

## *Message from the CEO*



We extend a great welcome to all our clients and colleagues for the New Year. I trust that you are enjoying the summer and taking in the natural vitamin D while staying cool and hydrated. Again 2015 was a productive and successful year for MAC as we continue to grow from strength to strength. The past year, the organisation has achieved a number of important milestones and one of them was attaining 24 years of service in community care sector.

After being at South Parade Campsie for almost two decades, December 2015 saw our office relocate to the new premises. We are currently settling in this larger and commercial premises on Canterbury road, across the road from Canterbury Hospital (Suite 30, 532 Canterbury road). The new office will not only support our growth and accommodate additional staff with ease, it also provides our existing and potential clients with a dedicated space to wait, and interview rooms to have confidential discussions with the relevant staff. You are encouraged to visit us in our new premises.

I'm also pleased to share with you some of the progress made as a result of our organisation restructuring project that started in July 2015. The purpose of the restructure is to ensure that Multicultural Aged Care is well positioned to meet our current and future clients' needs in an efficient manner with a skilled and specialised team. Further details are covered elsewhere in this Newsletter.

The satisfaction of our clients with the services received was reflected in the rave reviews and results from our 2015 client surveys. The findings from 2015 survey will be published in the next Newsletter. This was further replicated on the Australia day, when the organisation was nominated for "2016 Community Organisation of the Year" award by our clients to the City of Canterbury for our contribution to the community. Our staff has worked diligently for many years to support our community's frail and aged residents. We now take this opportunity to thank our clients for their support and their recommendation for this nomination.

I take this opportunity to share a good news with you. From 1 March 2016 we will be providing our Centre Based Respite (Day Care) services on weekly basis. Staff has already started planning for it and will be in touch with you. This issue has been brought to our attention by our existing clients continuously over five years through various feedback channels including the Annual Satisfaction Surveys.

All of us at MAC are excited about 2016 and look forward to the challenges ahead with renewed energy and enthusiasm. Our team is here to support you and your carers to achieve your goals and wishes.

We wish you a happy, healthy and prosperous 2016!

***Dr. Rosy Walia***

## MAC Office News

Last year the organisation employed independent consultants (4 Community) to help with the restructure of the organisation and to get ready for the 2017 government planned changes to the sector. What the restructuring means to you as clients? Simply said, processes were reviewed, better ways to serve the clients were explored and specialised managers and additional staff were hired to ensure that as the organisation continues to grow, the customer service is maintained.



### Business Development and Relationship Manager:

Wissal Swar joined the team last October to work on expanding the business, by promoting relationships with other organisations, providers, clients and support the company for the upcoming changes in the sector. Wissal is experienced in business expansion, client relationship management and marketing of services and products. Wissal has worked in the private and public sector in the USA, France and Australia and also speaks 4 languages. She is able to relate to many cultures and greatly enjoys working in a multicultural environment. If you have any suggestions for any additional services that we can provide please do not hesitate to speak with her on 9718 6199.



### Operations Manager:

Sandhya Gaundar joined the team as the Operations Manager last December. Sandhya brings knowledge and experience in the healthcare and management sector. She is intensely supporting us to improve everyday processes and develop new ones as we continue to grow. In addition to having worked in large hospitals settings in NSW, she also holds a nursing degree making her more familiar with the nature of our sensitive and caring environment.

### New BSS Staff:

We would like to welcome and introduce recent support staff additions to our home care team.

BSS - bilingual staff are our core strength as they are on the forefront of the business and form genuinely caring and close relationships with all our clients.



Arpana Ran



Cyndi Zhou



Julekha



Suong Nguyen



Bushra Saleem



Joseph Ghobreal



Lista Mouhtouris



Minh Nguyen

## Our Christmas party:

Thanks to our clients and staff who joined us at the fabulous Lemnos Club in Belmore to celebrate the 2015 year end with delicious food, great entertainment and plenty of laughter.



MAC Christmas celebration at Lemnos Club Belmore

## Calendar of events:

If you live in the Canterbury area, we invite you to call our office 9718 6199 and join one of our friendly groups for a great opportunity to socialise and share a meal. Transport and meals are provided for a small contribution fee.

### Places visited during social group outings



Birkenhead Point - Vietnamese Group



Merrylands Central Park - Greek Group



Mount Annan - Arabic Group



Watsons Bay - Italian Group



Tamarama Beach - Chinese Group

## Future dates for some of our exciting group excursions and events

<b>Vietnamese Group</b>	
01/03/2016	Maroubra Beach
29/03/2016	Olympic Park
19/04/2016	Lake Alexandria reserve
26/04/2016	Garrison Point
24/05/2016	Camellia Gardens
07/06/2016	Information session
21/06/2016	Birken head point
19/07/2016	Merryland RSL Club
<b>Greek Group</b>	
23/02/2016	Watsons Bay
08/03/2016	Guest Speaker – Healthy Lifestyle
22/03/2016	Peter Depeena Reserve (Dolls Point)
05/04/2016	Guest speaker- Falls Injury Prevention
19/04/2016	Lake Parramatta Reserve
17/05/2016	Cyprus Community Club
14/06/2016	Merrylands Central Garden
<b>Arabic Group</b>	
03/03/2016	Cataract Dam
31/03/2016	La Perouse
<b>Chinese Group</b>	
24/02/2016	Dawes Point park, the Rocks
09/03/2016	Guest speaker - Hearing Information/Test
23/03/2016	St Mary's Cathedral
06/04/2016	Belmore Senior Citizen Club - Guest speaker TBA
13/04/2016	Governor Phillip Park, Palm Beach
<b>Italian Group</b>	
25/02/2016	Tempe Park
03/03/2016	Guest Speaker-Information – Australian Hearing
10/03/16	Watson's Bay Wharf
24/03/16	Central Gardens Merrylands
	<i>*additional future event dates and guest speakers to be confirmed with Italian Case Manager 97186199</i>

## 2016 NSW Seniors Festival (1 April – 10 April 2016)

NSW Seniors Festival is funded by the NSW Department of Family and Community Services (FACS). NSW Seniors Festival provides opportunities for people over 60 to remain active, healthy, engaged and contributing to society. For the past 57 years it has evolved to become the largest festival for seniors in the Southern Hemisphere, reaching over 300,000 seniors each year. The Premiers Gala Concerts a major feature of the festival formerly held at Qantas Credit Union Arena will temporarily be held at Allphones Arena, Sydney Olympic Park on 5 and 6 April 2016. In 2016, four concerts will be held over two days with each concert attracting up to 35,000 attendees. The Festival Expo is open to the general public as well as Premiers Gala. For Premier's Gala Concert information will be made available on 1300 855 501 and [www.nswseniorsweek.com.au](http://www.nswseniorsweek.com.au) for a complete listing of events.

### Best way to start the year<sup>1</sup>

There is no better way to start the New Year than with sharing a few positive ideas and reminders. From TV, radio, newspapers or magazines it seems that we are constantly surrounded by negative news. I'm unsure sure why the focus always seems to be about what is not right? Is it because as a society we are curious and attracted to negative stories and events? Or is it a way of reassuring ourselves that there is worse out there?

In any case I have decided to start the year on a positive note and focus on positive things. Do you wonder how some people always look at the positive side of things? Even when they have a million things to complain about? What makes them different? It is believed that to adopt this attitude or way of thinking, one has to reprogram their way of thinking. But how to train ourselves to try to adopt a way of looking at positive things, and be grateful for what is right in our lives! It is also believed that this approach attracts more positive energy into our lives and if nothing else will make us focus on what is right rather than what is not.

And did you know that being grateful and looking at things positively affects you, too? Being grateful literally works wonders for our brains, releasing biochemical that do it a lot of good. More and more research is showing that it actually helps reshape our brain for the better. There is great scientific research to support that blood flow is increased and even hemispheres are enlarged. This is not to say that you should go around looking for things to be grateful for just because it's good for you. It is important to spot negative thinking and how to replace it with the positive. There's also information from a famous neurologist who trained herself to do exactly that. She said that she couldn't choose what happened to her in life, but she could choose what thoughts could dwell in her mind! So perhaps a good New Year's Resolution would be to get rid of those anxious, sad, unforgiving, judgemental, unkind thoughts and replace them with kind ones! I would like to assume most of us have hundreds of 'thankful' moments even though we're sometimes too stressed or too unwell to notice them. So, as a different exercise this New Year, why not sit down for a little while and write a list of all the positive things in our life? And it doesn't have to be a big one, everything counts even the simplest things (like opening our eyes and seeing our familiar surroundings,). So let's truly focus on attitude and gratitude.

Happy New Year! And may you have many of them!

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<sup>1</sup> Louise Morse 2015, The very best way to start the new year- Pilgrims friend society, accessed 3 Feb 2016  
<[Blog.pilgrimsfriend.org.uk](http://Blog.pilgrimsfriend.org.uk)>

## Suggested Books and Readings



### ***How to live with dementia: new book to help transform lives<sup>2</sup>***

Hailed as a breakthrough in elderly care, a “revolutionary road map to dementia” helps sufferers communicate with loved ones.

#### Living with dementia

“Words for a Journey: The Art of being with Dementia” is already being used by doctors in Japan. The guide outlines how dementia sufferers relate to the world and how others can relate to them. Experts believe the guide will give those being diagnosed hope that they can continue to live independently for as long as possible, while also encouraging them to see the diagnosis as a journey, rather than “the end”.

Over 300 experiences described by those living with dementia were collected and condensed into 40 of the most common problems sufferers face.

By outlining common experiences and providing the effective solutions, the guide can help people with the disease cope better and give loved ones a clearer understanding of the illness’ impact on the sufferer’s behaviour.

Written by dementia specialists and computer experts, the guide was developed by Keio University and Fujitsu Laboratories in Japan. One suggestion in the guide is designed to help manage memory loss by creating a “self-reflecting room”. The room is to be full of photographs and mementos to remind the sufferer of who and what they love.

The guide also suggests compiling a “self-intro album” containing information about their past and personality. This is thought to help the sufferer with new people; they will have reminders of who they are and be able to introduce themselves without inducing anxiety.

It is also recommended that a favourite place of the sufferer should be designated at the start of the diagnosis. This will act as a familiar sanctuary that the sufferer can return to as the illness progresses. Even simple things, such as ensuring the person has an allocated chore they can do at home daily will help them to feel needed, useful and independent.

One of the authors of the guide, Dr Takashi Iba says how it is a big step forward into an area of dementia that no one had previously been able to help with.

Almost eight million people in Japan are living with dementia, while there are nearly 850,000 sufferers in Britain.

<sup>2</sup> Jaymi McCann 2016, How to live with dementia: New book helps transform sufferers’ lives, accessed 3 Feb 2016, <[www.Express.co.uk/life-style/health/631012/how-to-live-with-dementia](http://www.Express.co.uk/life-style/health/631012/how-to-live-with-dementia)>

## Multicultural Aged Care Services Inc.

### Services in inner West Sydney:

- Home Care Packages: Marrickville, Burwood, Ashfield, Leichhardt, Strathfield, City Of Canada Bay, Canterbury LGA
- CHSP Centre-based Day Respite (for Canterbury LGA residents only)  
Groups catered for: Vietnamese, Chinese, Italian, Greek, Arabic.

### Services in South East Sydney:

- CHSP services (domestic Assistance, Personal Care, Transport) in Rockdale, Kogarah, Hurstville, Sutherland Shire, Botany Bay, Randwick, Waverley, Woollahra and Sydney LGA

### Services in South West Sydney:

- CHSP Services (Domestic Assistance and Personal Care) in Bankstown, Fairfield, Liverpool, Camden and Campbelltown LGA.

### How to contact us

#### Our new address:

Suite 30, 532 Canterbury Road, Campsie NSW 2194

#### Our Phone No:

9718-6199

#### Our Fax No:

9789-2392

#### E-Mail

[admin@multiculturalagedcare.org.au](mailto:admin@multiculturalagedcare.org.au)

[referrals@multiculturalagedcare.org.au](mailto:referrals@multiculturalagedcare.org.au)

#### Website

[www.multiculturalagedcare.org.au](http://www.multiculturalagedcare.org.au)

#### Office Hours

9.00am to 5.00pm

Monday to Friday

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

We invite you to share a story, community news, information, upcoming events, good reads, or if you are looking to work in aged care let us know.

#### Request your Newsletter by email

From

[admin@multiculturalagedcare.org.au](mailto:admin@multiculturalagedcare.org.au)

9718-6199