

DISABILITY CARE

Multicultural Care is a registered NDIS provider and assists multicultural people with a disability who desire their care to be closely integrated with their cultural needs.

We are registered in seven disability support service categories and have been awarded a project under Information, Linkages and Capacity building (ILC).

Assist Personal Activities

Services may include showering, dressing and help with eating and mobility.

Development - Life Skills

Tailored training and development activities to increase independence.

Group/Centre Activities

Language-based clubs and activities.

Participate Community

Assist in increasing social opportunities.

Household Tasks

Services may include cleaning, washing and food shopping.

Plan Management

Assist in managing NDIS plan/finances.

Horticulture Project

Created for young people with an intellectual disability to decrease inclusion barriers.



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 cultural identity should be foremost considered and cultural needs directly integrated with 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.

Whether they speak Mandarin or Swahili, celebrate Ramadan or Diwali - we are here to be their **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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Caring for Diversity



www.multiculturalcare.com.au

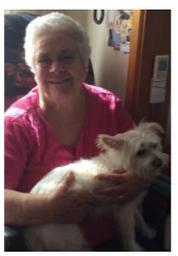


CLIENT CASE STUDY

A client of ten years, Mrs. Madera was born in Italy in 1933 and immigrated to Australia in 1970. Her young family overcame cultural boundaries and worked long and hard to purchase their family home where she still resides.

As an extremely independent and active person, it was very challenging for Mrs. Madera when she lost her mobility and had to have back surgery. Her tight-knight family undertook caring for her in shifts for the first five years following surgery, but they eventually found they were unable to meet her daily care requirements. They were worried, however, that a service provider would not be able to meet her cultural needs.

It was with great happiness that Mrs. Madera and her family discovered Multicultural Care. Mrs. Madera and her family quickly developed a great rapport with her case manager and support staff. This was a direct 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.



Her family said: *"The support is highly welcomed and appreciated. It's a relief knowing Mum is able to communicate and express herself with total ease and confidence."*

AGED CARE

Multicultural Care has primarily provided in-home aged care for the majority of its existence. It is still the organisation's biggest service area.

Our aged care services are delivered by qualified, bilingual staff and tailored in partnership with each client and their family to ensure individual needs and goals are met. We also make special considerations for those assessed as financially disadvantaged.

Home Care Packages (All Levels)
Services may include domestic assistance, personal care, meal preparation, allied health services and transport to appointments.

Commonwelath Home Support Program
Services may include personal care, transport, domestic assistance, occupational therapy, centre-based respite and in home respite for carers of older people.

Short Term Restorative Care
An eight-week program delivered by a team of health professionals to assist in delaying the need for intensive care.

OUR VALUES

We have four values which form the core direction for how we deliver care.

- **Customer focus and innovation** – We continually strive to match our services to the evolving needs of our clients and the community.
- **Inclusiveness** – We will not exclude any individual from a culturally diverse community. If we cannot assist them we will find another organisation that can.
- **Integrity** – Our clients, their families and the multicultural community expect that we will operate ethically and treat everyone with respect. We will be transparent in our dealings, honour our commitments and provide them with services that not only meet their needs but represent value for money.
- **Accountability** – We say what we mean and do what we say. We are mindful of our responsibility to the community in general and will always act as a responsible provider of care services to culturally diverse communities.

VISION: As a provider of culturally-specific services, we aspire to ensure that individuals from culturally diverse backgrounds have access to appropriate care services and information to help them enjoy an optimal quality of life and stay independent.



SUPPORT US

As a non-profit, non-government organisation we rely on funding and altruism to ensure we can meet the all-inclusive care needs of multicultural communities.

Inter-Agency Relationships
We maintain and develop strategic referral relationships with other care providers to ensure multicultural people who need care services can always access them.

Sponsorships
We use corporate sponsorships to provide integral services and events to our clients, such as transport options and outings to negate social isolation.

Donations
We put donations towards providing opportunities for our clients they would otherwise go without, such as field trips, cultural gatherings (e.g.: Christmas) and equipment they can't afford on their own.

Volunteering
Volunteers help us at social inclusion and community events. They provide exciting new companionship opportunities for our clients and help us celebrate cultures.

If you can support us in any of the above ways contact us today.