



WESTERN SYDNEY
MRC

QUALITY POLICY

Vision

Western Sydney MRC is a community-based non-profit organisation established to actively and directly relieve the situation of migrants and refugees whose social condition renders them disadvantaged. We are a dedicated team of professionals who are committed to providing the highest quality service to our clients and continually improving our Quality Management System.

Aims

Our quality aims are to:

- a. ensure compliance with relevant legislative, regulatory and all other applicable requirements,
- b. ensure the quality of Western Sydney MRC services and programs through the efficient and effective management of the service and its projects,
- c. develop and promote the role of Western Sydney MRC to diverse communities in the Western Sydney region,
- d. promote the principles of access and equity for diverse communities,
- e. identify, advocate and promote issues impacting migrant and refugee communities,
- f. meet our funding obligations with a view to achieving contract compliance, reputation enhancement and repeat business,
- g. maintain a Quality Management System based on ISO 9001:2015,
- h. ensure that staff are trained, skilled and capable, as appropriate for the tasks they are performing,
- i. ensure that staff are kept abreast of changes in relevant standards, legislation and industry developments, and
- j. audit the Quality Management System, review performance and assess client feedback with a view to continual improvement.

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 published on the Western Sydney MRC website for the information of interested parties (including clients and members of the public).

Kamalle Dabboussy - CEO