

Migrant Resource Centre North West Region

Who we are

The Migrant Resources Centre North West Region is a not-for-profit, community-based organisation established in 1989. MRCNWR provides Aged Care Services, Home Care Packages, NDIS and Disability Advocacy Services and Settlement Services Including Youth program to the local community.

Our Mission

The MRC North West, within its scope and capacity will pursue equality of opportunity for all people in our community and challenge discrimination through direct services, systemic advocacy, information provision and community development projects which further the capacity for migrants and refugees to achieve and maintain a safe and healthy life in Australia.

Our Values

The MRCNW values are;

- Diversity,
- Equality for all,
- Trust, Integrity and Professionalism,
- Collaboration for the benefit of our client group,
- And treating all people with respect.

Disability Advocacy

The MRC Northwest Disability Advocacy Program provides assistance and support to people with a disability, their careers and families, who are from culturally and linguistically diverse (CALD) communities. Our staff assists people with a disability to assert their rights as valued members of society and to participate in making decisions about their lives.

The disability advocate can assist you by:

- Listening to and understanding your issues
- Helping you to understand and access the services and support that are available to you
- Assisting you to resolve issues with government agencies and service providers
- Referring you to relevant services
- Providing you with advice and information relating to your disability, your rights and responsibilities, and the services which are available to support you
- Making sure your rights are upheld, and that you are being listened to



“Everyone’s rights are equal. You should not be treated unfairly because of things like race, religion, age or disability.”

- Victoria’s Charter of Human Rights and Responsibilities

How to Contact the Disability Advocate

Contact our office and ask to speak with the Disability Advocate. Anyone can make a referral.

Our service is free and available to people with a disability living in Brimbank, Melton, Maribyrnong, Moonee Valley, Hobsons Bay, Wyndham and Melbourne.

Privacy

All clients of the MRC Northwest will have their right to privacy and confidentiality respected. We will not disclose any information about you or your situation to anyone without your permission. We will only contact the people who are relevant to achieving your goal, which you have given us permission to speak to.

Complaints

If you are unhappy with the service you have received, you can make a complaint in a manner that you are comfortable:

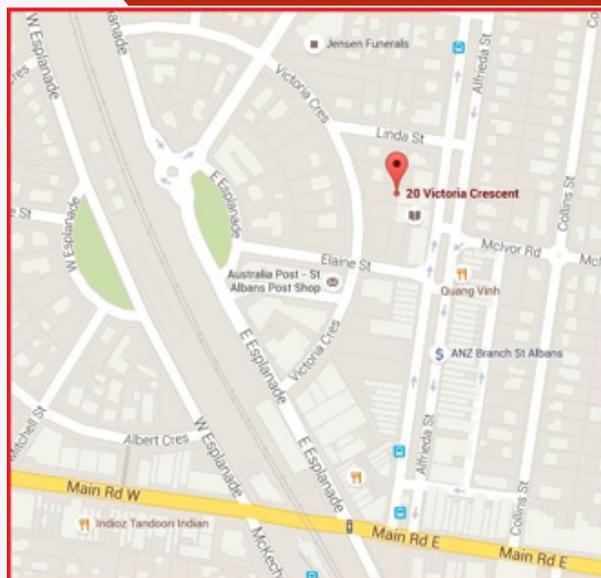
1. Talk directly to your Disability Advocate
2. Speak directly with the Aged and Disability Team Leader, or the MRCNW Executive Officer

If you feel that your complaint has not satisfactorily been dealt with, or you do not feel comfortable to speak directly to staff at MRC NW, you can contact:

The Disability Services Commissioner:

**Level 1, 2 Lonsdale Street,
Melbourne, 3000, VIC.**

**Phone or email for enquiries or complaints: 1800 677 342 or
complaints@odsc.vic.gov.au**



Contact us

 **1300 676 044**

 www.mrcnorthwest.org.au

 mrcnw@mrcnorthwest.org.au
(Att: Support Coordination)

 20 Victoria Crescent, St Albans VIC 3021.

Entry is on Alfrieda Street, next to the Library.

(NB: for wheelchair access, enter from Victoria Crescent)

MRC
North West Region Inc

DISABILITY ADVOCACY