

# ORGANISATION OF BLIND AFRICAN CARIBBEANS

## COMPLAINTS PROCEDURE

Should any member/user wish to make a complaint concerning any aspect of the organisation work, she/he should approach a member of staff. If the complainant remains unsatisfied the matter should be raised with the Director. Or if this is not appropriate she/he may raise this matter with the Chair of the Management Committee. A full copy of the Complaint Procedure can be obtained from OBAC.

If you would like to support us by:

- Making a donation
- Volunteering your free time
- Passing our information on to visually impaired African and Caribbean people you know

 **Simply fill in, cut out and return this slip to us.**



Name: .....

Address: .....

.....

.....

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If you require more information about these services or request a membership application form, please do not hesitate to contact us at:

### OBAC

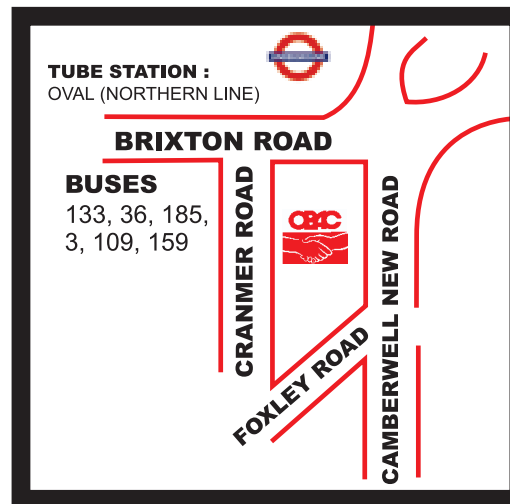
1st Floor Gloucester House  
8 Camberwell New Road  
London SE5 ORZ

**Tel:** 020 7735 3400

**Fax:** 020 7582 8334

**Email:** [orgblindafricanib@ukonline.co.uk](mailto:orgblindafricanib@ukonline.co.uk)

### OBAC Location:



ORGANISATION OF BLIND AFRICAN CARIBBEANS

●  
**SERVICE PROVISIONS**

●  
**INFORMATION**

●  
**ADVICE**

●  
**COUNSELLING**

●  
**ADVOCACY**

●  
**TRANSCRIPTION**

●  
**TRAINING**

Registered Charity No. 1042756

# ORGANISATION OF BLIND AFRICAN CARIBBEANS

## **Mission Statement**

OBAC exists to ensure blind and partially sighted African and Caribbean people access relevant services, influence decision and policymakers, to enable them overcome barriers that prevent them become active members of the community.

## **Aims and Objectives**

1. To support visually impaired African and Caribbean people on matters affecting their lives.
2. To represent visually impaired African and Caribbean people to access mainstream and voluntary service providers so that their interests are promoted and protected.
3. To offer training and education to enable visually impaired African and Caribbean people to take opportunities in the areas of employment or self-employment.
4. To provide a focus for visually impaired African and Caribbean's for mutual support, networking and social activities.

## **OBAC has four core areas of work**

1. Supported Services
2. Poverty
3. Work
4. Immigration

## **What OBAC offers:**

### ***Supported Services***

Our Support Services team offer specialist information and advice to our members and service users on issues such as welfare rights, housing, debt and immigration.

### ***Counseling.***

We offer a free counseling service for visually impaired African and Caribbean's and their Careers. Benefits of the counseling service is to enable visually impaired African and Caribbean's through the transitional period from fully sightedness and losing their sight, the feelings of loneliness and isolation or the need to talk to someone not in your immediate circle of family and friends.

### ***Transcription Service***

We offer a transcription service, which provides members/users with the opportunity to access information in their preferred format i.e. Braille, Audiotape or Large Print.

OBAC produces the Voice newspaper on tape weekly and the 'The New African' magazine monthly and a quarterly newsletter.

## ***Training & Resource Centre***

OBAC carry out Initial Needs Assessments for visually impaired African and Caribbean people actively seeking work or further education.

We offer basic skills training in the following areas to OCR Clait and IBT II level:

Information Technology,  
Numeracy,  
Literacy,  
ESOL,  
Interview Techniques,  
Job Search,  
CV preparation and Careers Advice.

The resource centre is open five days a week between 9.30 am - 5.30 pm. Equipment available for use in the centre includes CCTV's, Computers with Speech programme and text enlargement facilities, Scanner which will read text documents.

**To access the Resource Centre, please contact the office for booking.**

