

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

THEËK YI MUKTAP DE BUREAU KE LIEP

Köl ë tök lo Köl ë Dhiëc thă 9nhiäkdur – 5 thëëi

Pun 9546 5255 ba thă de röm ruk në wët de kuony
teem rot thïn.

Wuok lui wuone paanda

Thuonjian
Dinka



**SPRINGVALE COMMUNITY
AID & ADVICE BUREAU**

**Akutnom SCAAB e rot gam be koc
ye keek kuony lui
ku
ye nyin tiit ne yithken & luoiden.**

SCAAB's commitment to its clients

and

Clients' rights & responsibilities

Gem ci Akutnom SCAAB erot gam be koc ye keek kuony lu

Akutnom de Springvale Community Aid and Advice Bureau e rot gam be raan ya yien yicde ku koc thon niim kedhia. SCAAB e yith ke koc rieu ku nluoiden kuke koc wei be raan ke nhia ya loi ne tha thokm eben. Koc ye kuony aye wei be raan de keek ya koc ne rotde yetok ke ci rot gei ne kuony de raande ku bi piie ago raan rot kony ne kol cien.

Luoi de akutnom SCAAB

Ne tha thok eben, akutnom de SCAAB abe:

- koc ya kuony ne rieu, jiem koc apieth ku ne athek
- abe thiec doc ya dhuk nom ku doc guel ci loi be apieth
- abe koc niop ya kuony
- abe kaci keek nyic tenon raan ya cok ye athian ku cikeek be kan gam koc kok tecene teci lon ye luel.

Koc abe kekake ya noth tenon akutnom de SCAAB:

- kuony kuom cin weu be keek ya thiec tenon raan. Koc ye kuony aci lon ye keek koc be raan rinke gam tecene nhia.
- run ke raan, gamde raan, muoc ka tiek aci raan be pen kuony.
- kuony aye gam ci ke pieth kene cien de paan de yi raan, thiec de thok aye loi ne thok nhia raan kony.
- yith ke raan aye rieu ne ke koc yen ne yenhde yetok.

Luoi de raan kony

Aye akutnom de SCAAB gam ke raan kony non luoi citmande:

- be tha ci taau ya rieu, kuka pieth be koc lui lek ke thek ke 24 noot tecen rot leu be ben.
- be koc lui ku koc kok kony keek ya rieu
- be ke dak yen piou ne luoidaic jamic kene raan lui ka beny de koc lui.

Dhol yin ke guel

Na non ya yukku kuony dhuum ka ke koc be cok nyicku ne luoida.

Ke guel de koc yukku keek kuony e wuok cok loi nluoida apieth.

Yin leu ba ke nhia luel ka yin leu:

Ba lo guel ne muktap daic, 5 Osborne Avenue, Springvale

Ka gare athoor, 5 Osborne Avenue, Springvale, VIC, 3171

imel: scaabspr@scaab.org.au

ba jam ne telepun: (03) 9546.5255

ba athoor tuoc ne pak: (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.