

Multicultural Services - Regional SE NSW

[Queanbeyan](#) [Goulburn](#) [Cooma](#) [Bega](#)

CLIENT SERVICE CHARTER

Multicultural Centres across SE NSW are committed to providing a quality service to all clients.

What our clients can expect

To be treated courteously, sensitively, openly and honestly

To be provided with accurate, consistent, timely and clear information

To have suggestions and complaints taken seriously and learnt from

To be looked after by trained staff

That the information provided to us will be kept absolutely confidential, as required by the Privacy Principles set out in the Privacy Act 1988, a copy of which is available on request

That an interpreter will be arranged should one be needed to use our services

That all Australian laws will be respected and adhered to in our dealings

Help us help you

So that we can provide a high quality service, it is essential that you:

Give us accurate and complete information about your circumstances

Let us know as soon as possible if you cannot keep an appointment

Let us know if you need an interpreter

Be courteous to our staff

If you are not satisfied

If you are dissatisfied with our service or would like to suggest a change:

Talk to staff or ask to speak with the Manager

Telephone the Manager on (02) 6100 4611, email info@mhub.org.au
write to QMLC Manager, PO Box 520 Queanbeyan NSW 2620.

Anonymous complaints will be treated equally, but identifying yourself to us will enable us to respond to your concerns.

ШТО МОЖАТ НАШИТЕ КЛИЕНТИ ДА ОЧЕКУВААТ?

ДЕКА ЌЕ БИДАТ ТРЕТИРАНИ СО ЛЌУБЕЗНОСТ, ЧЕСНОСТ И ИСКРЕНОСТ.
ДЕКА ЌЕ ИМ СЕ ДАВААТ ТОЧНИ, НАВРЕМЕНИ И ЈАСНИ ИНФОРМАЦИИ.

НИВНИТЕ ПОФАЛБИ, ПОПЛАКИ И СУГЕСТИИ ЌЕ БИДАТ СФАТЕНИ СЕРИОЗНО.
ЛИЧНИТЕ ПОДАТОЦИ И ИНФОРМАЦИИ ЌЕ БИДАТ НАЈСТРОГО ДОВЕРЛИВО ЧУВАНИ.
ЌЕ ИМ БИДЕ ДОСТАПЕН ПРЕВЕДУВАЧ, ДОКОЛКУ ИМА ПОТРЕБА ЗА ТОА.
СЕКОГАШ ЌЕ ГИ ПОЧИТУВАМЕ И ЌЕ СЕ ПРИДРЖУВАМЕ КОН АВСТРАЛИСКИТЕ ЗАКОНИ.

АКО НЕ СТЕ ЗАДОВОЛНИ ОБРАТЕТЕ МУ СЕ НА МЕНАЏЕРОТ НА ТЕЛЕФОНСКИОТ БРОЈ
(02) 62976100, Е- МАИЛ INFO@QMLC.ORG.AU.
ИЛИ НАПИШИТЕ ПИСМО НА QMLC MANAGER, PO BOX 520 QUENABEYAN NSW 2620.

Macedonia

خدماتي كه در اخذ تيار مراجعه ك زندگان قرار مي گ یرد:

• رفتار مودبانه ، پر احساس همراه با گشاده رويي و صادقانه.

- ت كامل ، صديح ، متداوم و بده موقع . روصب قيقدي قدي طاعال طانتشاذگ راي ت خا رد .
- پيش نهادات و شكايات ب طور جدي يري گي پ .
- نگهداري اطلاعات شخصي بصورت كاملاً محرمانه .
- دشاب هت شاد زايين هدينك ه عجارم صخش هكي تروص رد م جرت م نداد رارق راي ت خا رد .
- ت فاده قرار هه قواندين اسد ترالا يا دراين راب طه انجام شده و در رواب ط كاري مورد اس خواهندگ رفت .
- تماس بگيريد و يا 0262976110 در صورت هرگونه نارضايتي ، شما ميتوانيد به شماره (مديريت) QMIC Manager, pro بيميل و يا به آدرس email info @ qmlc.org.au : ميتوانيد به آدرس بيميل دي سي يون ب هم ان Box 520 Queanbeyan NSW 2620 .

Persian

服务的宗旨

1. 有礼貌、公开、诚实的态度对待每一个客人
2. 可征询、清晰、及时提供服务给您
3. 做到个人信息，保密。
4. 提供、翻译服务。
5. 处理事务的前提是要遵守澳洲法律。

如有任何不满可致电经理电话(02)62976110

或电邮: info@qmlc.org.au

或写信到: QMLC Manager, Po Box 520

Queanbeyan NSW 2620

Chinese