

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

Thaakni tin la lep ke muktäp Bureau

Ké jieclät é We kà cànkà dhiec ké thak 9 am (ke runwan) é weka thaak 5 pm (ke thian) yot talépon émé 95465255 kà

Bi guäth kulé káp ké yöö ba ji luäk ke mi ci ji káp erup kie mi bec bec

TIN LAṬKṶ KÄ NAATH

THOKNATH
Nuer



SPRINGVALE COMMUNITY
AID & ADVICE BUREAU

Min la laṭ muktäp SCAAB
kä nekε kenε min la cuṟ kenε tin la
läṭ
kä nekε

SCAAB's commitment to its clients

and

Clients' rights & responsibilities

Min la Luḡḡ muktāp SCAAB

Muktāp Springvale Community Aid and Advice Bureau (SCAAB) ca rialikā ke ḡōō be naath lātikā ke duḡp mi ḡōa a thiel dāāk. En SCAAB te cuḡḡ ke kui cuḡḡni keḡe tin la lāt ḡenike kā cuomeke ke ḡōō mek ni tin luḡḡke rḡ ke ke kā ab min ca mek ε ken luḡḡ ε muktāp ḡuāḡḡni diaal. En muktāp cuome naath kā luāk ε ke ke ḡōō bi raan min ḡōa lātkā rōode ke ḡōō de raan teke mi ḡāce ke ḡōō dere ro lātkā duḡr cāḡkel.

Min la lāt muktāp SCAAB

ḡuāḡḡni diaal, SCAAB be:

- Neke nyuḡḡḡ cianḡ mi ḡōa.
- Neke luāk mi teke ti ḡḡḡke kie mi teke ke ti de thiec.
- Luāk keḡe ḡḡak rialikā ke kui ḡeni ti ca rḡ lueḡ ke lātikā kā rḡ.
- Thil lāär mi be thōp a ken raan ε ḡḡok a ni mi ca lat ε ḡḡḡt

Min ḡāḡḡ naathε i de jek kā SCAAB:

- Be naath lātikā ε lor. De raan ciōtde thōp keḡe tin ḡōr ke a thil riek
- Lātke ḡey diaalikā a thil ḡōō ti run di, ε jin wut kie εjin ciek, kie ḡāāḡḡni ni kuoth in diēn.
- Luḡḡḡke naath ke ḡāḡ wecdien kā ruac naath ke ji ke thok in ḡōōri
- Luth ke min la cuḡḡ in ḡōōr raane.

Tin la lāt naath

SCAAB te ḡāḡḡ ke ḡōō de naath titini lāt:

- Bi thaak in bi benke je kā muktāp tit kie mi be pāk de re lar ε ḡḡot thaakni ti 24.
- Bi te luth ke lāāt keḡe ḡey tin kōḡ
- Ruacni ke lāāt mukāpkā kie ran min la ḡōḡḡ kā muktāp mi te ke mi diēr ke ji ke kui kā tin kāmke ji.

Deri cuḡḡḡdu lat idi

Mi tēke ram mi teke mi dere lar ke kui lāt muk-tāpkā da ḡōr ḡeyε i bā kō je ḡāc.

En ḡōmō be kō jakā bākō rḡ cuom reḡ lātḡa.

Mi tēke mi ḡḡḡ ji kie mi deri lar, deri ben ε la puḡnydu kā muktāpḡa, 5 Osborne Avenue, Springvale

Kie deri wargak ḡḡār kā muktāp 5 Osborne Avenue, Springvale, VIC, 3171

Kie deri kō ḡḡār email: scaabspr@scaab.org.au

Kie deri talēpoon ḡḡt: (03) 9546 5255

Kie fax: (03) 9548.482

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.