

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

Telephone: (03) 9546.5255

Fax: (03) 9548.4821

Email: scaabspr@scaab.org.au

www.scaab.org.au

辦公時間：

星期一到星期五 上午9時到下午5時

如欲預約緊急救濟，請撥打 9546 5255

與我們的社區合作

廣東話
Cantonese



**SPRINGVALE COMMUNITY
AID & ADVICE BUREAU**

**SCAAB 社區援助和建議署 對客戶的
承諾
以及
客戶的權利和責任
SCAAB's commitment to its clients**

and

Clients' rights & responsibilities

SCAAB對客戶的承諾

SCAAB致力於社會正義并給予所有人公平使用權。SCAAB 堅持客戶的權利和責任，并鼓勵客戶 作出自己的知情選擇， 客戶的選擇始終受到尊重。我們鼓勵并支持客戶親自採取行動，以獲得將來可用的技能。

SCAAB 的責任

在任何時候，SCAAB 都將做到：

- 確保能謹慎、禮貌和體貼地對待客戶。
- 對所有問詢和/或投訴作出迅速和有幫助的答復。
- 為殘障者提供設施和幫助。
- 除非法律要求/允許，否則未經客戶允許不會披露客戶資料。

客戶可期望SCAAB做到以下幾方面：

- 免費與保密的服務。客戶無需提供他們的姓名或個人詳情。
- 服務沒有年齡、性別、種族或宗教的障礙。
- 提供服務時，注意到文化上敏感的問題，個別面談時使用客戶選擇的語言。
- 尊重客戶的自決權。

客戶的責任

SCAAB 認為服務對象有以下責任：

- 如期赴約，若要取消約見，至少提前24小時通知。
- 尊重并禮貌對待工作人員和其他客戶。
- 就已接受服務上可能產生的關注問題，與工作人員或管理人員討論。

如何投訴

我們想知道客戶對服務的投訴或評論。

這使我們有機會改進我們的服務。

請用以下方式評論或投訴：

親臨我們的辦公處，地址是：**5 Osborne Avenue, Springvale.**

來信，請寄：**5 Osborne Avenue, Springvale**

電郵：scaabspr@scaab.org.au

電話：**(03) 9546.5255**

傳真：**(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.