



Service Guarantee

National Panel of Assessors – Your Service Guarantee

The Australian Government's Disability Employment National Panel of Assessors (NPA) provides assessment services to support the needs of people with disability in the workplace.

As NPA Providers, we will work cooperatively with people with disability receiving assessment services, as well as employers and employment services providers. We will:

- clearly explain the purpose of the assessment services;
- deliver a professional, confidential and timely service;
- treat you fairly and with respect;
- ensure the information we provide is current and accurate;
- continually work to improve our services; and
- produce an independent assessment report.

What can you expect?

We will work with you to conduct the following:

- Ongoing Support Assessments for Clients participating in the Inclusive Employment Australia program;
- Supported Wage System assessments; and
- Workplace Modifications Services assessments.

We will contact you, your employer (when applicable) or your employment service provider (when applicable) before conducting the assessment to:

- explain why the assessment is needed, and how it works;
- plan to meet with you to conduct the assessment;
- agree any special requirements for the assessment, including access to the worksite, work health and safety requirements and interpreters;
- answer any questions about the assessment;
- obtain information that may help us to understand your employment requirements and prepare for the assessment; and
- provide contact details to you and be available to answer questions.

When we conduct the assessment, we will:

- discuss the relevant work tasks, and any issues that may have an impact on performing those tasks;
- engage with you in a meaningful and respectful way, ensuring that your dignity is maintained;
- record appropriate information that relates to the assessment and that will assist us in preparing the assessment report; and
- ensure that your privacy is maintained in accordance with the Privacy Act 1988 (Cth).

What are your responsibilities?

If you are unavailable at your scheduled assessment time, either you, your employer (if applicable) or your employment service provider (if applicable) must contact us to reschedule your assessment.

To provide you with an effective and efficient assessment service, you must give us current and accurate information.

What happens to your information?

The Privacy Act 1988 (Cth) and Australian Privacy Principles mean that your personal information is protected.

Your personal information will not be released to anyone unless required or authorised by law or you provide consent

You have the right to withdraw your consent at any time.

More information about the Privacy Act, your privacy rights and our privacy obligations can be found on the [Office of the Australian Information Commissioner website](#).

What can I do if I'm not happy with the assessment service?

If you think that you are not receiving the right help, you should first try to talk to us. We will provide a feedback process which is fair and will try to resolve your concerns.

If you cannot talk to us about your concerns, or would like to make a complaint, you can call the Complaints Resolution and Referral Service on 1800 880 052.

We are required to meet the [National Standards for Disability Services](#).

