

# Newsletter

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## Hello! Ni Hao! Buongiorno! Zdravo!

Welcome to your winter issue of the Multicultural Care Newsletter.

Inside you'll get to meet the newest members of the Multicultural Care team, find out how we performed at the recent Canterbury-Bankstown Local Business Awards and relive our wonderful Harmony Week event.

There are also updates on the new Aged Care Charter of Rights and Quality Standards and changes to the way you are charged for services under your Home Care Package.

We hope you enjoy reading about everything that's going on at Multicultural Care at this exciting time.

If you would like to join our mailing list, please email:

[referrals@mc.org.au](mailto: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

The Aged Care and Disability sectors have changed significantly over the last three years. We've moved away from a welfare model towards a new, consumer driven marketplace, but that hasn't changed Multicultural Care's commitment to delivering consumer directed, person centred care to our clients. The quality of our services was validated when Multicultural Care was once again nominated for a Canterbury-Bankstown Local Business Award this year. It was very humbling and I thank you for your continued support and loyalty.

From 1 July, new Aged Care Quality Standards came into force, focussed on achieving high-quality outcomes for consumers. Multicultural Care has been working hard to implement the new standards along with the National Disability Insurance Scheme (NDIS) Practice Standards. The entire Multicultural Care team has received training in how the new standards are relevant to their roles, and we have recruited a Quality and Compliance Manager to implement continuous quality improvement plans.

The new standards require us to give consumers choice around advance care and end-of-life planning. To meet our obligations and develop effective practices in this area we commenced a partnership with End of Life Directions for Aged Care (ELDAC) earlier this year. Further detail about this is on page 11.

The new Charter of Aged Care Rights (the Charter) is now in effect. That means all consumers in our industry now have the same rights, regardless of the type of Australian Government funded care or services they receive. The Charter is attached to this newsletter. A coordinator or care advisor will discuss the Charter with you during your next review visit or by phone. Until then, this video explains what it means in simple terms: <https://vimeo.com/341691673> (5.45 minutes).

In line with new Home Care Package (HCP) pricing requirements, Multicultural Care has published all its pricing information on the My Aged Care website. At the same time we engaged Stewart and Brown to conduct an in-depth analysis of our costings so that we know how much it costs us to deliver services to our HCP clients. The price list is also published on our website.

By providing greater financial transparency, this initiative will enable consumers to better compare services and costs across home care providers and make more informed decisions about which provider is best suited to their care needs. When comparing providers, please take care to include all costs over a weekly or monthly period. Don't compare apples with oranges.

To prepare for a more competitive environment, we are making changes to our organisational structure and culture. A revised management structure has been put into place and new managers have come on board. We have also introduced targets and performance metrics to ensure staff members in service delivery roles spend 85-90% of their time on face-to-face and phone interaction with clients.

Finally, I am delighted to tell you that funding for our Commonwealth Home Support Program (CHSP) has been extended, allowing us to continue to provide these services to clients up to 30 June 2022. See page 5 for more about what we offer at our day respite groups.

Remember, if you feel all your needs and wishes are not being met by your existing service, we can always offer you additional support programs. For example, if you are receiving Home Care services and are feeling socially isolated, we can connect you with a volunteer service for socialisation. Similarly, if you feel that a family member or carer is under stress, we could provide support through our Weavers program. Please see inside for more information on these initiatives.

Stay warm this winter and don't forget your flu shot.

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

**Dr Rosy Walia**  
Chief Executive Officer

# New Aged Care Quality Standards



New Aged Care Quality Standards came into effect last month. The eight standards are focussed on outcomes for consumers and reflect the level of services and care the community can expect from aged care providers.

As a provider of Commonwealth subsidised aged care services, Multicultural Care will be assessed and must provide evidence of compliance with and performance against the new standards.

Here are the new Aged Care Quality Standards and what they mean for you as a consumer:

## **Consumer choice and dignity:**

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

## **Ongoing assessment and planning with consumers:**

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.

## **Personal care and clinical care:**

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

## **Services and supports for daily living:**

I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do.

## **Organisation's service environment:**

I feel I belong and I am safe and comfortable in the organisation's service environment.

## **Feedback and complaints:**

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

## **Human resources:**

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

## **Organisational governance:**

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

# New Charter of Aged Care Rights

To accompany the new Aged Care Quality Standards, the Federal Government also released a new Charter of Aged Care Rights. The Charter provides the same rights to all consumers, regardless of the type of Australian Government funded care and services they receive. It will help to create a shared understanding about the rights of people receiving aged care.

## **As an aged care consumer, under the Charter you have a right to:**

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have your identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about your care and services in a way you understand;
6. access all information about yourself, including information about your rights, care and services;
7. have control over and make choices about your care, personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions;
9. your independence;
10. be listened to and understood;
11. have a person of your choice, including an aged care advocate, support you or speak on your behalf;
12. complain free from reprisal, and to have your complaints dealt with fairly and promptly;
13. personal privacy and to have your personal information protected;
14. exercise your rights without it adversely affecting the way you are treated.

If you have any questions or concerns about the new Aged Care Quality Standards or Charter of Aged Care Rights, **please contact us on (02) 9718 6199 with your query.**

# Meet our new staff!

In the past six months, several new people have joined Multicultural Care, some staff have moved into new roles and we've filled vacancies.

## Newly created roles

### **Carmen Cutajar**

*Quality Services and Compliance Manager*

"At Multicultural Care, there is an overarching culture of respect and celebrating the individuality of everyone. My role is to ensure that our quality services continue to improve and meet the needs of our clients, and that staff are supported to meet our obligations as set out by government departments."



**Carmen Cutajar**



**Aida Sumares**

### **Aida Sumares**

*Team Leader, Individualised Services*

We introduced Aida in our last newsletter. Since joining us in January as Program Manager for Home Care Packages, Aida moved into a new role as Team Leader, Individualised Services.

"Multicultural Care has offered a fantastic learning experience working with colleagues from such diverse backgrounds, lifestyles, languages and cultures. In my new role, I look forward to continued learning and being part of an organisation that does its utmost to deliver the best possible services to clients."

### **Steve Walker**

*Team Leader, Grant Funded Services*

Steve joined us in April 2019 to lead our Community Visitors Scheme volunteer program. Recently he was promoted to Team Leader, Grant Funded Services.

"Through the Community Visitors Scheme, I look forward to making an impact in the volunteering space at Multicultural Care. I feel honoured to be leading our Grant Funded Services. This area is coordinated by a strong and dedicated team. I'm looking forward to learning and growing together."



**Steve Walker**



From left to right:  
Stephen Lowe,  
Aiwa Wong,  
Michael Yang,  
Carmen Cutajar,  
Steve Walker,  
Diane Yogarajah.

## Newly filled roles

### **Stephen Lowe**

*Manager, Client Services*

"In my role I'm enjoying the challenge of overseeing multiple programs. The sense of satisfaction I get from being part of a team that aims to provide the best possible support to clients and volunteers is immense. I'm enjoying the opportunity to develop an awareness and understanding of different cultures, which is something I wouldn't have if I wasn't working here."

### **Diane Yogarajah**

*Respite & CHSP Care Coordinator*

"I have a passion to influence, empower and see people thrive in their homes and in the community. Driven and inspired by our vision, purpose and values, I strive to make a real difference in the community, giving our clients the support, empowerment and enjoyment they need to live their best life!"

### **Aiwa Wong**

*Intake & Referral Coordinator*

"I'm passionate about working with people in need and believe everyone deserves to live in dignity and respect, even when they face a difficult time. As an initial contact person for our clients, I am so pleased to share information about the services that Multicultural Care can provide for people who are vulnerable."

### **Michael Yang**

*Manager, Finance and Administration*

"Multicultural Care respects employees from different backgrounds and I enjoy my role as the Manager of Finance and Administration as it is very challenging."

## 10-year Service Award!

Congratulations to our Bilingual Support Staff member Flourita Keleskechagia (pictured right) who recently received her 10-year Service Award (pictured with Hellen Marner, office staff member). Well done Flourita!



## Local Business Awards finalist!

We wish to thank all clients and their families who nominated and voted for Multicultural Care in the recent Canterbury-Bankstown Local Business Awards. We are extremely honoured to be named a finalist in the 2019 Health Improvement Services category.

Finalists in the Local Business Awards are nominated by the public and must undertake a two-step judging process involving providing information about the organisation and assessment by an anonymous judge who visits the office.

To reach the finalist stage is recognition of Multicultural Care's outstanding business practices and commitment to provide client-centric services and high quality customer service.

# Changes to Home Care Package Pricing

On July 1, new government legislation came into effect requiring Multicultural Care to change the way we charge you for certain services delivered under your Home Care Package.

The new legislation is designed to improve transparency and help make it easier for you to understand what items are being charged to your package and how they are being charged.

These changes mean that your monthly statement will look different. The first thing you will probably notice is a change in the Basic Daily Fee you are

charged. Prior to July, the Basic Daily Fee was a fixed \$10.54 per day per package level.

**As of July 1, the Basic Daily Fee changed to the following:**

- **Level 1: \$9.44 per day**
- **Level 2: \$9.99 per day**
- **Level 3: \$10.27 per day**
- **Level 4: \$10.54 per day**

Nothing will change in terms of how your Home Care Package is managed or how you are charged for services other than the Basic Daily Fee until you have had a chance to discuss your situation with a

Multicultural Care team member.

The changes will have no impact on the high quality of service Multicultural Care provides to you.

By now you should have received a letter from us explaining these changes, and had a chance to discuss them with your Home Care Package advisor.

**If you have not yet talked with someone or you have additional questions or concerns, please contact our office on (02) 9718 6199 and we'll be happy to help.**

# Community Visitors Scheme

Our new Community Visitors Scheme (CVS) has started strongly with a team of dedicated and enthusiastic volunteers already visiting clients. Funded by the Department of Health, the CVS is a volunteer program providing friendship and companionship for people who are isolated or at risk of social isolation or loneliness. Our volunteers are asked to visit CVS clients on a weekly basis to engage in social activities such as having a chat, going for a walk, or playing card games.

Multicultural Care is funded to provide the CVS in both home care and residential aged care settings, with a focus on providing the program for people from diverse backgrounds. Since launching in May, we have trained a team of volunteers who speak Cantonese, Mandarin, Tamil, Singalese and Hindi, and received referrals from people from a wide variety of cultural backgrounds who wish to be visited by one of our volunteers.

## Want a visitor?

To receive a Multicultural Care CVS visitor, you must receive a Home Care Package, or live in an Australian Government subsidised aged care facility, and be from a Culturally and Linguistically Diverse (CALD) background. You do not need to be accessing services through Multicultural Care.

## Want to volunteer?

We are always on the lookout for volunteers over the age of 18 who wish to join our CVS program, and encourage people from all walks of life to get involved. If you wish to be a volunteer visitor, you will need to complete a National Police Check, and attend face-to-face training with us to prepare you for the different aspects of the role. We will also provide ongoing support and training throughout your volunteering journey.

**If you know someone who would like to get involved as a volunteer or who might benefit from receiving a volunteer visitor, please contact Steve Walker on (02) 9718 6199 or by emailing [gfsteamleader@mc.org.au](mailto:gfsteamleader@mc.org.au).**





# Fun continues at our Respite groups

At our Centred Based Day Respite groups in Inner West and South West Sydney, clients have continued to enjoy the social connections, wide range of activities and fun we offer. We run groups in Arabic, Chinese, Vietnamese, Greek, Macedonian and Italian to meet the needs of the clients living in the communities where we operate. Our groups are run by qualified staff who share a language or cultural background with clients.

Highlights from the past few months have included our Seniors Lunch at The Star in June. You can read about this event below.

## Upcoming activities

From September to December, our calendar includes a wide range of activities focussing on health and wellness, independence, self-expression and companionship. Activities are individually designed around the needs of our clients and are delivered by our caring team of professionals in a group setting.

Examples includes board and card games, trivia, arts and crafts, birthday celebrations, music, dancing, group outings and movement therapy. Light refreshments, meals, transport to and from the Centres and group outings are provided.

## What our clients say

*"We really enjoy our weekly Day Centre program. As migrants, our children are often too busy with work, therefore, we are often left at home. We also face language barriers that isolate us from the rest of the community. Attending the weekly Day Centre helps us to meet our friends from the same cultural background. We sing, we dance, we play games that remind us of home! If not for our Group and the caring staff, we would never be able to connect with so many of our friends and explore so many sights in Sydney!"*

For more details, or if you'd like to join one of our groups, **please contact us on (02) 9718 6199.**

# Seniors Lunch

Over 100 of our Commonwealth Home Support Programme (CHSP) clients attended a lunch at The Star on Monday 24 June. This was not only a chance to celebrate the people we support, but also an opportunity for clients to socialise and meet new people.

The feedback we received was overwhelmingly positive, with special acknowledgments made to the staff of The Star for their attentiveness to the needs of our clients, as well as their overall positive energy.

Our Bilingual Support Staff also ensured the day was a success by doing what they do best – providing exceptional support to our clients and ensuring everyone had a smile on their face!

Check out the photos!





# Carers mentoring program

More than 20 volunteer mentors have now joined our Weavers Program to share their experiences and knowledge of being a carer with others currently or recently in a caring role. Designed to provide peer-to-peer support to carers who may find aspects of their caring role difficult, Multicultural Care's Weavers Program focusses on bringing together experienced carers and current carers who share a common cultural background.

The program's mentors, called Weavers, are people with lived caring experience who are trained to support carers one-to-one in their local community. Weavers provide a range of support including advice to help carers navigate and negotiate services, guidance on connecting with family and friends, and ways to deal with the emotional toll of caring for a loved one who is ageing.

Since the beginning of the year, Multicultural Care has been busy recruiting and training Weavers, then matching them with carers who are looking for support. So far six carers have been matched with a trained Weaver and we've heard positive feedback from both carers and volunteers about the effectiveness of the program. Our Weavers and carers have also come together for an outing to have fun, relieve stress and support each other.

We have several more enthusiastic Weavers ready and willing to help a carer seeking support along their carer journey. We take our matching process seriously and aim to find the most suitable Weaver for each carer. This ensures participants can connect on a personal level and benefit from common cultural experiences and a shared first language.

Would you or somebody you know benefit from support from a Weaver? Or do you have experience as a carer and are looking for a volunteer role to help others?

To find out more, get in touch with our Carers Coordinator on **0449 537 265** or by emailing **carer\_coord@mc.org.au**.

*Multicultural Care's Weavers Program receives funding from the Department of Family and Community Services (FACS) through the Carer Investment Program. We have partnered with The Australian Centre for Social Innovation (TACSI) to deliver the program throughout Inner West, South West and South East Sydney.*

## What our Weavers say:

*"[It's a] very great program. I feel like I am a useful person now."*

*"I feel really good when I can share my caring experience with other carers."*

*"Through this program, I've met new people and made some new friends. Thank you Multicultural Care for running such a wonderful program."*

## What our carers say:

*"I am feeling much better now. The Weaver told me how to deal with my situation, it is working."*

*"I am less stressed and happier now."*

*"I do not feel alone. I have more confidence in dealing with the current difficulty."*

# Harmony Week Art Therapy Celebration

On Tuesday March 19, we were proud to host a very special Harmony Week celebration for the community at the Marrickville Town Hall. More than 200 people, including representatives from Inner West Council and the Federal Government, Multicultural Care clients and people from local community groups attended the event.

Now in its 20th year, Harmony Week (previously Harmony Day) celebrates Australia's cultural diversity. With clients from more than 40 backgrounds and bilingual staff who speak 30 different languages, the celebration is an important event each year for Multicultural Care.

This year's celebration was centred around an art exhibition featuring works created by participants in our Art Therapy programs. Dr. Rosy Walia, CEO of Multicultural Care, officially opened the event by welcoming attendees and special guests, including Victor Macri, Deputy Mayor of Inner West Council, Ariane Psomotragos (on behalf of Tony Burke MP) and Amanda Allen from the Communities Grant Hub. Dr Walia spoke about the importance of recognising Australia's diverse cultures and respecting multiculturalism, and Multicultural Care's role in caring for people from many different cultural backgrounds.

Councillor Macri was delighted to be part of the celebrations and took time to share some of his experiences of living and growing up in Marrickville's multicultural community.

"It is very important we have these events in Marrickville, because Marrickville is probably the heart of multiculturalism in New South Wales," he said. "I'd like to thank Multicultural Care for bringing our communities together. It's important to get together like this where people show their culture to others...it's important for the wellbeing of the communities in which we live."



*Multicultural Care would like to thank Inner West Council, Newtown Neighbourhood Centre, Marrickville Health Centre, CASS Centre Limited, Rockdale Community Service Inc and our Art Therapists, Kerryn Coombs-Valeontis, Christine Yates and Jacqui Schumann for their support on the day and in the running of our Art Therapy programs.*

Art Therapists, Kerryn Coombs-Valeontis and Christine Yates, who run Multicultural Care's Rockdale and Bankstown Chinese art therapy programs also spoke, explaining what art therapy is and the benefits for participants.

Guests also heard from two participants in the groups. Glor from the Rockdale Group and May from the Bankstown Chinese Group, who both spoke about their positive experiences at the art therapy sessions.

After the speeches, guests were invited to enjoy light refreshments, musical and dance performances by local multicultural groups and to view the artworks. Guided by the Art Therapists, people also had the opportunity to make a leaf artwork for a Harmony Tree created on the day.



# Staff in the spotlight



Multicultural Care has more than 70 Bilingual Support Staff working with clients from a diverse range of backgrounds. We strive to match clients with staff members who speak their first language and have shared interests and cultural experiences. In this issue, disability support worker Marilyn shares a little about herself and her work.

## Where are you from:

I was born in Chile and migrated to Australia in April 1975 with my parents, brother and sister.

## What attracted you to the role of a disability support worker:

I love helping people so I thought this position would be perfect for me.

## What do you love about your role:

I love that I get to do what I love and provide the help my clients need with much respect and dignity so they feel loved and respected.

## What is a memorable client moment for you:

I have memorable moments with every single one of my clients so I can't pinpoint a particular one. All I know is that I love that I get to go to their homes and not only help them with their needs, but also make them feel special and important. They are all so thankful for the services I provide and it makes me happy to know that I make a difference in their lives so that is memorable.

## Finish this sentence:

I'm passionate about supporting people with disabilities because ... I feel privileged that I get to go to their homes and help make their life a little bit easier.

### PROFILE

**Name:**  
Marilyn Ossio

**Position:**  
Bilingual Support Staff

**Languages spoken:**  
English and Spanish

**Commenced at Multicultural Care:**  
June 2015

## Upcoming events

### Meet our staff at:

**St George Aged Care Expo**  
Thursday 22 August  
9:30am to 1pm  
Marana Auditorium  
516 McMahon Street, Hurstville

**Sydney Seniors & Disability Expo**  
Friday 13 & Saturday 14 September  
9am to 3pm  
Exhibition Hall 4  
Sydney Olympic Park

# Improving engagement with our clients

The new Aged Care Quality Standards and the National Disability Insurance Scheme (NDIS) Practice Standards call for service providers to have an organisation-wide approach to involving consumers and participants in developing, delivering and evaluating their care and services.

To align with these standards, Multicultural Care is looking at ways to improve engagement with its aged care clients and NDIS participants with the aim of enhancing the ways they can contribute to the development and improvement of services they access.

Our first step has been to establish the new Consumer/Participants Engagement Board Committee, which has a specific focus on improving engagement with consumers and participants to enable Multicultural Care to become more responsive and sensitive to the needs of clients.

Working with the Board Committee, we are also developing a Consumer Engagement Strategy to guide the way we engage with and involve our clients and NDIS participants in the development of our services.

Our current engagement measures, including the Annual Consumer/Participants Satisfaction Survey and our focus groups for clients and participants, will continue to be important ways to hear from those who access our services. Additionally, we always welcome anecdotal feedback from clients and their families at any stage. See the back cover for ways you can contact us with your feedback.

## End of Life Directions for Aged Care

At Multicultural Care we are always working to improve the support we provide to our clients. Part of that involves increasing our skills, expertise and networks with other services that support people in the community.

An important part of our care planning involves understanding a client's wishes when they are nearing the end of their life. By understanding how a person would like to be

cared for, we can plan to support and maximise their comfort and satisfaction. This process is called advance care planning, and it is an integral part of care provision under the new Aged Care Quality Standards.

This year we began to work with End of Life Directions for Aged Care (ELDAC). ELDAC is a Government funded initiative that provides support to healthcare professionals and organisations looking to improve the palliative care and advance care planning they provide. Their aim is to ensure service providers, like Multicultural Care, have the skills, resources, tools and training they need to support their clients' end of life choices.

Working with ELDAC, over the coming months we will focus on building stronger relationships with palliative care teams and specialist services in our area. We will also increase our investment in resources and training for our staff around end of life choices.

This is a critical project for the Multicultural Care team who, with ELDAC's guidance, will ensure the palliative care support we provide meets the cultural, spiritual and individual needs of our clients and reflects best industry practice.



# 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

**In person** Suite 30, 532–536  
Canterbury Road  
Campsie NSW 2194

**By mail** PO Box 234,  
Campsie NSW 2194

## Our contact details

 (02) 9718 6199

 (02) 9789 2392

 [admin@mc.org.au](mailto:admin@mc.org.au) or [referrals@mc.org.au](mailto:referrals@mc.org.au)

 [www.multiculturalcare.com.au](http://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](mailto: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 Summer 2020.

