



108 Moore Street, Liverpool NSW 2170  
Level 2/178 Queen Street, Campbelltown NSW 2560

Tel: 8778 1200  
info@wsmerc.org.au

POWERED BY COMMUNITY

New Arrivals & Settlement - Aged Care - Playgroups - Parenting - Youth - Employment - Community - Social Cohesion

# CONTACT DETAILS

# بيانات المتصل

Remember: We are here to help.

تذكر: نحن هنا للمساعدة.

1

## FRONT DESK/RECEPTION -

استقبال

8778 1200

info@wsmrc.org.au

2

## Your caseworker -

مسؤول ملفك

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This kit contains

- Welcome outline
- Program Summary
- Rights and Responsibilities Summary
- Feedback Forms and links

هذه المجموعة تحتوي على:

- مخطط ترحيب
- ملخص البرنامج
- ملخص الحقوق والمسؤوليات
- نماذج الملاحظات والروابط

## WESTERN SYDNEY MRC

- 108 Moore Street Liverpool NSW 2170
- 178-180 Queen Street, Campbelltown NSW 2560

02 8778 1200

info@wsmrc.org.au

www.wsmrc.org.au

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## IN THE EVENT OF A CRISIS

Call Emergency Contact: 000

في حالة حدوث أزمة

اتصل بجهة الاتصال في حالات الطوارئ:

000

Dear valued client,

We are delighted to welcome you to our services and thank you for choosing us as your service provider. Before we begin, your caseworker or staff member may request that you sign several forms. These forms are necessary to ensure a seamless experience and to meet our quality standards.

The welcome kit includes the forms you will be asked to sign and information about your rights and responsibilities as a service user and information on how to make a complaint.

**1. Consent to Store in our data systems form**

This form lets us deliver services to you. To do that we are required to keep your personal information by saving it in our secure computer systems. We will use this data in different ways. We may analyse data from many clients and share it. Please note that all data will be de-identified.

**2. Consent to Seek and Release Information Form**

This form lets your service provider get important information about your case from other people or organisations, like doctors or government offices.

**3. Consent to Advocate Form**

This form lets your service provider speak and act on your behalf with others related to your case. It also makes sure you know what they will be doing for you.

**4. Permission to take photos and videos Form**

This form grants permission to an individual, organisation, or company to use an individual's image (including photographs, videos, and recordings) for specific purposes, such as advertising, marketing, or promotional materials. This form is OPTIONAL – you do not have to sign this, or agree to us taking any photos/videos of you and/or your family members.

If you would like to make **a complaint, provide feedback, or offer a compliment**, we welcome your input. We value your opinions and strive to continuously improve our services.

Please speak with your caseworker or staff member about these forms. They will provide you with a copy of the forms relevant to the program/service you are interested.

We value your cooperation in completing these forms and look forward to serving you. If you have any questions or concerns, please don't hesitate to reach out.

Many thanks

Western Sydney MRC

، عزيزي العميل المحترم

يسعدنا أن نرحب بك في خدماتنا ونشكرك على اختيارك لنا كمزود خدماتك. قبل أن نبدأ ، قد يطلب مسؤول ملفك أو موظفك التوقيع على عدة استمارات. هذه النماذج ضرورية لضمان تجربة سلسلة وتلبية معايير الجودة لدينا

تتضمن مجموعة الترحيب النماذج التي سيطلب منك التوقيع عليها ، ومعلومات حول حقوقك ومسؤولياتك كمستخدم خدمة ومعلومات حول كيفية تقديم شكوى

#### 1. الموافقة على التخزين في نموذج أنظمة البيانات لدينا

يتيح لنا هذا النموذج تقديم الخدمات لك. للقيام بذلك ، نحن مطالبون بالاحتفاظ بمعلوماتك الشخصية عن طريق حفظها في أنظمة الكمبيوتر الآمنة الخاصة بنا. سوف نستخدم هذه البيانات بطرق مختلفة. قد نقوم بتحليل البيانات من العديد من العملاء ومشاركتها. يرجى ملاحظة أنه سيتم إلغاء تحديد هوية جميع البيانات

#### 2. الموافقة على طلب نموذج المعلومات والإفراج

عنه يتيح هذا النموذج لمزود الخدمة الحصول على معلومات مهمة حول حالتك من أشخاص أو منظمات أخرى ، مثل الأطباء أو المكاتب الحكومية

#### 3. نموذج الموافقة على الدعوة

يتيح هذا النموذج لمزود الخدمة الخاص بك التحدث والتصرف نيابة عنك مع الآخرين المرتبطين بقضيتك. كما أنه يتأكد من أنك تعرف ما الذي سيفعلونه من أجلك

#### 4. نموذج إذن لالتقاط الصور ومقاطع الفيديو

يمنح هذا النموذج الإذن لفرد أو مؤسسة أو شركة لاستخدام صورة الفرد) بما في ذلك الصور الفوتوغرافية ومقاطع الفيديو ، والتسجيلات (الأغراض محددة ، مثل الإعلان أو التسويق أو المواد الترويجية. هذا اختياري - لا يتعين عليك التوقيع على هذا أو الموافقة على التقاط أي صور / مقاطع فيديو لك و / أو لأفراد عائلتك

يرجى التحدث مع أخصائي الحالة أو الموظف حول هذه النماذج. سوف يقدمون لك نسخة من النماذج ذات الصلة بالبرنامج / الخدمة التي تهتم بها

نحن نقدر تعاونك في استكمال هذه النماذج ونتطلع إلى خدماتك. إذا كانت لديك أي أسئلة أو استفسارات ، فلا تتردد في التواصل معنا

إذا كنت ترغب في تقديم شكوى ، أو تقديم ملاحظات ، أو المجاملة ، فنحن نرحب بمدخلاتك. نحن نقدر آرائك ونسعى جاهدين لتحسين خدماتنا باستمرار

تشكرات

MRC غرب سيدني

## Quick Links



### Easy English Online feedback form

This is a form on the internet that allows individuals to provide their thoughts, opinions, and suggestions about MRC services or programs. This form is designed to be easy to understand and use, even for those who may have limited English skills.



### General Online feedback form

This is a type of form that you can fill out on the internet to tell someone us about MRC services or programs.. The form will have questions for you to answer, and you can use this form to share your opinions and suggestions.



### Online Complaint Form

This is a form on the internet that allows individuals to report a problem or issue **about MRC services or programs**. The form includes questions about the nature of the complaint, the specifics of the issue, and contact information for the individual making the complaint. The information gathered through the form is used to resolve the matter and improve the service for future clients.



## روابط سريعة

### نموذج ملاحظات سهل للغة الإنجليزية على الإنترنت

هذا نموذج على الإنترنت يسمح للأفراد بتقديم أفكارهم وآرائهم ومقترحاتهم حول خدمات أو برامج مركز موارد المهاجرين. تم تصميم هذا النموذج ليكون سهل الفهم والاستخدام ، حتى لمن لديهم مهارات محدودة في اللغة الإنجليزية.



### نموذج الملاحظات العامة عبر الإنترنت

هذا نوع من النماذج يمكنك ملؤه على الإنترنت لإخبار شخص ما عن خدمات أو برامج مركز موارد المهاجرين .. سيحتوي النموذج على أسئلة لتجيب عليها ، ويمكنك استخدام هذا النموذج لمشاركة آرائك واقتراحاتك.



### نموذج شكوى عبر الإنترنت

هذا نموذج على الإنترنت يسمح للأفراد بالإبلاغ عن مشكلة أو مشكلة تتعلق بخدمات أو برامج مركز موارد المهاجرين. يشتمل النموذج عادةً على أسئلة حول طبيعة الشكوى وخصائص المشكلة ومعلومات الاتصال للفرد الذي قدم الشكوى. يتم استخدام المعلومات التي يتم جمعها من خلال النموذج لحل المشكلة وتحسين الخدمة للعملاء في المستقبل.



Everyone who receives services or support from Western Sydney MRC has rights and responsibilities. If you think your rights have not been met, it is your right to complain. Information on how to make a complaint is provided below.

## **Your Rights when accessing Western Sydney MRC services**

- To be treated with respect and dignity
- To make your own decisions
- To be involved in developing your case plan and to agree on the support being provided to you
- To communicate in your preferred language, including access to an interpreter
- To privacy and confidentiality
- To provide feedback or make a complaint without negative consequences
- To stop receiving support from the Western Sydney MRC, change service providers, or discuss additional support.

## **Your Responsibilities when accessing Western Sydney MRC services**

### ***You must make sure to***

- To treat Western Sydney MRC staff with respect and dignity
- To respect the rights of other people accessing Western Sydney MRC services and facilities
- To take responsibility for yourself and the results of any decisions you make
- To let Western Sydney MRC staff know if you are unable to make an appointment or will be late to an appointment
- To arrive to appointments at the agreed time
- Western Sydney MRC encourages you to provide feedback to inform future programs and supports.

If you have any questions about this information, please speak to your worker or to the Manager.

## How to make a complaint:

Western Sydney MRC aims to provide a high level of service. If you are not happy with the service, it is your right to make a complaint.

### Ask to speak to a manager

- The manager will listen to your concerns, treat you with respect and keep your information confidential
- The manager will try to respond to your complaint as soon as possible



### Make a written complaint

- You can complete the Complaints Record
- This can be done with the help of a Western Sydney MRC staff member or with an advocate of your choice

### What happens with my complaint?

- Your complaint will be investigated by a Manager at the Western Sydney MRC
- You will be told what the outcome of your complaint is, usually within 1 week
- Details of all complaints will be kept confidential on file

### What if I am still unhappy?

What if I am still unhappy?

*If you are unhappy with the results, you can ask for the matter will be further raised with the CEO or the Board of Directors*



Western Sydney MRC is here to help you with great services. You also have to help them, so they can serve you better. If you feel they are not being helpful, you have the right to complain.

Western Sydney MRC must make sure you:

- *Are treated with respect*
- *Can make your own decisions*
- *Know your case plan and are happy with it*
- *Can always speak to someone in your language*
- *Decide who knows about your case*
- *Can feel safe making any complaint*
- *Can decide when to stop using Western Sydney MRC services*
- *Can get help from someone else*
- *Can ask for more support*

You must make sure to

- *Treat Western Sydney MRC staff with respect*
- *Respect other members of Western Sydney MRC*
- *Be responsible for yourself and your decisions and their results*
- *Let Western Sydney MRC staff know about any change in your schedule*
- *Always be on time for your appointments*

Western Sydney MRC would like you to tell them what you think of their service

## How to make a complaint:

*Western Sydney MRC is here to help you with great services. If you are not happy with the service, it is your right to complain.*

### Ask to speak to a manager

- *The manager will listen, respect your wishes and keep them to himself.*
- *The manager will try to help with your wishes quickly*



### Make a written complaint

- *You can complete the Complaints Record Form*
- *This can be done with the help of a Western Sydney MRC staff member or with a person you choose*



### What happens with my complaint?

- *Your complaint will be taken care of by a Manager at the Western Sydney MRC*
- *You will be told what will happen after 7 days*
- *You will choose who knows about the complaint*



### What if I am still unhappy?

*If you are unhappy with the results, you can ask for the matter will be further raised with the CEO or the Board of Directors*



نحن هنا لمساعدتك في تقديم خدمات رائعة. عليك أيضًا مساعدتهم ، حتى يتمكنوا من خدمتك بشكل أفضل. إذا شعرت أنهم لا يقدمون المساعدة ، فيحق لك تقديم شكوى

نريد أن نتأكد من أنك

يعاملون باحترام

يمكن أن تتخذ قراراتك الخاصة

تعرف على خطة حالتك وسعد بها

يمكنه دائمًا التحدث إلى شخص ما بلغتك

تقرر من يعرف عن قضيتك

يمكن أن يشعر بالأمان عند تقديم أي شكوى

يمكن أن يقرر متى تتوقف عن استخدام خدماتنا

يمكن الحصول على مساعدة من شخص آخر

يمكن أن تطلب المزيد من الدعم

تأكد من

تعامل مع موظفينا باحترام

احترم الأعضاء الآخرين في مكتبنا

كن مسؤولاً عن نفسك وعن قراراتك. ونتائجها

أخبر موظفينا بأي تغيير في جدولك

كن دائمًا في الموعد المحدد لمواعيدك

كيفية تقديم شكوى

نحن هنا لمساعدتك في تقديم خدمات رائعة إذا لم تكن راضيًا عن الخدمة ،  
فمن حقك تقديم شكوى

اطب لتحدث لى ميري.

سريتهتم مع ال ميري ويختم ر غمك ويتغضب والفسه .  
سريحاول ال ميري ال من اعدي يثيرة ر غمك بس رعة

قدم شركوى مكتوبة بي لمينك بلتك م ال ن مودجس جل الشرك اوى بي لمن  
ال قولي لم يذل كب من اعدة اعد اعضاء في ظننا اوب من اعدة ش خص  
ت تخاره



ماذي حث لشركواي؟ ستيولى اعدال ميري ن التعامل مع شركواك .  
سريتم ايجار كب م اسري حث بعد حوالى 7 يام بس وفت تخار من  
ي عرف عن الشركوى.



ماذال ولفنت ما زلت غير س عي د؟ اذال متكن ر ضريًا عن اللتعلج ،  
في لمينك اذنتس ال عن ه اسريتم طر ال مري بشركل ابر مع ال روي س  
التفي ذي او مل س ال ادارة



Western Sydney MRC is required to collect your personal information to support the work that we do and for reporting purposes. This information may include your name, address, contact details, ethnicity and language background, disability type, employment and medical history.

**We need to gather personal information from you to be able to help you better. This information may include your name, address, contact details, background and language background, disability type, employment and medical history.**

Once your information has been collected it is saved securely on an electronic database. This can only be accessed by Western Sydney MRC staff working to support you.

**We save your information in a computer. Only a Western Sydney MRC employee who is helping you can see it.**

De-identified information will be reported to relevant Government funding bodies. This means that our funders are not able to identify you from the information that has been provided.

**We will give your information to funders. They will not know who you are from that information.**

Your personal information is protected by Australian Law and will be provided to people outside the Western Sydney MRC if required by law or if you have given permission to do so.

**Your personal information is protected by Australian Law. People outside the Western Sydney MRC can see it if the law says so or if you say so.**

Providing your consent is optional. You can also choose to withdraw your consent. In some cases, this may impact our ability to provide services.

**You can say Yes or No; if you say No, we might not be able to help you with all our services.**

You can also choose to remain anonymous or use a pseudonym. This means you can use a name that is not yours.

**You can also use a different name or no name at all.**

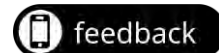
I, \_\_\_\_\_ have read or have had explained to me the information above. I give consent for my personal information to be collected and deidentified information to be transferred to the relevant Governments funding bodies.

**I, ----- read the information above or someone explained it to me. I will let you gather personal information about me and will let you give the information to funders.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

WSMRC staff: \_\_\_\_\_ Date: \_\_\_\_\_

# COMPLAINT RECORD FORM



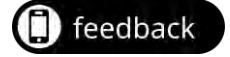
*All information given on this form will be treated confidentially.*

YOUR DETAILS							
Name							
Address							
Telephone Number							
Email							
Preferred contact method							
WHO YOU ARE WRITING ABOUT							
Division							
Name of Employee <i>(if applicable)</i>		Do you wish to remain anonymous to this person?	<table border="1"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Yes	No	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No						
<input type="checkbox"/>	<input type="checkbox"/>						
Nominated Key Contact:							
WHAT YOU ARE WRITING ABOUT							
Subject of Complaint <i>(e.g. event, person, location....)</i>							
Summary of Complaint issue <i>(Please provide a concise factual description of the complaint. Include dates, times, people involved, locations as appropriate)</i>							
What steps have you taken to raise the issue? <i>(e.g. spoken to a staff member, forwarded an email...)</i>							
Outcome sought <i>(Please detail what outcome(s) you are seeking in order to resolve the issue)</i>							

***Thank you for your information.***

***You can expect an initial response from us within 5 days and a full response within 30 days.***

# COMPLAINT RECORD FORM



<i>Office use only</i>			
Complaints Co-ordinator		Date received	
Acknowledgement sent (date)		Passed to	
Final response sent (date)		File ref ( <i>attach details of action taken</i> )	



**We would like you tell us what you think of our services. We would like you to tell us if we are doing a good job or if we need to do better. Write what you think in this form or speak to a Western Sydney MRC staff member and they will help you write it.**

Your name (optional): \_\_\_\_\_

Today's date: \_\_\_\_\_

I would like to...

- Provide feedback
- Give a suggestion
- Tell you what I think
- Give you a better idea
- Give a compliment

Details of your feedback/suggestion/compliment:



# Programs and Services 2023



SETs

Settlement  
Engagement  
Transitional Support  
-5 years




CCB

Designed and  
delivered based  
on the needs  
of the the community



Domestic  
Family  
Violence

Developing  
CALD DFV  
support



T3/SIS

Complex case  
support, family  
relationships,  
housing, health  
and disability



MiWork

Employment  
Program



MiLivelihood

Women's  
Employment  
Program



EnCompass

Multicultural Aged  
Care Support



Multicultural  
ElderCare

Multicultural Aged  
Care Support



Flexible  
Respite

Support In  
the home to provide  
carers respite



Centre  
Based Respite

Structured  
group activities




CVS

Quality connection  
in Aged Care



Women's  
Leadership

Promoting civic  
participation  
through women's  
leadership



Parenting

Group based  
Parenting  
programs




Playgroups

Support developmental  
and play based  
learning - for children  
and parents



Compact

Social  
cohesion project



MiWay

Youth Social Cohesion/  
Capacity Building  
Program



School  
Holiday

Activities  
and Events



School  
Outreach

Supporting schools



EAPA

Supporting  
Individuals through  
energy bill/  
financial crisis



Emergency  
Relief

Supporting  
Individuals through  
financial crisis



TVSM

Financial Support  
for temporary  
visa holders



SETs Youth

Casework,  
information,  
referral and advocacy



Legal Aid



DLAP

Hubs Services that have outreach  
services



Interagency

Sector  
Interagency  
Connections



FLLIN


Network and sector  
support for LGBTQIA  
connection and  
collaboration



Volunteering

Local experience,  
skills, language,  
networking,  
connection

02 8778 1200   
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referrals@wsmrc.org.au 

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