

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.

NDIS Support Coordination

The MRC Northwest NDIS Support Coordination provides individualised support to people with a disability, their families and carers. It empowers people with disability to choose and achieve their goals and independence.

The Support Coordination can assist you by:

- Support implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports
- Coordinate assessments, reports and service proposals'
- Support the participant through identifying and selecting providers, monitoring plan outcomes & plan expenditure
- Strengthen and enhance the participant's abilities to self-direct their own supports and participate in the community
- Ensure mainstream services meet their obligations (i.e. housing, education, justice, health)



"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 Support Coordination

Contact our office and ask to speak with the Support Coordinator. Anyone can make a referral.

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.

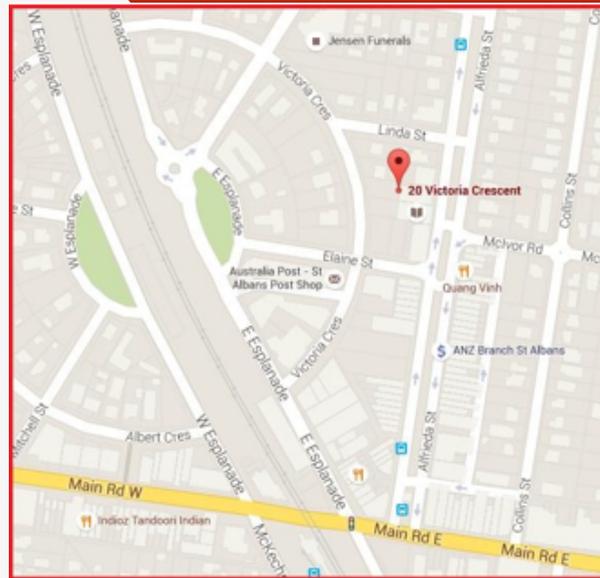
Complaints

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 Support Coordinator
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:

NDIS Quality and Safeguards Commission:
Phone for enquiries or complaints: 1800 035 544 or submit a complaint online at www.ndiscommission.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

**NDIS SUPPORT
COORDINATION**

