

## RESPIRE

Respite falls under the Commonwealth Home Support Programme (CHSP) and provides carers with the opportunity to have some much needed downtime.

Multicultural Care offers both centre-based respite (Inner West and South West Sydney only) and flexible in-home respite. Respite is provided by culturally-matched, qualified staff who understand the needs of both the carer and the care recipient. Centre-based respite for Canterbury LGA residents takes place at a day care centre in five language groups: Arabic, Chinese, Vietnamese, Greek and Italian. For language groups in South West Sydney, please contact us. Centre-based respite includes:

- **Transport to and from the centre**
- **Stimulating physical and cultural activities**
- **Social engagement and enjoyable companionship and group outings**

Carers who use our respite services have peace of mind their care recipient will receive the same amount of care and cultural understanding they themselves provide.



## ABOUT US

Multicultural Care has been meeting the care needs of multicultural communities across the inner west, south west and south east Sydney regions for over two decades.

We pride ourselves on not only delivering customer-focused and industry recognised in-home care services, but also 100% culturally-tailored services.

Unlike most other providers, we understand your cultural identity should be foremost considered and your cultural needs directly integrated with your care requirements.

We are not limited to one specific type of care, but rather offer a range of services which improve health outcomes and quality of life for people of all cultural backgrounds.

Our clients are matched with culturally and linguistically appropriate staff who form part of the overall care team, in many cases becoming part of the family.

So whether you speak Mandarin or Swahili, celebrate Ramadan or Diwali - we are here to be **your** partners in care.

*Caring for diversity*



## SERVICE AREAS

### Inner West Sydney

- Inner West Council
- Burwood Council
- City of Canada Bay Council
- Strathfield Council

### South West Sydney

- Canterbury-Bankstown Council
- Fairfield Council
- Liverpool Council
- Campbelltown Council
- Camden Council

### South East Sydney

- Bayside Council
- Georges River Council
- Randwick City Council
- Waverly Council
- Woollahra Municipal Council
- Rockdale City Council
- City of Sydney Council

*"Staff are very caring, supportive and genuinely look after my wellbeing."*

## CONTACT US

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**Office hours:** 9am - 5pm  
Monday to Friday



MULTICULTURAL  
AGED CARE

# Multicultural Aged Care Services



[www.multiculturalcare.com.au](http://www.multiculturalcare.com.au)



## AGED CARE SERVICES

**Multicultural Care provides personalised in-home aged care services to older people so they can continue to live independently and safely in their homes.**

As a non-profit, non-government organisation, we tailor each care package in partnership with you and your family and provide flexibility to meet your individual needs and goals.

We assist people who are eligible to receive government funded subsidised care, as well as those who would like to access services privately. All our fees are reasonably based and we can make special considerations for those assessed as financially disadvantaged.

Besides affordability and flexibility, our staff are all qualified and dedicated to delivering outstanding, culture-based care, in a language you understand. Our aged care clients are so impressed by our work, they even nominated us for the "2016 Community Organisation of the Year Award."

## HOME CARE PACKAGES

Home Care Packages (HCPs) are funded by the Government and available to any person assessed as eligible by the Aged Care Assessment Team (ACAT).

Home Care Packages are defined by four different levels. Each level receives a different amount of funding which you use to buy hours of care or other support.

Levels 1 and 2 help you with basic and low-level needs, while Levels 3 and 4 help you with intermediate and high level needs. Services may include:

**Assistance showering • Transport • Social support • Allied health • Meal preparation • Aids & equipment**

Once you're assigned a package and level, you can choose any registered service provider to work with you to deliver your care.

Our clients choose us because our bilingual case managers focus on sitting down with them and their families to get the most out of the funding. They develop in partnership a package complete with individualised services they know will bring them a better quality of life.

\*To get an ACAT assessment see the My Aged Care website [www.myagedcare.gov.au](http://www.myagedcare.gov.au). Those deemed not eligible by ACAT can still obtain home care services via private funding.

## COMMONWEALTH HOME SUPPORT PROGRAM

The Commonwealth Home Support Program (CHSP) is funded by the Government with the purpose to assist older people needing low-level support to remain living independently at home.

The program is open to any person deemed eligible after an assessment by My Aged Care or the Regional Assessment Service.

It allows you to pick services from a set menu which includes:

**Domestic Assistance • Personal Care • Transport (South East Sydney only)**

For Inner West Sydney clients only, Multicultural Care has a specific understanding about Allied Health and Therapy.

Our Allied Health and Therapy service focuses on restoring, improving or maintaining older peoples independent functioning and wellbeing through **Occupational Therapy** which helps to recover/maintain physical ability.



## SHORT TERM RESTORATIVE CARE

Short-Term Restorative Care (STRC) is funded by the Department of Health. It aims to reverse or slow 'functional decline' in older people, improve their wellbeing and delay the need for residential or home care package care.

The program is delivered by a multidisciplinary team of health professionals, including a doctor and allied health care specialists, to identify and treat any medical conditions. Services provided may include:

**Speech therapy • Podiatry • Audiology • Dietetics • Chiropractic services • Nursing • Personal care • Brain training • Psychologist support • Social work • Cooking assistance • Therapy groups • Aids/equipment • Continence management • Transport • Physiotherapy • Occupational therapy**

Eligible persons may be able to undertake the eight-week program from their home, in the community. Eligibility assessments are completed by My Aged Care who can be contacted on 1800 200 422.