



# NEWSLETTER

Summer Edition—February 2015

## *A note from our CEO*



Welcome to the summer edition of the Newsletter.

The Reform season continues in the Age Care sector. One of these changes is that from 1 July 2015, all the Home Care Packages (HCPs) will be delivered on Consumer Directed Care (CDC) basis. Currently we have 100 HCPs., 30 of which have been delivered on CDC basis since August 2013. All of our CDC clients have been receiving monthly financial statement. In addition to transparency about how we are spending the subsidy and

your contributions to support you at your home, CDC is a very different approach to the traditional way of providing services. It is strength based approach where the case managers, in partnership with you and your family, identify your strengths e.g. what you can still do and what you want to do in order to stay independent in your own home and to have a good quality of life. It is a cultural change for all of us. During these months our case managers will be discussing this approach, the budget and a plan to support you as per your needs and wishes with you.

We have been aligning our systems and practices to this new approach for more than one year now. Recently we have upgraded our Client Management Database to reflect these changes. Staff was provided relevant training and is currently practising as well as testing the processes learned during the training process.

Department funds a national service “Home Care Today” that aims to support both consumers and home care providers to work together to implement consumer directed care in home care packages. I encourage you to visit their website ([www.homecareservice.org.au](http://www.homecareservice.org.au)), especially the consumer section. It has a number of resources for you including a consumer booklet "[Your Guide to New Choices in Home Care](#)" in 11 languages.

We are also providing information sessions in varied languages to help you to understand how it works. Please speak to your relevant case manager for any queries.

*Happy Reading!*

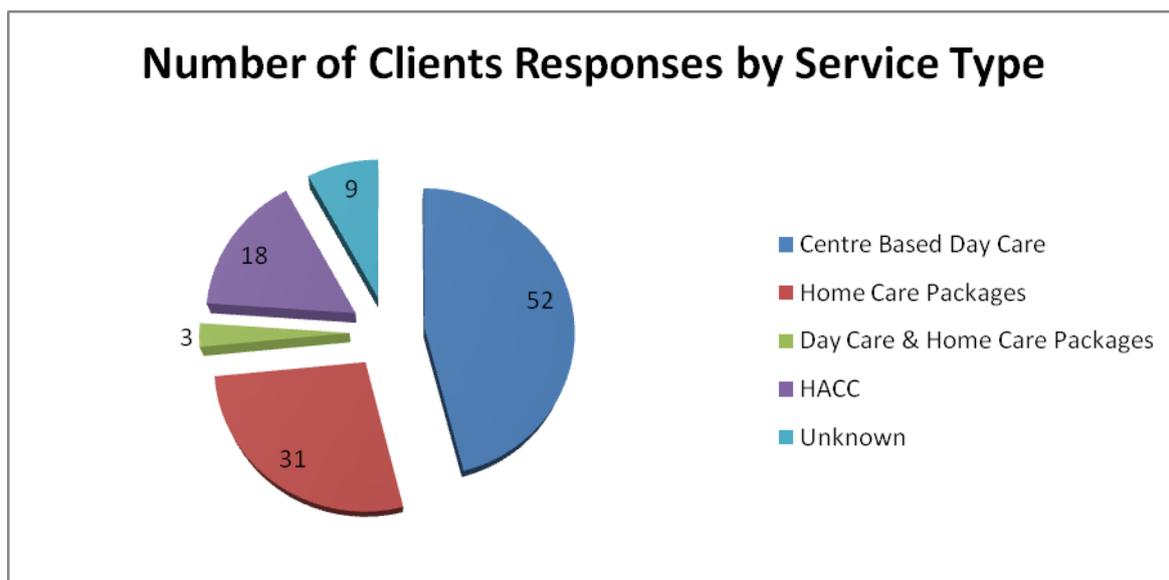
Dr Rosy Walia

## Annual Client Satisfaction Survey Results—2014

The Annual Survey was sent to all of our existing clients, who either receive HACC, HCP or NRCP services, and it was translated into the seven main languages that we service: Vietnamese, Greek, Italian, Chinese, Arabic, Korean and English.

We sent a total of 240 surveys last year, out of which we received response for 112, which represents 46% of our total clients. We have noticed that the response rate has gone up from 40% to 46% in 2014 as compare to 2013. The largest number of responses were from Greek community this year followed by the Chinese and Vietnamese groups, which reflects exactly the same pattern in 2013.

The response received by ‘Service type’ are reflected in the chart below:

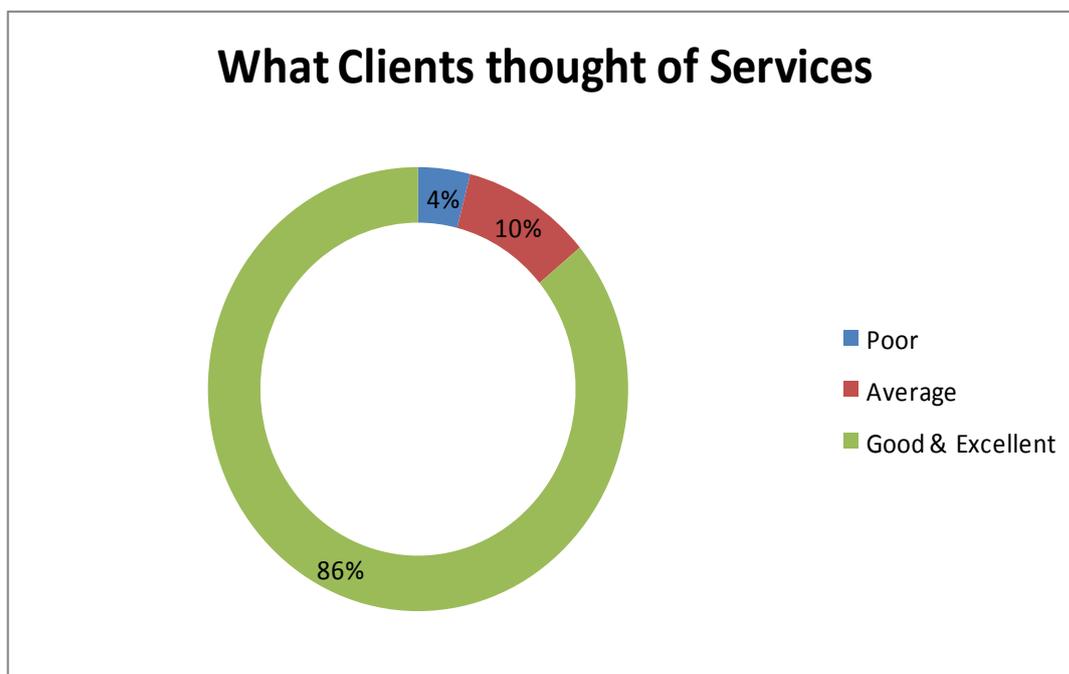


We analysed the clients’ rating of our services. In 2014, 86% of consumers who completed the survey expressed satisfaction with the service rating it as either excellent or good, 10% rated the service as average and 4% rated the service as poor. We have taken into consideration the feedback provided by this segment of respondents and we have already started to work hard in addressing these concerns which are mainly related to clients dissatisfaction with a Day Care activities. Some of the positive feedback is shared here:

## Annual Client Satisfaction Survey Results—2014

*“ The service we receive is excellent and the staff is always ready to help and very gentle at all times. We are very happy. ”*

*“ Dear staff: the job you do for your service is excellent and cannot be better; services to help in and out the bus and the meals, all services are excellent”*



The results were compiled and all comments were collated in a spread sheet, and both are being shared with staff and management.

Your comments and feedback are important to us. It helps us to provide support to you as per your wishes and needs. Please contact your Service Coordinator/Case Manager anytime if you would like to discuss your concerns.

## *A Glance into Our Activities* *Carer's Week – October 2014*

We all have needed someone to care for us sometime in our life and we have been very thankful for the care and love given to us during those difficult times. The elderly population is in particular need of a helping hand, whether it is from an organisation like ours or from their own families/carers.

According to Carers NSW there are 2.7 million unpaid carers in our community whose efforts not only make a difference in the lives of frail aged, people with mental health, disability and in palliative care, but is also worth around \$40 billion each year.

This is why every year a week of recognition is dedicated to all the family members and friends who play an important role as carers. Like every year, this year Multicultural Aged Care participated as an active contributor in the Inner West Working Party for the Carers' Week. This year more than 80 Carers from The Inner West Region visited the Japanese Garden in Campbelltown followed by lunch at a local club. Twenty three carers from our service attended the event. Feedback provided indicated that Carers enjoyed the day thoroughly and it provided them the opportunity to socialise with other carers.



Carers enjoying a stroll at the Japanese Gardens.

### *Seniors Week CDC Information Sessions*

MAC, in partnership with Canterbury Council, is organising two information sessions about Consumer Directed Care during the **Seniors Week**. Everyone is welcome to attend! Interpreters in relevant languages will be organised for the day. The information sessions for other languages will be organised in the coming months.

**Greek Group: Tuesday 17<sup>th</sup> March**

**Italian Group: Thursday 19<sup>th</sup> March**

Light lunch will be offered.

**Happy Seniors Week!!**

## *Clients Christmas Party December 2014*

Every year we look forward to Christmas because it is a unique yearly occasion to get all our clients together, relax and have fun. We were delighted to offer a Christmas lunch to over 200 people, including clients from our Home Care Package, Day Care and HACC services and their carers.

The event took place at Clarence House in Belmore, and multicultural entertainment was organised. Some of our dedicated staff had an early start to get the clients up and ready to go, whilst others also worked hard behind the scenes.

During the event, we had the Choir from Campsie Public School singing carols and playing instruments; we had a Korean client playing the harmonica, Chinese clients doing a traditional dance, an Italian client singing Opera, and a few other clients joining in for a dance.

Local Mayor Brian Robso and his wife were the special guest for the day and a couple of Board members attended the event. The staff was recognised for the efforts put throughout the year, and finally we presented the clients with a dozen of door prizes as a part of the traditional raffle that always makes our clients happy.

We would like to thank you all for attending the celebration and we look forward to doing it all over again next year.



## *Keeping Cool This Summer*

It's always nice when summer arrives. We can enjoy a day out, by the sea or at the garden. However, excessive heat can be dangerous for older people, as they are among those most at risk of heat-related illness.

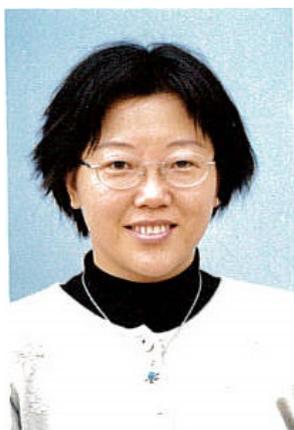
According to the Department of Social Services, "due to normal age-related changes to the body, older people do not always recognise that they are over-heated". Furthermore, "older people are more likely to have a chronic medical condition and to be taking medication that may interfere with the body's ability to regulate fluid" the department says.

This is why we have made a shortlist of important measures that you could take to avoid heat stress and to stay safe, especially if you are living alone in the community or have limited capacity to keep cool:

- be aware that you can be affected by both day and night high temperatures
- check that your air conditioning/cooling systems are working effectively
- drink small amounts of water/jelly/ice-cream or fruit juice blocks regularly, remembering that the use of fans in an overheated environment can make dehydration worse
- wear comfortable and light clothing on hot days
- Keep your foods in the fridge or cool place to avoid food contamination
- keep curtains and blinds closed to reduce excess heat
- avoid alcoholic or caffeinated beverages
- use sunscreen and keep skin covered when exposed to direct sunlight
- seek some shade when outside, and avoid going outside between 11am and 3pm
- you can have cold showers during the day

Please ring '000' if you start having nausea, and changes in appearance including red, pale or severely dry skin, rash or cramps. Heat may also worsen the condition of someone who already has a medical condition such as heart disease, or if you take medication.

## *New Staff Members at Multicultural Aged Care Inc.*



Molly Yu  
Chinese  
Case Manager



Maggie Raghib  
Arabic Bilingual  
Support Staff



Suzan Touma  
Arabic Bilingual  
Support Staff



Thanh Ho  
Vietnamese Bilingual  
Support Staff



Carmen Ainsworth  
Spanish Bilingual  
Support Staff

### **We are hiring!!**

If you know someone who would like to work as a Support Staff and speaks languages other than English, refer them to us! Or they can send their resumes to [admin@multiculturalagedcare.org.au](mailto:admin@multiculturalagedcare.org.au)

## **Multicultural Aged Care Inc. Services**

### **Services in Inner West Sydney:**

- Home Care Packages: Marrickville, Burwood, Ashfield, Leichhardt, Strathfield, City Of Canada Bay, Canterbury LGAs
- NRCP Centre-based Day Respite ( for Canterbury LGA residents only; groups catered for: Vietnamese, Chinese, Italian, Greek, Arabic )
- NRCP leisure outing for Canterbury LGA residents only

### **Services in South East Sydney:**

- HACC Services ( Domestic Assistance, Respite, Transport ) in Rockdale, Kogarah, Hurstville, Sutherland Shire, Botany Bay, Randwick, Waverley, Woollahra and Sydney LGAs.

### **Services in South West Sydney:**

- HACC Services ( Domestic Assistance ) in Bankstown, Fairfield, Liverpool, Camden and Campbelltown LGAs.

### **How to contact us**

#### **Our address**

32 South Parade, Campsie NSW 2194

#### **Our phone no.**

9718-6199

#### **Our fax no.**

9789-2392

#### **E-mail**

admin@multiculturalagedcare.org.au  
referrals@multiculturalagedcare.org.au

#### **Website**

www.multiculturalagedcare.org.au

#### **Office Hours**

9.00 am to 5.00 pm  
Monday to Friday

### **We want to hear from you!!**

If you have a story to share, exciting news for the community, information of coming up events, or if you are looking for an opportunity to work in aged care,

let us know!!

***We'll see you  
again in our  
Winter  
edition.  
Take care!!***