

Clients' responsibilities

SCAAB believes that service users have the following responsibilities:

- To keep appointments, or at least give 24 hours notice of cancellation.
- Treat staff and other clients with respect and courtesy.
- Discuss with a staff member or manager any concerns that they may have about the service they have received.

How to make a complaint

If clients have a complaint or comment about our service we want to know about it. This gives us the opportunity to improve our services.

Comments or complaints can be lodged:

In person at our office, 5 Osborne Avenue, Springvale

In writing, 5 Osborne Avenue
Springvale, VIC, 3171

By email: scaabspr@scaab.org.au

By telephone: (03) 9546.5255

By fax: (03) 9548.4821

Springvale Community Aid

& Advice Bureau

5 Osborne Avenue

Springvale VIC 3171

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www.scaab.org.au

Bosanski
Bosnian



SPRINGVALE COMMUNITY
AID & ADVICE BUREAU

SCAAB-ovo zalaganje za svoje
klijente

i

Prava & odgovornost klijenata

SCAAB's commitment to its clients

and

Clients' rights & responsibilities

RADNO VRIJEME BIROA

Od ponedjeljka do petka 09.00 – 17.00

Nazovite 9546 5255 da zakažete termine za hitnu pomoć.

RADEĆI S NAŠOM ZAJEDNICOM

SCAAB zalaganje za svoje klijente

Društveni biro za pomoć i savjete u Springvaleu (Springvale Community Aid and Advice Bureau -SCAAB) zalaže se za društvenu pravdu i jednak pristup za sve. SCAAB se pridržava prava i obaveza klijenata i potiče klijente da sami informisano donose odluke koje će se uvijek poštivati. Klijente se potiče i podržava da poduzmu korake sami za se kako bi mogli razvijati vještine koje mogu koristiti u budućnosti.

SCAAB-ova odgovornost

SCAAB će u svako doba:

- Pobriniti se da se prema klijentima postupa ljubazno i s taktom i uvažavanjem.
- Dati brze i korisne odgovore na sva pitanja i/ili prigovore.
- Osigurati sredstva i pomoć za osobe s invaliditetom.
- Neće nikada otkriti nikakve informacije o klijentima bez njihovog prethodnog odobrenja, osim ako to ne nalaže/dopušta zakon.

Klijenti od SCAAB-a trebaju očekivati sljedeće:

- Besplatnu i povjerljivu uslugu. Klijenti nisu obavezni da daju svoje ime ili druge lične podatke.
- Ne postoje prepreke za dobivanje usluga zbog starosne dobi, pola, etničkog podrijetla ili vjere.
- Usluga se pruža na kulturno osjetljiv način, a lični razgovori vode se na jeziku kojeg klijent izabere.
- Poštivanje prava klijenata da sami odlučuju.

Odgovornosti klijenata

SCAAB smatra da korisnici usluga imaju sljedeće odgovornosti:

- Da dođu na zakazane termine, ili da ih otkazu najmanje 24 sata prije nego što su zakazani .
- Osoblje i druge klijente tretirati ljubazno i s poštovanjem.
- Porazgovarati s nekim od osoblja ili menadžerom ako možda imaju bilo kakvu primjedbu u vezi usluge koju su primili.

Kako uložiti prigovor

Ako klijenti imaju neki prigovor ili žele dati komentar o našoj usluzi, voljeli bismo da znamo o tome.

To nam daje priliku da poboljšamo svoje usluge.

Komentari ili prigovori mogu se predati:

Lično u našoj kancelariji, 5 Osborne Avenue, Springvale

Napismeno na adresu, 5 Osborne Avenue, Springvale, VIC, 3171

E-poštom na: scaabspr@scaab.org.au

Telefonom na: (03) 9546.5255

Faksimilom na: (03) 9548.4821

SCAAB's commitment to clients

Springvale Community Aid and Advice Bureau is committed to social justice and equitable access for all. SCAAB adheres to client rights and responsibilities and encourages clients to make their own informed choices which are respected at all times. Clients are encouraged and supported to take action on their own behalf so they can develop skills that can be used in the future.

SCAAB's responsibilities

At all times, SCAAB will:

- Ensure that clients are treated with sensitivity, courtesy and consideration.
- Provide prompt and helpful responses to all enquiries and/or complaints.
- Provide facilities and assistance for people with disabilities.
- Not disclose information about clients without consent, except as required/ permitted by law.

Clients should expect the following from SCAAB:

- Free and confidential service. Clients are under no obligation to provide their name or personal particulars.
- No age, gender, ethnic or religious barriers to service.
- Service provided in a culturally sensitive manner, with personal interviews conducted in the language of client's choice.
- Respect for clients' right to self-determination.