

## English

# South East Community Links



## SECL's commitment to its clients

and

## Clients' rights & responsibilities

### SECL's commitment to clients

South East Community Links is committed to social justice and equitable access for all. SECL 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.

### SECL's responsibilities

At all times, we 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.
- Collect, keep and disclose client information only with consent, except as required/permitted by law and outlined in our Privacy Policy.
- Publish our Privacy Policy and Complaints Policy on the website at: [www.secl.org.au](http://www.secl.org.au) or provide copies on request.

Clients should expect the following from us:

- Free and confidential service. Clients are under no obligation to provide their name or personal particulars and will be informed how this may affect the service they receive.
- 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.

### Clients' responsibilities

We believe 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 made in person or in writing at one of our centres:

- 5 Osborne Avenue, Springvale, VIC, 3171
- 186 Foster St East, Dandenong, VIC 3175
- Shops 2-4, 49 Douglas St, Noble Park VIC 3174

By email: [seclspr@secl.org.au](mailto:seclspr@secl.org.au)

or

By telephone: Springvale: 9546 5255  
Dandenong: 9791 8344/8366  
Noble Park: 9547 0511

Please contact each centre for opening hours or phone to make appointments for assistance.

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