

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

本局的办公时间

星期一至星期五上午9点 - 下午5点

拨打9546 5255预约需求紧急救助。

和我们的社区共同协作

简体中文
Chinese



**SPRINGVALE COMMUNITY
AID & ADVICE BUREAU**

SCAAB对顾客的承诺

以及

顾客的权利和责任

SCAAB's commitment to its clients

and

Clients' rights & responsibilities

对顾客的承诺

Springvale社区援助和咨询局坚持社会正义和人人有平等的权利接受援助。SCAAB遵守顾客的权利和责任，鼓励顾客做自己知情的选择并在任何时候都尊重顾客的选择。顾客受到鼓励和支持，代表他们自己采取行动，因而他们能够开发用于未来的技能。

SCAAB的责任

在任何时候，SCAAB都将：

- 保证顾客受到敏感、礼貌和周到的对待。
- 及时对所有问询或投诉进行妥善的答复。
- 为带残疾的人提供便利和协助。
- 除非法律要求/允许，没有顾客的同意不会披露顾客的资料

顾客应该期待从SCAAB获得：

- 免费和保密的服务。顾客没有义务提供他们的姓名或个人细节。
- 服务没有年龄、性别、种族或宗教的障碍。
- 服务方式体现对文化的敏感，个人面谈用顾客选择的语言进行。
- 尊重顾客自我决定的权利

顾客的责任

SCAAB认为服务使用方应该具备以下责任：

- 准时赴约，或至少提早24小时通知取消。
- 用尊敬和礼貌的态度对待工作人员和其他顾客。
- 和工作人员或经理讨论他们接受服务时可能遇到的问题

如何进行投诉

如果顾客对我们的服务有意见，我们需要知道。

这样我们就有机会改进我们的服务。

有关投诉或意见可以通过以下方式提出：

亲自到我们办公室，地址在5 Osborne Avenue, Springvale

书面提出，寄至5 Osborne Avenue, Springvale, VIC 3171

发电子邮件：scaabspr@scaab.org.au

打电话：(03) 9546.5255

发传真：(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.