



## South East Community Links Client Service Charter

South East Community Links has been providing services to the community for 40 years. Central to our development is a model of working that is deeply embedded in a commitment to social justice. SECL is proud to operate as an accredited organisation under the Quality Improvement Council and Department of Human Service Standards.

**Our Vision:** A socially just community in which all people have access to resources, are empowered and have their human rights respected and protected.

**Our Mission:** To provide information, connection and support services as a gateway into the broader community service system for people in the City of Greater Dandenong and the south east region.

**Our Values:** Respect, Dignity, Compassion, Quality, Innovation, Choice, Diversity, Partnerships.

### Our Commitment

We will provide quality services where we:

- Identify ourselves
- Treat you with respect and courtesy
- Are fair and reasonable and provide services in a non-judgemental manner
- Give you clear, accurate and relevant information or help you find it
- Collect and disclose your personal information only in accordance with Australian law and information provided will be treated in accordance with SECL's Privacy Policy
- Provide services using interpreters where needed taking into account cultural sensitivities
- Deliver services through trained paid staff and volunteers
- Make timely and appropriate referrals to specialist services or agencies

### How you can help us help you

To help us we ask you to:

- Tell us if you have particular needs so we can accommodate them
- Let us know if you need an interpreter
- Treat our staff with courtesy and respect
- Provide us with details of any changes in your circumstances
- Let us know if you are dissatisfied with our service delivery

### Your feedback

We value your compliments, complaints and suggestions and seek client feedback through surveys and directly from clients. Your feedback helps us to improve our services so you can be sure that you will be heard, acknowledged and any issues will be dealt with in a timely and appropriate manner.

Your feedback can be provided face to face with staff, by phone, letter or e-mail.

If you wish to make a complaint please ask about the process at reception.

### Contact Us At

5 Osborne Avenue, Springvale – 9546 5255

186 Foster St East, Dandenong - 9791 8344/8366

Youth Links, Shop 2-4, 49 Douglas Street, Noble Park – 9547 0511

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

