



Message from the CEO

Welcome to the New Year and summer edition of our newsletter. 2017 is going to be a game-changing year for the aged care sector with one of its biggest reforms happening on 27 February. Yes.....the D-day is here, on our doorstep. From 27 February, all the home care packages will become portable - it means the package will move with you.

If you are receiving the packaged care at the level of your assessment and you are happy with the current services, you won't feel any change – your care services will continue as such. If you are receiving packaged care at the lower level than your current assessment level, then you will be added to the national queue for that level. If you are not receiving any packaged care services yet however you have been assessed to be eligible for packaged care, you need to ring My Aged Care to add you to the national queue. When you reach the top of this queue, you will be sent a letter confirming that, then you ring us if you would like to get the care services from us and we will start the process of providing you with your choice of care within 24 hours. All other details relevant to 27 February changes are covered within this Newsletter.

The good side of these reforms is that we will no longer have the geographical limitations. From 27 February, in addition to the Inner West Sydney and Bankstown areas we will extend our packaged care services to the other areas in the Greater Sydney. Most importantly, we will be able to provide continuum of care to our current and potential clients in South West and South East Sydney areas to start with. If you know anybody living in these areas who would like to receive care services from us, please refer them to us.

We have been preparing our self for these reforms for some time now. In addition to fine tuning our systems and practices, currently we are in the process of implementing a new module for our client management system. Once implemented, the roster updates will be communicated in real time giving the care staff access to up-to-date information at any time via their phones. Reporting of service delivery and shift appointments will be current all the time. The staff will be able to advice in real time if a client isn't there when they arrive. This modules provides an opportunity for more transparency and more accountability that will result in service efficiencies for consumers.

I would like to take this opportunity to thank all the carers and consumers who took time and efforts to complete the Annual Consumer Satisfaction survey late last year. Further details of the results of this survey will be covered in the next Newsletter.

Stay cool and hydrated during this heat. Feel free to drop in to discuss your needs, wishes and choices with MAC staff anytime.

Happy Reading!

Dr. Rosy Walia

MAC Office News



As MAC continues to grow and successfully meet upcoming aged care and disability sector reforms we continue to expand our team. Two key members have joined the organisation in 2016. Mr Rohan Wijesinghe joined our team as Financial Controller and Mr Antonis Koukoulis (Tony) as Client Services Manager. Rohan's role is more behind the scenes, however this role is critical to the organisation in providing leadership to our financial team, overall financial expertise and support to the organisation. Both roles put MAC in a strong position to continue meeting our client's service needs.

Rohan has worked in senior management roles as a staff or consultant in the not for profit sector for the past 20 years including working as CFO for Ibis Care, Lifehouse and Hope Healthcare and as a Financial Manager for ARV to mention a few. Rohan is a CPA and has accounting qualifications which come as a great asset to our organisation.



Antonis (Tony) Koukoulis recently joined as Client Services Manager. Tony is in charge of operations' management, and ensuring clients are receiving the services they require in a timely and efficient manner and that MAC is efficiently utilising and managing its programs and reaching desired outcomes for both clients and the organisation. Tony has extensive experience in client relations with a professional background. With both these key members MAC benefited and is ready to meet new opportunities.

CHSP (Commonwealth Home Care Program) Clients:

MAC would like to provide all our existing CHSP clients wishing to receive more hours of care the option of discussing a home care package. This option allows more comprehensive and flexible care based on your individual needs and circumstances.

If you would like to discuss our available support options please contact our office on (02) 9718-6199.

CHSP VS HCP:

CHSP - Commonwealth Home Support Program and HCP-Home Care Packages both give you support to stay at home. But there are differences between the programs.

With CHSP you may:

- Designed for basic help and you may choose from a set menu of services – there isn't much flexibility
- It is most suitable for entry level home help – that is you need help with daily tasks to live independently at home
- It could be episodic care too – that is after hospitalisation or getting an injury you need help for short period of time to get back to your feet
- Have your eligibility assessed by the Regional Assessment Service (RAS).

Varied support services one can be eligible under CHSP may include:

Community and home support

- Domestic assistance – household jobs like cleaning, laundry
- Personal care – help with bathing, showering or getting dressed

- Home maintenance – minor general repairs and care of your house or garden, for example, changing light bulbs or replacing tap washers
- Home modification – minor installation of safety aids such as alarms, ramps and support rails in your home
- Nursing care – a qualified nurse to dress a wound or provide continence advice in your home
- **Social support** – social activities in a community-based group setting
- Transport – help getting people out and about for shopping or appointments.

Food services

- Providing meals at a community centre
- Helping with shopping for food
- Help with making meals and storing food in your home
- Assistance with learning to cook
- Delivering meals to your home.

Allied health support services

- Physiotherapy (exercises, mobility, strength and balance)
- Podiatry (foot care)
- Speech pathology
- Occupational therapy (help to recover or maintain your physical ability)
- Advice from a dietician (healthy eating)
- Other allied health and therapy services.

With a Home Care Package:

- A case manager helps you understand the system and work out a Care Plan that suits your individual needs and preferences
- You get your own funds to use and can decide how to spend it, rather than choosing from a menu
- Once you have a package, it stays in place for the long term
- Your eligibility is assessed by the Aged Care Assessment Team (ACAT).

The types of services you can access under a home care package include, but are not limited to:

- **Personal services:** assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication.
- **Nutrition, hydration, meal preparation and diet:** assistance with preparing meals, including special diets for health, religious, cultural or other reasons; assistance with using eating utensils and assistance with feeding.
- **Continence management:** assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances, and enemas.
- **Mobility and dexterity:** providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids.

- **Nursing, allied health and other clinical services:** speech therapy, podiatry, occupational or physiotherapy services, hearing and vision services. Home care level 1 and 2 packages are not intended to provide comprehensive clinical or health services. Home care level 3 and 4 packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed.
- **Transport and personal assistance:** assistance with shopping, visiting health practitioners and attending social activities.
- **Management of skin integrity:** assistance with bandages, dressings and skin emollients.
- A home care package may also be used to support the use of:
 - **Telehealth:** video conferencing and digital technology (including remote monitoring) to increase access to timely and appropriate care
 - **Assistive technology:** such as aids and equipment (particularly those that assist a person to perform daily living tasks), as well as devices that assist mobility, communication and personal safety
 - **Aids and equipment:** some aids and equipment that are directly associated with your care needs can be purchased using funds from your package budget.



Upcoming Reforms:

27 February will mark the much anticipated government changes to aged care in Australia. These changes can be very confusing and daunting to many aged care clients and especially to non-English speaking clients. Our Bilingual case managers and interpreting services are available to assist and refer you to my aged care for your assessment /eligibility.

The reforms simply put are designed to empower and provide more control to clients. Under the reforms (HCP) home care packages, you own and control your individual budget not the provider, meaning that if you choose to change providers the funds will follow you and will not remain with the provider. This provides the consumer more choice over who provides them with services and how they wish to receive services.

What that means to you?

For all our clients receiving Home Care Packages (HCP) if you are happy with the services we are providing, you may continue receiving your service as normal.

If have received a letter from the department advising that your service provision level has been reviewed to higher level, please contact my aged care. If you are placed on a national queue for a higher service package you may still choose us to deliver your additional new services (package).

Under the reforms, the types of package levels (1, 2, 3 & 4) will remain the same. Level 1/2 provides limited hours and services level 3/ 4 provides the highest hours and services. However hours within each service level will still remain the same, as well as the type of services (domestic care, personal care, transport and social support /respite, medication assistance , cooking and etc.

Eligibility:

To receive government service and support you will still need to be assessed by ACAT to determine if you are eligible. ACAT will also determine the level or care/support you qualify for (levels 1, 2, 3 or 4).

How package funds work?

After 27 February 2017 and under the new system, the money that the government pays providers to deliver your care, are still paid to the provider. However, if you decide to move areas or want to change to another provider the unspent funds move with you to your chosen new provider.

It is important to clarify that funds will not be paid to your bank account and will still be paid to the approved provider.

How it will all work:

If you decide to upgrade your package or level of care, and have been approved by the government you will be placed in a nation pool of available packages. Every person qualified for a package (either upgrading or receiving services for the first time) will be placed on that queue. The person's place on the national queue is determined by each person's circumstances and personal needs. Again, once you receive a package you can nominate us as your provider.

Exit Fee:

After 27 February 2017 if you decide to change providers or stop your service, the provider has the right to charge you an exit fee. This fee is designed to cover any administrative costs which is generally deducted from your unspent package funds. All home care providers must clearly state exit fees as part of their service agreement. Before joining a new provider it is important to ask about their exit fee to avoid any unpleasant surprise.

All clients wishing to receive private services or top up services may still do so under a cost recovery basis. If you would like additional information, feel free to **contact us on (02) 9718-6199** as we are also happy to assist you in contacting ACAT.

Our Additional Services:

In addition to our allied service health providers (physiotherapy, nursing, occupational therapy and podiatry) MAC will be offering a range of other services. Our 2016 consumer satisfaction survey identified areas of help that that clients would like assistance with such as, window cleaning, spring and seasonal cleaning, lawn mowing, nursing services and social visits. MAC is now working on securing preferred providers for these additional services.

Again, these services can be extended on a cost recovery basis or paid for through the client's available funds in their HCP budget.

**Monthly Statement Invoices and Payment Reminder:**

To help insure that your monthly invoice payments are allocated to the correct account, it is best to include your invoice number and your name as reference with your payments. This will assist our finance department keep your account credited and up to date. We appreciate that it can be distressing for many elderly frail clients to receive follow up calls on payments.

If you have any questions about your account or referencing please feel free to contact our finance department on 9718 6199 EXT 102.



NDIS Services: We are pleased to announce that MAC is now a certified and approved NDIS services provider. MAC will be able to further extend our multicultural home care support services to participants with disabilities and their carers. We can assist participants and their families at any Life Stage. We can offer a wide range of support services such as:

- **Assistance with Personal Activities (high):**
 - a. Personal hygiene, including showering, bathing, oral hygiene, dressing and grooming,
 - b. Toileting, bladder and bowel management and menstrual care,
 - c. Eating and drinking,
 - d. Attending appointments,
 - e. Use of aids and appliances, hearing and communication devices,
 - f. Mobility and transferring such as moving in and out of bed, on or off the toilet,
 - g. Application of splints, basic first aid / wound care due to injuries sustained as a result of the disability.

- **Household tasks:**
 - a. Housecleaning and similar tasks,
 - b. Meal planning, preparation and cooking,
 - c. Delivered meals,
 - d. Caring for dependents,
 - e. Banking and shopping,
 - f. Minor home and yard maintenance,
 - g. Assistance with specialised equipment for household tasks,
 - h. Group training/courses in domestic tasks, and
 - i. Individualised training/skill development in domestic tasks.

- **Plan management**
 - a. Management of participants budgets
 - b. Payment of support services

- **Assist personal activities**
 - a. Personal hygiene, including showering, bathing, oral hygiene, dressing and grooming,
 - b. Toileting, bladder and bowel management and menstrual care,
 - c. Eating and drinking,
 - d. Attending appointments,
 - e. Use of aids and appliances, hearing and communication devices,
 - f. Mobility and transferring such as moving in and out of bed, on or off the toilet,
 - g. Application of splints, basic first aid / wound care due to injuries sustained as a result of the disability.

- **Develop life skills-** training and development across a range of life skills, including:
 - a. Personal hygiene: such as showering, toileting and personal care
 - b. Nutrition: such as shopping for groceries and planning for and preparing a healthy meal
 - c. Maintaining cleanliness in your home: such as housework, laundering of clothes and addressing maintenance issues or repairs
 - d. Communicating with service providers and support networks
 - e. Transport and travel: such as planning your journey, accessing public transport and trouble-shooting issues.

- **Group/ centre activities**

Assisting participants to participate in group based community, social and recreational activities

- **Participate in community**

Assistance to access community, social and recreational activities

We understand that having the right cultural and linguistic care in your home is very personal. Even more so, the relationship between the participant and the support staff is crucial. That is why MAC also matches participants and staff both culturally and linguistically to build lasting support and empowerment for the participant.

To further discuss your needs you may contact us on (02)9718-6199 or www.multiculturalagedcare.org.au

Mobile Technology Workshops:

Today it is hard to imagine living without technology and a lot of elderly people are missing out on some of these great benefits. To help and support older people learn to use technology, MAC with the support of council funding is holding **FREE workshops** in a fun, simple and non-intimidating environment.



The workshops will teach basic and simple things like:

- Basic skills and functions to operate a tablet
- Skype, WhatsApp, Facebook which are simple and fun ways of communicating and staying connected with family, friends and the community
- Basic internet to easily access a variety of news, information and entertainment

These workshops are free of charge to people 65+. Register your interest now as spaces are limited. (02) 9718-6199 or SMS 0431 440 237

Canterbury workshops starting: 22 March 2017

Marrickville workshops starting: 20 March 2017

Please call our office on (02) 9718-6199 or SMS 0431 440 237 for more details.

Calendar of events:

We would like to invite you to participate in our Free 2017 senior's week program (Mobile technology workshop) which will be held weekly for 6 weeks.

Mobile Technology Workshops Calendar

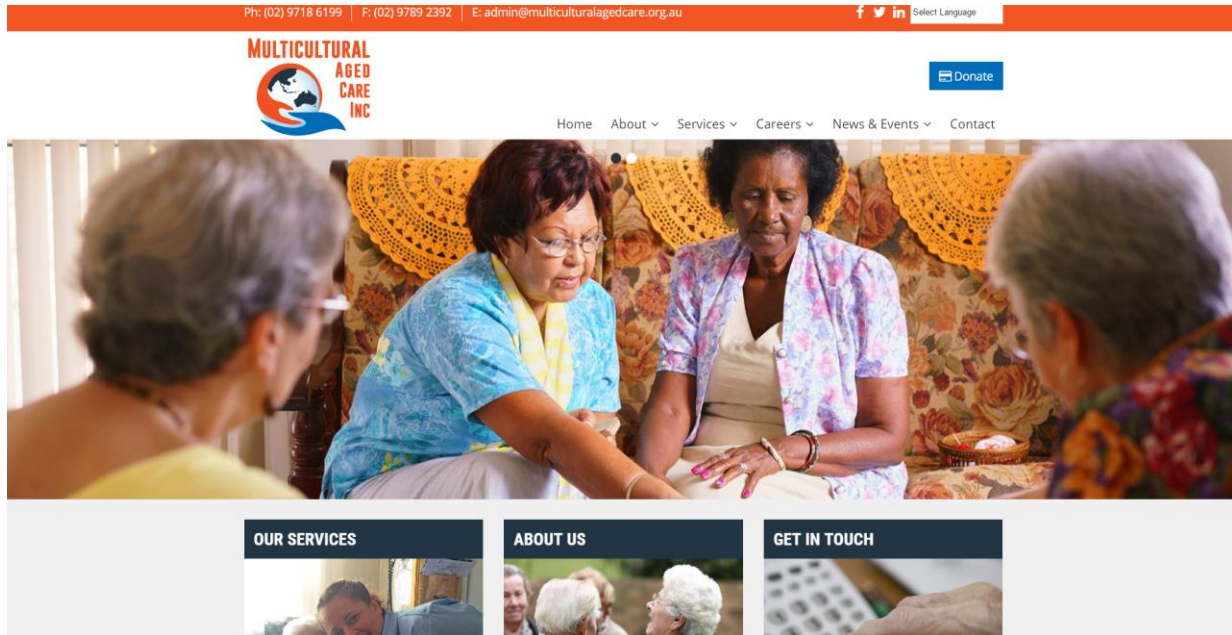
Workshop	Dates	Location
Canterbury Mobile Technology workshop Time:10:00am- 12:00pm Cost: FREE	20/3/17 27/3/17 03/4/17 10/4/17 24/4/17 01/5/17	Multicultural Aged Care, Suite 30, 532 Canterbury Road, Campsie NSW 2194
Marrickville Mobile Technology workshop Time:10:00am- 12:00pm Cost: FREE	20/3/17 27/3/17 03/4/17 10/4/17 24/4/17 01/5/17	303 Marrickville Road, Marrickville NSW 2204

Website Upgrade:

Our redesigned and updated website www.multiculturalagedcare.org.au is now live with more information, resources, and options. We encourage everyone to visit and explore the site and keep up to date with our full range of services. You can now learn more about our organisation structure, programs offered, current and projects, Centre based day care schedules and calendar of events with up to date photos. We also have a handy option of contacting us through a call back request feature. Further charitable support of our organisation and programs can be made easily and securely through our donations and bequest facilities. You can also follow us through social media – Facebook, twitter and LinkedIn. We continue to expand our resources and documents section to deliver the most updated and relevant information. We encourage everyone to bookmark this page and to check back often.

If you have any questions, please fill our Request a Call-back section and we would be happy to assist you.

Don't forget to follow and like us on Facebook.



Multicultural Aged Care (MAC) Inc. Website

NEWSLETTER

You can now register to receive our newsletter by email. You can either fill in the subscription form on our website or call our office on (02)9718-6199 to provide your email address.

If you would like to share some information or contribute to our newsletter, we would like to hear from you.

Newsletters

Sign up for our newsletter:

First Name

Last Name

Email *

Client Christmas Gift:

MAC would like to thank all our clients for their heart felt appreciation messages for the Christmas appreciation vouchers sent in December 2016. In past years we saw a decrease in the number of clients attending the Christmas party due to their reduced mobility. To be more inclusive of all our clients, last Christmas MAC sent out vouchers to thank all our clients in place of our traditional yearly Christmas party. We would like to hear your suggestions on what you would like to receive as an appreciation gift for Christmas 2017. MAC continued to organise Christmas /end of year celebration for all five centre based day care respite groups (Arabic, Chinese, Italian, Greek and Vietnamese).

Extreme Temperature Safety Precautions:



And finally a reminder, like every summer we know that hot weather and extreme temperatures as we have experienced can be very dangerous for frail old people. Hot weather is more likely to cause health problems for older adults for a variety of reasons. These reasons include aging-related physical changes in the body, chronic health conditions, and even side effects of taking some medications.

Below is a hot weather check list:

Before a heatwave:

- Assess which care recipients are at risk - who has limited capacity to keep cool; or which
- Homes are prone to being hot
- Check cooling systems in care recipients' homes are adequate and working effectively
- Ask relatives and friends to ensure care recipients are cool and comfortable and
- Appropriately dressed on hot days
- Offer extra support to care recipients where family and friends are not available to help provide contact details of your care recipients to the local emergency services, where appropriate.

During a heatwave:

- Continue to deliver care - source additional staff or volunteers if required
- Be aware care recipients may be at particular risk following high overnight temperatures
- Keep curtains and blinds closed in care recipients homes to reduce excess heat
- Make small amounts of fluids readily available to care recipients
- Provide alternative forms of fluid, and discourage alcoholic or caffeinated beverages
- Encourage care recipients to eat frequent small meals
- Encourage care recipients to wear loose fitting clothing, use sunscreen and keep skin
- Covered when exposed to direct sunlight
- Encourage care recipients to seek shade when outside, and to avoid going out between 11 am and 3 pm
- Offer additional tepid showers or sponging
- Look for signs of heat stress, such as nausea, and changes in appearance including red, pale
- Or severely dry skin
- Ask for a clinical assessment if care recipients show any signs of deterioration.

A few future dates for our day care group excursions and events

Vietnamese Group	07/03/2017	Camellia Garden
	21/03/2017	Robertson Park – Watson Bay
	04/04/2017	Lake Parramatta Reserve
	18/04/2017	Olympic Park
	02/05/2017	Frenchman Beach – La Perouse
Greek Group	14/03/2017	Paramatta Lake Reserve
	28/03/2017	Dolls Point
	11/04/2017	Merrylands Central Garden
	25/04/2017	Cyprus Community Club
	09/05/2017	Ashfield RSL Lucky buffet
Arabic Group	09/03/2017	Brighton-le-sands
	23/03/2017	Karimbla Restaurant
	06/04/2017	Coogee Beach
	20/04/2017	Blacktown Workers Club
	04/05/2017	La Perouse
Chinese Group	08/03/2017	Seven Hills RSL
	22/03/2017	Mrs Macquaire's Chair
	12/04/2017	Cabarita Park
	26/04/2017	Dunlop Reserve
	11/05/2017	Waterhouse National Camellia Gardens
Italian Group	02/03/2017	Watson's Bay
	16/03/2017	Canterbury League Club
	30/03/2017	Central Garden Merrylands
	13/04/2017	Cabarita Park
	20/04/2017	Canterbury League Club

Multicultural Aged Care Services Inc.

Services in Inner West Sydney:

- Home Care Packages: Marrickville, Burwood, Ashfield, Leichhardt, Strathfield, Canada Bay, Canterbury & Bankstown Council
- Centre-based Day Respite (for Canterbury area 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
- Home Care Packages (starting from 27 February 2017)

Services in South West Sydney:

- CHSP Services (Domestic Assistance, Personal Care) in Bankstown, Fairfield, Liverpool, Camden and Campbelltown area.
- Home Care Packages (starting from 27 February 2017)

How to contact us

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.

Our address:

Suite 30, 532 Canterbury Road, Campsie NSW 2194

Our Phone no:

9718-6199

Our Fax no:

9789-2392

E-Mail

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Website

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Office Hours

9.00am to 5.00pm

Monday to Friday