Ombudsman
 - Phone: 1800 773 048

Next steps

Your complaint is important to us and will be investigated thoroughly by our dedicated management team trained in complaints resolution. You will be contacted to discuss the outcome or any additional steps that may be required to resolve the issue.

If at any point you are not satisfied with our response, we will refer you to the Employment Services National Customer Service Line or the National Training and Complaints Hotline.

Confidentiality and Repercussions

All feedback and complaints are taken very seriously and dealt with confidentially. There are no adverse repercussions for making a complaint and ITEC Employment welcomes your feedback as a way of continually improving our services.

Further Information

Further information is available from the Department of Employment and Workplace Relations.

Website dewr.gov.au.