

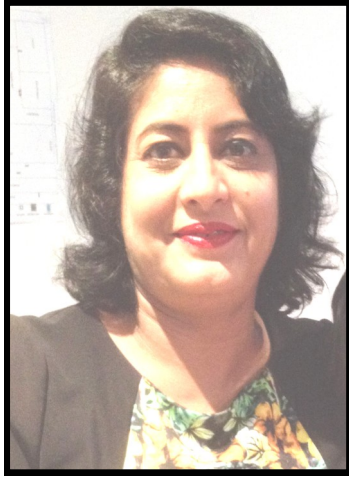
LOGO
UNDER
DEVELOPMENT

Multicultural Aged Care Inc.

Formerly know as

Canterbury Multicultural Aged & Disability Support Service Inc.

NEWSLETTER



A note from Chief Executive Officer

Happy New Year and welcome to the summer edition of our newsletter. I hope you all enjoyed the festive season with your near and dear ones.

The new year kicked off with a good start for our organisation. We have been successful in receiving HACC funding for South East and South West regions. We will be providing Domestic Assistance, Respite and Transport services in these areas from March onward. Referrals are welcomed from all sources including family, neighbours, self and service providers. Please note that you don't need to be assessed by ACAT to access these services. Referrals can be made by phone 9718 6199 or by e-mail.

referrals@cmadss.org.au

As most of you are aware we were allocated 30 additional packages at the beginning of

this financial year to cover these services and has the Inner West area. Our augmented the number of services are no longer case managers as well as restricted to Canterbury working hours of our existing LGA only. In light of these case managers. Additions to developments, a decision our office staff team include was made to change part-time position of Italian organisation name to reflect speaking Case Manager and its services more full time Team leader/ appropriately. Our new Registered Nurse position. name is Multicultural Aged More details are inside this Care Inc. Name change has issue. Having a registered been welcomed by all nurse on board will assist us stakeholders including staff, in providing holistic care to management and external our consumers responsive to stakeholders. We are their health and clinical changing our name after 23 needs in addition to their years of service. The name social, physical, emotional, change has provided us and cultural needs.

with a unique opportunity for rebranding. Currently we are in the process of rebranding including logo, tagline, refreshing website, brochure, identity style guide and templates for business collaterals. Our contact details remain the same. Gradually we will be making changes to our e-mail addresses however appropriate systems will be put in place to ensure smooth transition.

Expansion in services stipulates increased number of staff. Rather than just increasing the number of staff we have restructured our office team to ensure more efficient service delivery to our existing and potential consumers. We have recruited a number of front line staff to provide

I take this opportunity to thanks all consumers, carers and families for returning the 2013 Annual Consumer Satisfaction survey. Your feedback is important for us and help us to make our services responsive to your needs and wishes. The details are inside this issue.

This year we will be running Stepping On Program for Chinese speaking and Vietnamese speaking communities. We completed the 7 sessions of Stepping On Program for Arabic speaking community last year. More details about this program are inside this issue.

Happy Reading!

Dr. Rosy Walia

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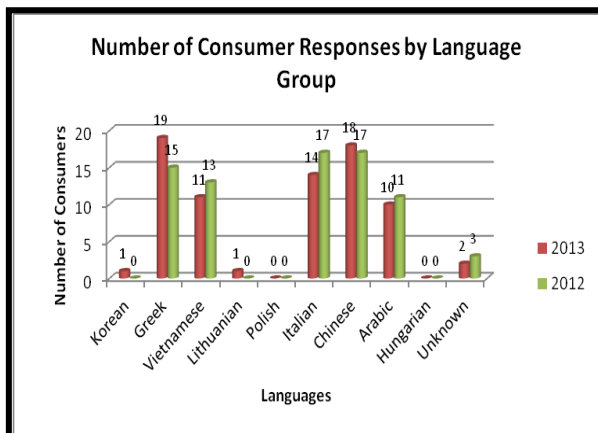
2013 Consumer Survey Results

Report on the results of Annual Consumer Survey 13 and its comparison with results from 2012

We sent a total of 192 surveys to all CMADSS consumers of which 77 were completed. This represents a response rate of 40%.

Like previous years, we have attempted to compare the current Annual Consumer Survey results with the 2012 one. In 2013, a total of 192 surveys were distributed of which 77 (40.10%) were completed as compare to 76 (42.94%) completed surveys out of 177 surveys distributed in 2012. The survey response rate has gone down in 2013.

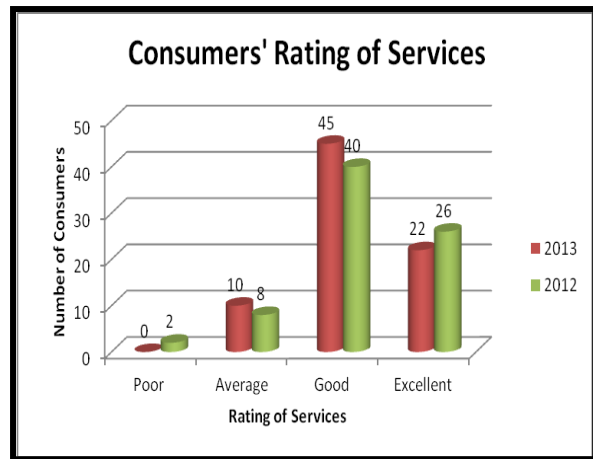
The survey responses were representative of the range of people accessing the services, with representation from the range of different lan-



guage groups accessing CMADSS services being achieved. The number of responses by different language group is highlighted in the graph above. The largest number of responses was from the Greek speaking consumers followed by the Chinese speaking consumers.

In 2013, 87% of consumers who completed the survey expressed satisfaction with the service rating it as either excellent or good as compare to 86.8% of consumers in 2012. In 2013, 28.57% of respondents rated the service excellent in comparison to 34.21% in 2012 however 58.44% rated the service as good as compared to 52.63% in 2012. 12.9% of respondents rated

the service as average in 2013 as compared to 10.52% in 2012. None of the respondents rated the service as poor in 2013.



A number of consumers tended to praise the CMADSS services and staff. Examples of these comments include:

'Very good helping the elderly people, they have a chance to meet together and create relationships. It is interesting.'

'Thank you for selecting me to do the survey. People get old and disabled and are a weak sector of the society. The society has responsibility to protect the elderly because they have made their contributions in the past. This particular group help people to live healthy, happy and make young people respect them. Although I am old I am young at heart.'

'It has been almost a month. I have been dependant on CMADSS and have been very satisfied with the help I have received. The help in the house and for transport has been very important.'

All comments have been collated in the excel sheet. The results were discussed with the Management Committee members and staff including strategies to improve the services within available resources as per feedback provided.

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2013 Annual General Meeting

On Friday, 1 November 2013, CMADSS held its 22nd Annual General Meeting at its Education and Conference Room. AGM was attended by the members, Management Committee and staff. Brian Robson, Mayor Canterbury Council was the guest speaker on the day. 3 Staff Members were recognised for their service with CMADSS and were presented with Trophy and a gift hamper. Congratulations to Silvia Porfiri for 5 years, Mai Phuong Nguyen for 10 years and Biagia Malatino for 15 years of service with CMADSS.



2013



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Beat the Heat this Summer

IMPORTANT INFORMATION ON HOW TO BEAT THE HEAT THIS SUMMER.

It is a good idea to prepare for the heat before it arrives. You can prepare yourself on a personal level as well as your house or apartment. Remember to have a chat with a neighbour or relative/close friend about keeping in contact during a heat wave in case you or they need any help.

Personal:

- Regularly check your local forecast from the Bureau of Meteorology on your radio, TV or on the internet.
- Get advice from your doctor about whether your medication and/or your medical conditions may affect what you should do if it gets extremely hot.
- If your doctor normally limits your fluids, check how much to drink in hot weather.
- Check that you can store your medication at less than 25C (the medication can become less effective or occasionally toxic if stored at higher temperatures—check with your pharmacist if unsure).
- Make sure you know who you are going to call (who may need help and who could provide help to you if needed) - make a list of telephone numbers.

In your house or apartment:

- Check your fridges, freezers, fans and air conditioners to make sure they work properly and make sure your air conditioning is set to cool.
- Stock up on food (for your household and pets), water and medicines to last up to a week so you don't have to go out in a heat wave.
- Consider buying cool packs to have in the fridge or freezer to help you cool down if needed.

- Put together a small emergency kit to plan for a possible power failure—this may include a torch, batteries, candles, matches, a battery operated radio and a first aid kit.
- Check that your home can be properly ventilated without compromising security.
- If possible, have curtains with pale linings in rooms that get a lot of sunlight to help reflect the heat. Avoid dark reflective curtain linings and metal venetian blinds as they absorb heat and may make rooms hotter.
- Consider putting external blinds, shutters or some other shading on windows in rooms which face west.
- Insulate your house—not only will this keep it cool in summer, but it will also keep it warm in winter.
- Create a cool room or cool area to go to during extreme heat. This room or area ideally should be east or south facing in the house and can be cooled using indoor and outdoor shading, ventilation and use of a fan or air conditioning.

Consider the risk of bushfires as they often occur on days of high temperature. Information on bushfire preparedness is available from the NSW rural Fire Service (<http://www.rfs.nsw.gov.au>)

Taken from NSW Government Health Website. (www.health.nsw.gov.au)



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Stepping On Program



The **Stepping On** program offers older people a way of reducing falls and at the same time increasing self confidence in situations where they are at risk of falling.

Falls are a serious problem, but can be prevented at any age.

This program, which was developed in Australia and been implemented in the USA and internationally is considered to be one of the most effective falls prevention programs available, giving people the confidence to undertake their everyday activities safely. Participation in a program like **Stepping On** will help older people maintain independence and give them confidence in their mobility so they are able to undertake their everyday activities safely and without the risk of falling.

The **Stepping On** program incorporates a group setting plus individualized follow-up. It covers a range of issues, including falls and risk, strength and balance exercises, home hazards, safe footwear, vision and falls, safety in public places, community mobility, coping after a fall, and understanding how to initiate a medication review.

Last year we organised Stepping On Program for Arabic Community. 12 Arabic Clients participated in the program and completed the 7 sessions. Participants found this program very useful. The booster session is scheduled to be held in March this year.



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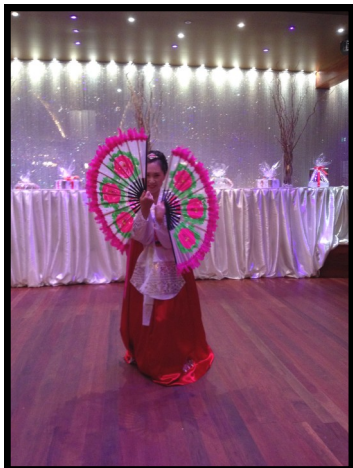
Canterbury Multicultural Aged & Disability Support Service Inc.

2013 Client Christmas Party

was held at The Clarence House
454 Burwood Road, BELMORE NSW 2192



Clients and their Carers enjoying the party



Multicultural entertainment was enjoyed by everyone.

Above: Bollywood Dancers/Singers

Left: Korean Fan Dancer

Right: Chinese Dancer



POSITION VACANT

Multicultural Aged Care Inc.

(formerly known as CMADSS)

BILINGUAL SUPPORT STAFF P/T

Multicultural Aged Care provides Home Care packages, multicultural day care, respite care, domestic assistance and transport services to frail aged people from diverse background. Bilingual Support staff is sought to assist with these services, initially for six (6) months on a casual basis then on a permanent part-time basis based on the satisfactory performance. **ESSENTIAL:** Fluency in Greek, Italian, Chinese or Vietnamese (one of these) and English languages; ability to care for needs of frail elderly people; experience in working with the frail aged; good communication and interpersonal skills; aware of and sensitive to the needs of frail aged from CALD background; able to work independently and in a team; able to run group activities for the frail aged; current driving license & access to a car. **DESIRABLE:** First Aid Certificate; Certificate III in Aged Care or equivalent. Knowledge of Aged Care Services, Skills in diversion activities suitable for the elderly population **HOURS & SALARY:** Part Time, SCHDSI Award 2010 (“the Modern Award”) – Home Care Employee classification.

Please note current police check and participation in organisation Vaccination and Assessment process are inherent requirement of this position. Written Application addressing all the selection criteria and listing two recent employment referees are to be forwarded to the **CEO, Multicultural Aged Care, P.O. Box 234, CAMPSIE 2194** or exec@cmadss.org.au by **3 March 2014**. **ENQUIRIES and Job packs**, call 9718-6199

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Phone: **9718 6199**

Fax: 9789 2392

Email: admin@cmadss.org.au

Office Hours: 9.00am to 5.00pm, Monday to Friday