

Customer-focused health care a winner for Multicultural Care



After two decades of service to multicultural communities, Multicultural Care has been recognised for their customer-focused health services, winning the Canterbury-Bankstown Local Business Awards – Health Improvement Services category.

Awarded on the 15th of August 2018, Multicultural Care went up against sixteen other Health Improvement Services category finalists to take home the ‘gold’ for their outstanding business practices, principally for their high-quality customer service.

“We provide an integral service for local multicultural communities, enabling people to stay in their homes, preventing social isolation, and providing key links and connection opportunities for people of all ages and abilities,” said Multicultural Care Chief Executive Officer, Dr Rosy Walia.

The Local Business Awards process involves members of the community nominating and voting for their favourite businesses.

“To even make it as a finalist, I believe, highlights the personalised relationships we build with our clients,” says Dr Walia.

“We never think of ourselves as separate entities - clients, staff, business partners – everyone who is part of our not-for-profit, is our family.”

The Local Business Awards have become a recognisable and respected institution, the detailed judging process a testament to the value and significance of an award win.

In addition to a public vote, each finalist must provide a business overview on their history, marketing, staff training, successes and information on how they support the local community. Finalists are also anonymously visited by a judge and assessed on their *'ability to deliver on the fundamental principals of quality customer service.'*

“Through staff development and open internal communication channels, we continually look for innovative ways to improve our client interactions,” said Dr Walia.

“We have always been proud of our successes and services, but to be recognised against such a strong and admirable list of finalists is both humbling and exhilarating. We could not be more grateful for the opportunity and recognition.”

Multicultural Care is a registered NDIS provider, a preferred Veterans Home Care Provider and is funded by the Australian Government Department of Health to provide services to support in home-care for the elderly from Culturally and Linguistically Diverse backgrounds (CALD).

To find out more about their services, please visit: www.multiculturalcare.com.au or call (02) 9718 6199.

-ENDS -

For further information please contact: Dr Rosy Walia | (02) 9718 6199 | www.multiculturalcare.com.au

Photos from the event can be downloaded here:

<https://www.eventpix.biz/downloads/5de4090b617a37bc6fb5/10964066>

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.

SERVICE AREAS INCLUDE:

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