



WESTERN SYDNEY
MRC

CLIENT SUPPORT POLICY

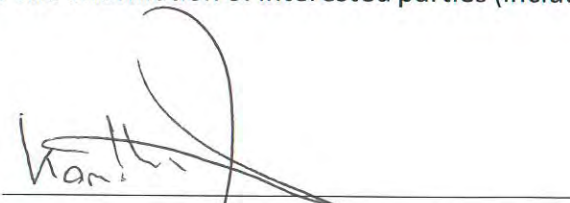
Western Sydney MRC are a team of dedicated team of professionals who are committed to:

- a. compliance with statutory and regulatory requirements including (but not limited to):
 - i. NSW Disability Inclusion Act 2014,
 - ii. NSW Disability Inclusion Regulation 2014,
 - iii. NSW Disability Service Standards (NSW DSS)
 - iv. The Privacy Act 1988 (Cth)
- b. upholding the rights of our clients to ensure they receive a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community,
- c. providing a strong, client- focused service that adheres to the guiding principles of fairness and human rights,
- d. ensuring clients are at the centre of decision making about all aspects of the way they live their lives, including the supports they receive and who provides those supports,
- e. fulfilling contractual requirements of funding arrangements,
- f. ensure that staff are trained, skilled and competent, as appropriate for the tasks they are performing,
- a. auditing, reviewing performance and assessing client feedback to continually improve our business systems and the services offered.

All staff are:

- a. responsible for the communication, enthusiastic promotion and implementation of this policy, and
- b. accountable for the achievement of quality outcomes in accordance with this policy.

This policy will be communicated to staff at induction and be on display on the website of Western Sydney MRC for the information of interested parties (including clients and members of the public).



Kamalle Dabboussy - CEO