



The Management Accounting team are committed to delivering an outstanding service and we do this through engagement with our clients and stakeholders. Our commitment complements and supports the Mission of the Division of Finance and Resources "to lead the transformation of the University into an efficient, competitive and financially sustainable institution with the resources and capacity to deliver its strategic objectives".

This Charter outlines our commitment to our clients. It describes our service responsibilities and the standard of service you can expect from us. We strive to be professional, accountable and transparent in all our dealings with our clients. In return, we ask for the same.

- We will take responsibility for the advice we provide
- We will be transparent in our interactions
- We will ensure the integrity of financial information
- We will provide information that is understandable, clear and concise

TRANSPARENT & ACCOUNTABLE

ENGAGING & COLLABORATIVE

- We will partner with our clients to foster open relationships
- We will understand your business from an operational and financial perspective
- We will work actively to develop solutions that are realistic and meet client needs
- We are committed to supporting our clients in their alignment to the University's strategic priorities
- We will be co-located and accessible to our clients, facilitating engagement and collaboration

- We will actively listen and ask questions to understand your exact requirement
- We will address issues in a timely manner and provide appropriate and workable solutions
- We will communicate financial and budgetary decisions, outcomes and processes
- We will deliver appropriate training on financial systems and processes
- We will offer various meetings, forums and roadshows to meet business needs
- We will keep you up to date on the changes to financial processes and policies

INTERACTIVE & RESPONSIVE

PROFESSIONAL & OBJECTIVE

- We will provide fair and objective support and advice to your business area
- We will provide reliable and timely financial reports to assist in decision making
- We will be respectful and courteous in all our dealings
- We will build trust with our clients by conducting ourselves in a professional and ethical manner

Contact us & more information

Your Management Accountant is the first point of contact. Please see link below and then select Management Accountant Contact List from right hand panel
http://www.westernsydney.edu.au/finance_office/finance/budgeting_and_reporting

Feedback

We appreciate your feedback as it helps the team improve our service to you. All feedback can be sent via:
http://www.westernsydney.edu.au/finance_office/finance/contact_uws_finance