

NT CONCESSION SCHEME AND NT SENIORS RECOGNITION SCHEME

Approved Vendor Code of Practice

Under the NT Concession and NT Seniors Recognition Scheme (Schemes), eligible pensioners and carers (Members) are entitled to receive concessions from Territory Families when they purchase certain products or services from a business which Territory Families has appointed as an Approved Vendor.

To ensure the proper protection of Members' rights, Territory Families has developed this Approved Vendor Code of Practice (Code) to set out the standards expected of Approved Vendors. Approved Vendors must comply with this Code when providing products and services to Members under the Scheme.

1. Integrity, ethics and conduct

Approved Vendors must:

- be ethical, fair and professional when dealing with Members, and not do or fail to do anything which would bring the Schemes or Territory Families into disrepute;
- be courteous and culturally sensitive to the needs of Members;
- keep confidential any private, confidential or sensitive information provided by Members, unless the Member agrees that the Approved Vendor can disclose the information;
- ensure that all staff dealing with Members are competent to provide the products and services and understand the Schemes, including eligibility requirements;
- not mislead or deceive Members regarding the Schemes or the products or services offered by the Approved Vendor;
- comply with all anti-discrimination, anticorruption, anti-bribery and anti-money laundering laws; and
- not engage in, directly or indirectly, discriminatory, fraudulent, corrupt or collusive activities.
- Provide full disclosure to Territory Families and Members of any service fees, including information about the additional service that is being purchased by the Member.

2. Value for money

Approved Vendors must:

- inform Members of all available product and service options, including the option which represents best value for money for a Member;
- offer to Members any discounts which the Approved Vendor would offer to another member of the public; and
- not discourage Members from approaching other Approved Vendors to compare prices or product or service offerings.

3. Quality service and products

Approved Vendors must ensure that:

- all products offered to Members are of acceptable quality, fit-for-purpose, accurately described, provided within a reasonable time and satisfy any express warranty provided by the Approved Vendor; and
- all services provided to Members are provided with due care and skill, fit-for-purpose and provided within a reasonable time.

4. Complaints process

If a Member believes that an Approved Vendor has not met the standards set out in this Code, or has another complaint regarding an Approved Vendor, the Member should contact the NT Concession and Recognition Unit, Territory Families on 1800 777 704 or email ntconcessionandrecognition@nt.gov.au

Approved Vendors must, promptly upon request by the Territory, engage in any audit and/or reporting processes put in place by the Territory from time to time in addition to those specified in the Terms and Conditions of the Schemes.