

## AMEP Service Delivery Principles

The Service Provider agrees that the services will be delivered in accordance with the AMEP Service Delivery Principles.

### Service Providers will:

- Provide Services to a high standard;
- Develop an individually tailored learning pathway for each AMEP Client relevant to their needs, skills, aspirations and personal circumstances;
- Ensure that all AMEP Clients are provided with information (in a form they can understand) on key AMEP issues including complaints handling mechanisms and their rights and responsibilities;
- Develop effective communication channels and networks with other service providers, settlement service providers, mainstream providers (eg Centrelink and Employment Service providers), the Vocational Education and Training (VET) sector, Skills for Education and Employment Program (SEE) providers and community organisations;
- Promote the importance of AMEP in facilitating successful settlement;
- Provide a supportive learning environment for AMEP Clients which embraces cultural diversity;
- Ensure Personnel have the skills and experience to provide high quality and culturally sensitive Services to AMEP Clients;
- Deliver Services ethically, honestly, with due care and diligence;
- Meet all reporting and financial accountability requirements stipulated by Department of Industry and provide reports in a timely manner and to a high standard; and
- Encourage Clients to be self sufficient enabling them to achieve independence and access services that assist with their future needs.

Department of Industry Adult Migrant English Program