

Like most service providers, we know that our success lies in delivering excellent service to you, our customer. Our customer service charter sets out our commitment to provide you, our customer, with the service you can expect.

Who we are and what we do

We are The Salvation Army Training Plus a Registered Training Organisation which provides support in the form of accredited and non-accredited training service to Employment Plus (EPlus) candidates and staff. We support EPlus in its mission to provide quality employment services to those most affected by unemployment. We provide quality and consistent training to help EPlus job seekers source and secure employment.

As part of The Salvation Army network, we also provide an inexpensive training service to assist The Salvation Army departments and social programs provide valuable compliance based training to their staff and volunteers.

Who accesses our services?

Our service is accessed by Employment Plus staff and job seekers, SA Southern Territory divisions and social programs who want quality training services and support as well as members of the general public.

Our Customer Service Principles

Responsiveness

- We will respond promptly to your enquiries through our phone email and web services
- We aim to respond to phone and email enquiries within one working day
- We aim to respond to written correspondence within 5 working days
- We will provide accurate and up to date information, when you need it

Quality service

- Our staff have an extensive knowledge of the training programs and products and are able to provide information and resolve questions.
- We aim to tailor our responses to your training needs

Confidentiality

- We have systems in place to ensure that we protect your confidential information
- We handle all your information in accordance with the Privacy Act, 1988.

Transparency

- We are open and transparent about our processes
- All our programme information is published on our website
- We aim to provide consistent and clear information across our communication channels

Professionalism

- Our dealings with you will be conducted with integrity and respect
- Our people will focus on helping you find solutions to your training needs
- Every customer is treated equally with compassion
- Our people will be accountable and responsible in their dealings with you.
- We are committed to providing a quality service to you
- We will provide prompt responses to your enquiries, comments or complaints

Our staff to be experienced and knowledgeable

You are able to contact our office on 1300 335 627 between 8.30 to 5.00pm Monday to Friday (Eastern Standard Time)

Training Plus Values

In our dealings with you we will be professional and understanding. We commit to our staff individually and collectively upholding the Training Plus Values:

- Integrity,
- Respect,
- Justice,
- Compassion,
- Commitment,
- Responsibility

Feedback – compliments, complaints, suggestions

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.

All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner, free from repercussion or prejudice.

If you are still not satisfied, you may ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines.