

Newsletter

ISMC3 | MAR2019 | AUTUMN EDITION



Welcome! Namaste! Bienvenidos! Marhaba!

We hope you enjoy reading this Autumn issue of the Multicultural Care Newsletter.

In this issue, we introduce new staff members, tell you about some changes in the sector and provide some updates to help you get the most from our services.

We've also included a story on our exciting new Weavers program, which pairs experienced carers with people who are looking for support on their carer journey, as well as information about our upcoming Harmony Day event. There are also some stories about clients we are supporting to stay healthy and happy living in their own homes.

If you would like to join our mailing list, please email: referrals@mc.org.au or call (02) 9718 6199 to be added to our list.

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Message from our CEO



Dr Rosy Walia
Chief Executive Officer

It has been a busy start to 2019 for the sector with the commencement of the Royal Commission into Aged Care Quality and Safety. The Commission, announced in September, is an opportunity to engage in much-needed constructive discussion about the future of aged care, including how, as a society, we will deliver the quality services our population needs today and into the future.

As part of the Royal Commission, providers have been asked how the aged care system could be changed to provide improved services and better safety for them. Multicultural Care has prepared a submission and will be following proceedings closely. We believe that all older Australians should have access to high quality care, and we strive to provide that every day.

In other good news for consumers, from 1 January 2019, the new Aged Care Quality and Safety Commission began operating. This replaces the Aged Care Complaints Commissioner and the Australian Aged Care Quality Agency, and is led by independent Commissioner Janet Anderson. This new Commission is a single, trusted point of contact for aged care recipients, their families and loved ones, and aged care providers. The Commission can be contacted on 1800 951 822.

There have also been several positive announcements for providers and older people wishing to stay living at home longer, with 20,000 new Home Care Packages announced since December last year. Details of the changes, including increases to the dementia and cognition and veterans supplements are on page 5.

Internally, we have been focused on delivering the best services for our growing client base. In preparation to meet new Aged Care Standards and Disability Practice

Standards, we are undertaking an in-depth review of our pricing model, organisational structure and policies and processes.

Additionally, following a successful tender process, Multicultural Care has been selected as an Auspice of the Department of Health to provide services under the Community Visitor Scheme (CVS) in both home care and residential aged care settings. This Scheme provides friendship and companionship by matching aged care recipients who are socially isolated or at risk of social isolation or loneliness with volunteer visitors. Visits can be one-on-one in your own home or within a group in aged care homes. If you feel you will benefit from a volunteer visitor or you know somebody who would be interested in becoming a volunteer, please contact us. Our CVS Coordinator will be commencing soon.

Finally, I would like to convey my sincerest thanks to all the consumers, participants, their families and carers who took the time to complete our Annual Satisfaction Survey last year. You can read the results of the survey on page 10. Please remember, we welcome your feedback at any time. Please drop into our office to have a chat about your care arrangements and our services.

Thanks for reading, and please contact us with any tips, ideas and feedback.

A handwritten signature in black ink that reads "Rosy Walia".

Dr Rosy Walia
Chief Executive Officer

Meet our new staff!

Multicultural Care is growing! In the past six months, we have created several new roles, and filled vacant positions. Hear from our new staff.

Newly created roles

(pictured left to right)

Sarah King

People & Culture Advisor

"I am a passionate HR professional. I enjoy working in the Aged Care and Disability sector as it allows me to be part of a team that provides support to clients empowering them to stay in their homes for as long as possible."

Cathy Stimoli

Personal Assistant to the CEO

"I've seen first-hand how much difference aged care services can make to a person's quality of life. In my role I know that I am contributing to these services and therefore improving the quality of life of our clients."

Marilen Cilenti

Intake and Referral Coordinator

"I believe working in the Aged Care and Disability sector is a privilege and an honour as I am able to help our clients find and get the right support for their needs. It is my goal to ensure that the right path is followed with their care."

Jessur Mamut

Carer's Coordinator / Local Connector

"My role with the Weaver's Program has given me a diverse career and challenged me in a way few other roles will. I am glad I get to be the person who changes someone's life for the better. This role has made me a better person. I love this organisation, I love my role and the Weavers Program."

Aida Sumares

Program Manager, Home Care Packages

"I am passionate about working in the Aged Care sector. Every day I witness the positive impact our services have for our clients. Most people I visit give fantastic feedback about our bilingual support staff and are happy and grateful for the assistance they receive."

Continues on page 4





More new staff

(pictured left to right)

Shellay Mandla

NDIS Coordinator

"I have been working in the disability sector for about six years and am passionate about my field of work. I'm excited to bring my knowledge and expertise to Multicultural Care within this relatively new NDIS environment."

Gail Day

Registered Nurse

"I provide clinical support to our Case Managers to assist them to develop a care plan for clients that meets their changing needs, while keeping them well and able to enjoy activities in their community. I enjoy working with people from diverse backgrounds to enable them, regardless of age or disability, to live a good life."

Lluisa Murray

Occupational Therapist

"It's a privilege to meet a diverse range of people as a community-based Occupational Therapist. I'm interested in helping clients find solutions to help them complete the everyday tasks that they want and need to do safely and with more confidence."

Bhavana Shah

Finance Administrator

"I enjoy working with Multicultural Care because of the teamwork and our ability to work together towards a common vision. The ability to direct individual accomplishment toward organisational objectives is the fuel that allows common people to attain uncommon results."

Lidia Ognjanova

Senior Case Manager

"My passion is providing a holistic person-centred approach to my client's needs that provides care to meet the physical, social and cultural needs of the individual."



Staff celebration!

Staff in our head office recently came together for a joint birthday celebration, which included marking the 70th birthday for our Case Manager Hellen Marner.

Home Care Packages

Boosting home care packages

The Department of Human Services (DoHS) recently introduced new measures it hopes will see more older Australians taking up Home Care Packages (HCPs) sooner. Those on the waiting list for home care will now receive a letter three months before they are due to be assigned a package. In their letter, new participants will be encouraged to start researching different HCPs so they can compare services and costs and choose the provider that best meets their needs. They will also be directed to complete a DoHS income assessment form so they know as soon as possible what fees, if any, they may be required to pay.

Funding changes

In February 2019 the Federal Government announced new aged care funding to support 10,000 new HCPs across all levels. The new packages, which are in addition to 5,000 Level 3 and 5,000 Level 4 packages announced in December 2018, will be released from February until June 2020, to support more older Australians living independently in their own homes.

Changes were also made to the dementia and cognition supplement and the veterans' supplement for home care. From 20 March 2019, both supplements will increase from 10 per cent to 11.5 per cent. More information about the supplements, including eligibility, is available at <https://www.myagedcare.gov.au>.

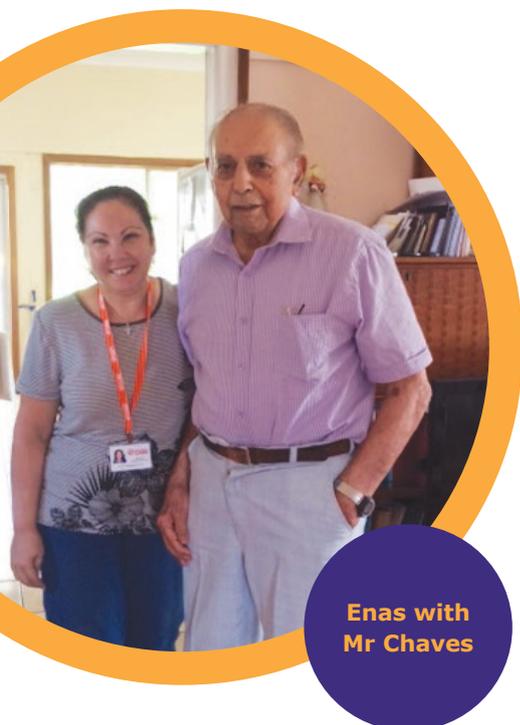
From 1 July 2019, the maximum basic daily fees for home care will reduce by the following amounts:

- **\$400 for Level 1**
- **\$200 for Level 2**
- **\$100 for Level 3**

To maintain the total value of each package level, the Government will increase the value of a package by the same amount. This means, as a client, you will contribute less, therefore saving money.

Registered Nurse joins our team

Multicultural Care now employs a Registered Nurse to conduct dementia clinical assessments for clients. Gail Day works with Case Managers to determine the capacity of a client with dementia. Gail may also refer a client to a nursing service, if necessary.



Enas with Mr Chaves

Case study

Home care happiness

Our client Mr Derrick Chaves is 99 years young. Proudly independent, he has the loving support of his sons and daughters. But with families of their own and busy lives and commitments, it can be difficult for his children to assist him with every aspect of his daily routine. That's why in 2016 the family organised for Mr Chaves to receive services from Multicultural Care through a Commonwealth Home Support Programme (CHSP) and Home Care Package (HCP).

Our bilingual support staff member, Enas now visits Mr Chaves regularly to help him with his shopping, preparing his meals and other aspects around daily living.

Mr Chaves says he is very pleased with the support he receives. He particularly enjoys shopping days, when he visits a local café while Enas shops from a list he has prepared. Mr Chaves' children are equally happy with the care their father is receiving and recently decided to renew his package with Multicultural Care.

COMMONWEALTH HOME SUPPORT PROGRAMME

Allied Health and Therapy services

Did you know Multicultural Care can provide Occupational Therapy (OT) services if you have funding under the Community Home Support Programme?

We have an in-house Occupational Therapist who can provide support to help you restore, improve or maintain your independence and wellbeing so you can stay living in your own home for longer.

Our approach focuses on providing goal-directed, clinically-informed interventions such as advice on adaptive equipment, home modifications, education techniques for self-management and capacity building strategies.

Please contact us on (02) 9718 6199 or by sending an email to ot@mc.org.au to find out more about our OT services.

Tips from our OT

Moving your body for wellbeing!

Sitting down for long periods puts a lot of pressure on your muscles, joints and tissues. Short breaks in sitting can reduce your risk of metabolic diseases and also increase your energy levels and mood.

To put a bounce back in your step, try:

- Chatting with friends and family standing up.
- Going for a short walk to a chosen spot (e.g. the post box) and back every day, then going a metre further each time.
- Standing up for a stretch and shake every 20 minutes.

Please see a healthcare professional before undertaking any new routine if you feel you are at risk when moving.

Sources:

Australian Physiotherapy Association (2013)

Owen et. al. (2010). Too Much Sitting: The Population-Health Science of Sedentary Behavior. Exerc Sport Sci Rev. 2010 Jul; 38(3): 105-113

South Australian Health (2012). <http://www.sahealth.sa.gov.au>

Care Relationships and Carer Support (CRCS)

The start of the year has been a busy time for our Flexible Respite and Centre-based Day Program clients. We currently have three Arabic Day Programs running in Sydney's Inner West and South West, in addition to Day Programs for Greek, Italian, Chinese, Macedonian and Vietnamese clients.

A program of weekly activities for all groups has been scheduled to May this year and includes visits to local parks and gardens and outings to RSL, golf and bowling clubs to share a meal.

For more details on the groups we offer, and the scheduled activities, please contact us on (02) 9718 6199.

Celebrations!

Our CRCS Day Programs aim to provide clients with an environment in which to make new friends, share common interests, get out in the local community and celebrate special occasions. Recently our clients and staff enjoyed celebrating the 90th birthday of Mrs Kalliopi Valageorgiou, who has been a client since 2015. Staff planned a birthday celebration for Mrs Valageorgiou during one of her group's outings in January.



Veterans Home Care

Do you know Multicultural Care is an approved provider of Veterans' Home Care (VHC) services to eligible war veterans, widows and widowers?

For more than a year, we have been providing domestic assistance, social assistance, personal care and respite services to eligible veterans and their loved ones referred to us through the Department of Veterans' Affairs (DVA) VHC Assessment Agencies.

If you are the holder of a Gold DVA Health Card or a White DVA Health Card, living at home and have been assessed as needing home care assistance, you may be eligible for support through the Veterans' Home Care service.

To find out more about the program and if you are eligible, please call **1300 550 450** or visit <https://www.dva.gov.au/factsheet-hcs01-veterans-home-care>.



Multicultural Weavers Program

Our program to provide peer-to-peer support to carers from culturally and linguistically diverse (CALD) backgrounds is now up and running.

Known as Weavers, Multicultural Care is looking for people from diverse backgrounds who have cared for a loved one and would like to share their experiences and knowledge with someone who is currently in a caring role.

Weavers are volunteer mentors who can act as a guide to others along the caring journey. Weavers share their unique knowledge and skills of being a carer with somebody who is going through a similar experience, to help them in their caring role. As part of the program, Weavers receive training to assist with the mentoring, as well as the chance to reflect on the program after 12 weeks. Along the

way, staff from Multicultural Care will check-in regularly with participants and those they are supporting.

In January we provided two days of training to our first four Weavers. These volunteers are fluent in English, Vietnamese, Mandarin and Cantonese and are ready to support carers!

If you know a carer who may benefit from support from someone else, or you know a person interested in becoming a Weaver, please contact Jessur Mumat on (02) 9718 6199 or by email at Carer_Coord@mc.org.au.

The Weavers program is an initiative of The Australian Centre for Social Innovation. To run the program, Multicultural Care receives funding from the NSW Department of Family & Community Services (FACS) under its Carers Investment program.

Harmony Day Art Therapy Event

To celebrate this year's Harmony Day, Multicultural Care is hosting a CALD Senior Citizens Art Therapy Event in Marrickville. Featuring an exhibition showcasing artwork created by participants from our Art Therapy groups, the all-day event will also include music performances, an art therapy activity, and speeches from art therapists. Attendees will also have the opportunity to create their own leaf artwork for a Harmony Tree which will be displayed on the day.

Through the event Multicultural Care aims to celebrate cultural diversity, encourage people to participate in their community, respect cultural

and religious diversity and to foster a sense of belonging for everyone.

"Our event aims to encompass all that is Harmony Day," explains Jessur Mamut, Carer Coordinator/Local Connector for Multicultural Care.

"We hope the special event will help people from various community groups and companies to interact with each other while showcasing the work created during our Art Therapy groups."

With funding from a Stronger and Resilient Communities grant, Multicultural Care is delivering art

HARMONY WEEK

19 March 2019

**Marrickville Town Hall, 303
Marrickville Rd, Marrickville**

9:30-3:30pm

**Snacks and refreshments
provided**

therapy sessions for seniors in South West Sydney, Inner West and South East regions. During the sessions held over 12-weeks, participants are encouraged to explore their cultural stories and heritage in a fun and creative way, guided by a qualified art therapist.



Short Term Restorative Care

Our Short Term Restorative Care program is continuing to attract clients from diverse backgrounds who require support for a short period of time. We have been pleased to be able to assist many clients with applying for a Home Care Package for ongoing support to allow them to stay living in their own homes.

Case study: Restoring strength

When 86-year-old Mary Anne had a bad fall in 2017 her life changed dramatically. For a long time, the proudly independent woman needed a walker to get around and help to do simple things like getting dressed.

To help with her recovery, Mary Anne connected with Multicultural Care and accessed a Short Term Restorative Care package. Her Case Manager coordinated an initial care plan which included a multidisciplinary team comprised of her GP, a physiotherapist and an occupational therapist (OT).

Working together, the team delivered interventions and services to help Mary Anne achieve her physiotherapy and enablement goals, which were the activities she wanted to get

back to doing. Mary Anne's progress was reviewed regularly throughout the 8-week program as she slowly regained her strength and the ability to do things for herself.

Through her Home Care Package, Mary Anne was visited twice a week by her carer, Enas, who has continued to support her. Enas helps Mary Anne with everyday tasks, shopping, lifting heavy objects and cleaning hard to reach places. Thanks to all the support Mary Anne has received she is now back to doing most of the things she could before her accident. And most importantly, she is still living at home, doing the things she enjoys.

"Thank you Multicultural Care and Enas for helping me and letting me stay in my home with my husband," Mary Anne says.





Disability Services

Our disability support services have continued to grow steadily, particularly in the areas of **Community Access and Domestic Activities**, where our caring **bilingual support staff** make a big difference to the lives of clients and their families.

To meet this growing demand, we are recruiting more bilingual support workers to join our ever-growing team. We are looking for experienced, bilingual support workers with exceptional service skills and capabilities. If you know somebody interested in a career at Multicultural Care, please contact us on (02) 9718 6199 or email admin@mc.org.au.

Our staff have also been busy looking at ways we can improve our service delivery processes and efficiency, in accordance with guidelines set out by the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission. With regular in-house trainings, our staff are kept informed of changes to our policies and procedures and industry updates. We also ensure staff are aware of each NDIS participant's goals when providing support services.

We want to hear from you!

We are constantly working to improve our services to better meet the needs of our clients and their families. To assist in improving our disability support services, on Wednesday 20 March 2019, we will host our first NDIS Focus Group for participants and their carers. The aim of the group is to provide clients and carers with an opportunity to contribute ideas to improve our service delivery. It will also be a chance to meet key representatives of the organisation and other staff.

If you would like to attend, please contact Shellay Mandla on 0416 070 162 or ndis@mc.org.au.



Our client Carla Faura with Multicultural Care Support Worker Marilyn Ossio.

Other information

Rostering

At Multicultural Care we do everything in our power to make sure you get the service you need on the day and time you prefer, from a team member who speaks your first language.

From time to time, however, circumstances may mean that not all these things are possible.

We ask for your understanding and flexibility when staff members are delayed or unable to make an appointment due to illness, annual leave, traffic or other unexpected circumstances.

We also ask that you make sure you are home when a staff member has been scheduled to visit you. In the event that you need to cancel your service, please notify us during business hours on (02) 9718 6199 with 24 hours' notice.

Helping our Finance Team

Please remember to always include your invoice or debtor number as a reference when making payments for Multicultural Care services and packages.

If you are a Home Care Package (HCP) client and your financial situation has changed, please contact your Case Manager as soon as possible to make sure you are getting the right level of care. For example, it is important to advise us if there is a change in your spouse's income or benefits, or financial hardship.

Multicultural Care takes payment from you in the middle of each month for services you used over the previous month. The payment is directly debited from your bank account. To avoid going into debt, please make sure your account has sufficient funds each month to make your payment.

If you have any issues or questions related to finance or paying for services, please contact us on finance@mc.org.au or by phoning (02) 9718 6199.

The results are in!

We recently completed our Annual Satisfaction Survey. Thank you to everyone who participated. This survey is crucial in contributing to the success of our organisation. We believe it is extremely important in ensuring customer satisfaction, loyalty and trust.

This year, we are delighted to report that the survey showed our clients are overwhelmingly satisfied with the quality of services we are providing. We also received some delightful comments from our clients and carers about the work we are doing in the communities we serve.

90% of respondents rated our services as 'excellent' or 'good', which was a dramatic increase on the previous survey. Overall satisfaction with our services grew by 56%, and 73% of respondents said they were extremely likely to recommend Multicultural Care to others.

We are always looking for ways to improve the services we offer. We welcome your opinions, ideas and feedback to help with this.

Please call us on (02) 9718 6199 or send an email to admin@mc.org.au to have your say.





What to do in an emergency

In the event of an emergency, calling Triple Zero (000) is the quickest way to get the right emergency service (Police, Fire or Ambulance) to help you.

4 Useful Tips

When calling Triple Zero (000), remember to:

- Stay calm
- Don't shout
- Speak slowly and clearly
- Tell them exactly where you are by giving an address or location.

Your Emergency Plan

Multicultural Care is not an emergency service. While we develop a personalised Emergency Care Plan for every client we support, you will be advised to always contact Triple Zero (000) in the case of an emergency.

When you begin your service with Multicultural Care, your Case Manager will discuss an Emergency Care Plan with you and your family members. An Emergency Care Plan is a folder or a piece of paper with all the important information about you and your needs. The plan will outline the steps a carer must take if a client is not answering the door at the time of service. The plan will also provide general information about you, contact details for your emergency contacts, such as family members and health professionals, your regular routine, and the list of regular support services you receive.

Emergency Care Plans vary from client to client. Your Case Manager will discuss your individual plan with you and your family members at the start of your service. We will give you copies of your plan to keep in a safe place at home and give to your family members.

About Multicultural Care

Multicultural Care has been meeting the needs of the multicultural communities across the Inner West, South West and South East Sydney regions for more than two decades. We are a registered NDIS provider and are funded by the Australian Government Department of Health to provide services to support in home-care for people with disability and people from Culturally and Linguistically Diverse backgrounds (CALD).

Our services are available in:

Inner West Sydney

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

South East Sydney

- Bayside Council
- Georges River Council
- Randwick City Council
- Waverley Council
- Woollahra Municipal Council
- City of Sydney Council
- Sutherland Shire Council

South West Sydney

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

How to contact us

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By mail PO Box 234,
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Our contact details

 (02) 9718 6199

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 admin@mc.org.au or referrals@mc.org.au

 www.multiculturalcare.com.au

 @multiculturalcare

WE WANT TO HEAR FROM YOU!

Do you have any feedback on this issue or a service we provide?

Or maybe you have a story to share with our clients?

Or perhaps some exciting news from your community?

Send an email to referrals@mc.org.au or call us on (02) 9718 6199 with any feedback, ideas, news items or stories for our next issue, due out in Winter 2019.

