

Message from the CEO



Welcome to this winter edition of our newsletter. I am sure you have been following the lead up to the elections and have been watching with interest as a new Government begins to form.

This year, we have been busy exploring other avenues to diversify our income streams for our long term sustainability while also preparing for the much anticipated age care reforms effective from February 2017. Multicultural Aged Care's Board has considered varied options and has agreed to extend our services to people with disabilities in our current targeted areas. This will provide continuum of care to our potential consumers. We are in the process of registering ourselves for NDIS services and preparing for the Third Party Verification (TPV) which is a mandatory requirement for NDIS providers.

From February 2017, Home Care packages will become portable and will be allocated to assessed consumers providing them with more choice and control over the care they receive and if they move to another area or interstate, they can take their package with them. We continue to refine our systems, relevant processes and are focusing on innovative ways to successfully meet your expectations, wants and needs. Our HCP statements are now fully generated from TCM, our client management database and provide you with clear overview about the income and expenditure in relevance to your package including your contribution to the cost of your care.

Currently we provide our consumers choices to pay by Direct Debit or Electronic Fund Transfer (EFT) or by cheque. We would like to enhance these choices by adding Centrepay and payment by credit card if you choose to do so. Centrepay is a free voluntary bill paying service. Deductions come from your Centrelink payments and can be used to pay many types of bills, such as rent, electricity, gas, water, home care services and medical expenses. Let us know if you would like to pay your contribution fee with any of these methods by ringing us on 9718 6199 or e-mailing: finance@multiculturalagedcare.org.au

To enhance your choices to access allied health services such as in home physiotherapy, and podiatry services as well as daily living aids to assist with your independence we continue to build our list of preferred providers. Let your case manager or program manager know of any additional services/ aids you would like to have and they will look into the best possible way to assist you with that.

I would like to take this opportunity to thank all the carers and consumers who did provide their inputs via our Consumers Engagement project. Further details of this project are covered elsewhere in this Newsletter.

Happy Reading!

Dr. Rosy Walia

MAC Office News



MAC would like to welcome to our team Mrs Alyssa Nguyen in Admin. Alyssa speaks English and Vietnamese with also basic conversational Mandarin to help out. Alyssa comes to MAC with a good background in admin and accounting, which explains her patience and attention to detail. She worked in account management and admin roles in Singapore before continuing her career in Australia.



Mr Bishow Shrestha has commenced sharing the roster coordinator role, replacing Mr Kiran Pongulati now CHSP program manager (Commonwealth Home Support program). Bishow comes with experience in Care Staff, Service Desk Operator and Roster coordination in the Aged Care sector. In addition, Bishow has a bachelor's degree in information technology and relevant industry work experience.



Mr Kiran Pongulati is now in charge of the CHSP program manager role. Kiran has worked in the shared position of Roster Coordinator at MAC for over two years. He is a seasoned and versatile professional with experience acquired in the areas of rostering, HR, operations, and process management. Kiran is dedicated to his role and keen to take on new challenges.

New premises:

The below story appeared in: Torch | March 8th, 2016

Multicultural Aged Care group relocates to modern premises

AFTER 12 years, Multicultural Aged Care (MAC) has relocated from their 'snug' little Campsie cottage in South Parade, to spacious, contemporary commercial premises opposite Canterbury Hospital. MAC CEO Dr Rosy Walia says the move to a highly visible and easily accessible space gives the organisation accommodation for the growing number of specialised multilingual team members and visiting clients.



The new premises at suite 30, 532 Canterbury Road, Campsie, was officially opened on Thursday, March 3, in front of dignitaries, including NSW Minister for Ageing John Ajaka, State MP for Canterbury, Linda Burney and Canterbury Mayor Brian Robson (pictured).

Dr Walia said. "Our focus is to ensure all frail old people regardless of their linguistic and cultural diversity have an opportunity to receive inclusive home care services. We work hard at creating synergy between clients, carers, staff and the community."

A Journey with MAC



Mrs. Madera has been a MAC client for almost ten years. Born in Italy in 1933, she immigrated to Australia in 1970 with a young family, where they rented a home and where they worked hard and soon after were able to purchase their current family home.

As a result of an unexpected condition that affected her mobility, Mrs. Madera came to our service. For an independent and active person, having physical limitations was extremely challenging.

For the first five years following back surgery Mrs. Madera was able to sustain herself with only the help of her family. Her children had to take shifts to care for their mum. They were lucky to have the family as a fallback option. Nonetheless, the ongoing daily care she needed was hard for the family.

Mrs. Madera was happy to be referred to a service provider that was able to understand her cultural background. The support was highly welcomed and appreciated by family, knowing that mum was able to communicate and express herself with total ease and confidence.

MAC provided home support services, assisted with her comfort by providing appropriate equipment such as a special seat that made it easy to get in and out of whilst providing the comfort needed. Furniture was also re-arranged for her to be able to move about easily and safely. Her case manager also looked into providing her with suitable mobility equipment.

Mrs. Madera was quick to develop a great rapport with the case manager and the support staff. There is an invaluable mutual affinity, between Mrs. Madera, her family, support staff and case manager. This was a result of understanding her culture, speaking her native language and teaming her with the right staff who have grown to be in tune with her needs.

Mrs. Madera's service level has been increased to better accommodate her needs. As an organisation MAC strives to understand the client journey- their culture, background, personal circumstances, routine, and goals. As a dedicated service provider MAC focuses on developing a relationship of trust, and mutual respect beyond just service provision. Attention and dedication for the client is invaluable when providing care services. It is important for our valuable bilingual support staff to listen and be empathetic to client needs and wellbeing, and come up with strategies to meet their goals.

To share your story contact our office on 9718 6199.

Consumer Engagement

In May MAC held a consumer focus group as part of an ongoing client engagement initiative. Letters were sent out to all clients inviting them to participate. We had a good number of clients interested in attending however prior commitments and mobility was an issue for some. The meeting was held as a focus group, where there were up to 12 attendees in the discussions. It was a great opportunity for all the participants to talk about their service experiences and their specific needs. We also heard from participants about some of their challenges and their ideas for new services that MAC will be looking into offering. The focus group resulted in MAC getting a good idea about some of the services that clients would like to have (e.g. window cleaning service, drape cleaning service, and for some clients the convenience of in home hair styling and grooming). We will be holding more focus groups in the coming months for the different day care groups.

More choices for our clients

To further support you during the winter months and beyond, we added new physiotherapist (physio) and podiatrists (foot care) to our preferred service providers lists. We negotiate the best rates and services to be delivered to you in the comfort of your home. If you need in home physio or podiatry services please feel free to inquire with your case manager on 9718 6199.

NDIS:

What is NDIS, how, why, and who?

No doubt you have been hearing a lot about NDIS and the changes to the disability scheme. In case you are not too sure what it is all about, here is a brief summary to explain the highlights of the scheme the what, how, why and who.

The National Disability Insurance Scheme (NDIS) is a government funded scheme that will provide lifetime funding support for people with disability. It is designed to provide fairer, more efficient access to disability services funding which will better support people with disability.

The scheme is designed to cover anyone under the age of 65 years (when they first access the scheme) who has permanent disability that significantly affects their ability to take part in everyday activities.

NDIS has started its three year roll out across Australia from 1 July 2016. It is a new scheme where by people with disability will be provided by government support “reasonable and necessary” to live an “ordinary life”.

Under NDIS people with a disability will be able to access services and amenities, such as wheelchair accessible toilets in all buildings. Each person with a disability will be able to meet milestones in different stages of life from primary schools for children, to accessing higher education, job opportunities, and entertainment including taking a holiday. Currently not everyone with a disability can do that, however under the NDIS it will put everyone closer to achieving that, including their individual goals, and significantly improving their lifestyle.

MAC COMMUNITY PARTICIPATION

Senior's week 2016:

As our city supported another successful and fun senior's week from 29 March - 23 April 2016 with many activities around numerous areas. MAC held a Safety Talk for seniors where there was a focus on learning how to stay safe at home, in your neighbourhood and on the road. The event was presented in English with Arabic translation. MAC also participated in the “Senior's expo “part of Sutherland Shire Aged Care Expo on 5 April 2016 at Engadine. More than 500 seniors attended and gathered a wealth of information about local in-home and community services that are available to support their safety and independence at home.



Senior Safety Talk



MAC booth- Engadine Senior's Expo

Pathways to Inclusion - South Asian Women's Project

The project offered a Vocational Program in Home and Community Care (HACC) for women from South Asian Origin (Bangladesh, India, Nepal, Pakistan, and Sri Lanka) in the St George and Sutherland Shire Region. Pathways to Inclusion-South Asian Women project has been working in partnership with the Resourceful Australian Indian Network (RAIN) funded by Community Relations Commission Multicultural Advantage Partnership Program.

MAC was proud to have partnered in this program by providing placement for two of the participants (Bushra and Urmi) which provided them an opportunity to gain insight into the practical part of their learning. This placement helped empower and contribute to both women's

professional and personal development. The much anticipated graduation ceremony was a great celebration where 12 women were awarded certificates and acknowledged for their accomplishments and valuable contribution to the community.



(Bushra middle front-with Urmi right front)

Calendar of events:

From 1 March 2016 we have started providing our weekly Centre Based Respite (Day Care) services. If you live in the Canterbury area and would like to socialise, why not join one of our friendly groups. It is a wonderful opportunity to meet people, make new friends, and visit interesting places as well as stay informed on many relevant topics delivered by organised guest speakers. All activities and outings are appropriately selected depending on the weather. Convenient door to door transport and meals are provided for a small contribution fee. Call our office 9718 6199 to join.

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

Vietnamese Group	19/07/2016	Merryland RSL Club
	02/08/2016	Deepwater Park Millperra
	16/08/2016	Minh Quang Temple
	30/08/2016	Dunninham Park - Cronulla Beach
	13/09/2016	Vietnamese Catholic Community Bringelly
Greek Group	12/07/2016	Ashfield RSL Lucky Buffet
	26/07/2016	South Hurstville RSL
	09/08/2016	La Perouse
	23/08/2016	Dolls Point
	06/09/2016	Seven Hills RSL
Arabic Group	14/07/2016	Ashfield RSL Lucky buffet
	28/07/2016	Camellia Garden
	11/08/2016	Merrylands Central Garden
	25/08/2016	Parliament House
	08/09/2016	South Hurstville RSL
Chinese Group	20/07/2016	Sydney Museum
	03/08/2016	Parliament House
	17/08/2016	Tempe Park
	31/08/2016	Canterbury Leagues Club,
	14/09/2016	Yarra Bay Park
Italian Group	21/07/2016	Seniors Concert Canterbury Leagues Club
	04/08/2016	Karimbla Restaurant – Miranda
	18/08/2016	Seniors Concert Canterbury Leagues Club
	01/09/2016	Cabarita Park
	29/09/2016	Central Gardens, Merrylands West

Day Care groups 2016



Food for thought!

Tips to avoid the winter blues

The short cold winter days and long nights can make many of us feel a little down and withdrawn - sad, distressed, fatigued and generally disinterested. It is important to remind ourselves that in Sydney we are lucky to have mild winters and long warm summers. It's also important to remember that winter doesn't last forever. Make a list of all the things you may want to do this winter like catch up on TV shows, make some long overdue phone calls or take on a new hobby. Try to envision the coming days of spring and the sunshine, flowers and songbirds that come with it. In the meantime, keep things in perspective and enjoy a good book and a warm beverage while you watch life outside your window from the warmth and comfort of your home. This too will pass and warm sun-filled days will follow!

Caregivers can be very helpful to their loved ones by being vigilant for signs of "the winter blues." Caregivers can help overcome the winter blues by encouraging their loved ones to let as much sunlight in the home, taking loved ones for walks, driving them to social activities with friends, going out to coffee or lunch, shopping or taking in a movie.

When paying your monthly statement!

Please check that you have included your account reference or MAC ID number to your payment. Every month our finance department receives a number of payments from clients without any reference number, name or MAC ID number. This makes it difficult to credit the correct account, and can result to calls to clients to identify the clients who made the payment. We understand that receiving such calls can be distressing for some clients so to avoid that please check that you included your MAC ID number as a reference. If you have any questions about your account please feel free to contact our finance department on 9718 6199 EXT 102.

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

Services in South West Sydney:

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

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 new 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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referrals@multiculturalagedcare.org.au

Website

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Office Hours

9.00am to 5.00pm

Monday to Friday