Occupational Therapy Tip!

Do you ever have trouble getting in and out of your bath or shower?

Picture from innovations.com.au

A bath or transfer bench might help! A bath bench stands over and across the bath/shower hob so you can cross over and sit comfortably while showering.

A hand held bath hose can also be attached to bath taps to make it easier to direct water flow, while you wash your body.

An occupational therapist (O.T.) can work with you to problem solve ways to do meaningful things in your home and the community with more independence.

Employment Opportunity

Bilingual Support Staff

- Do you want to make a difference?
- Work as part of a team?
- Develop your communication skills?

Why not consider a career in aged or disability care?

Interested?

Send an email to
admin@mc.org.au
or call us on 02 9718 6199

Contact Us:

Address: Suite 30, 532—536 Canterbury Road, Campsie NSW 2194

Phone: 02 9718 6199 **Fax:** 02 9789 2392

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

www.multiculturalcare.com.au

MULTICULTURAL CARE

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Newsletter

ISMC5 / FEBRUARY 2020 | SUMMER EDITION

Hello! Yassou! Hola! Selam! Ciao! Privet! Ni Hao!

Welcome to the Summer edition of your Multicultural Care Newsletter. Inside, find the facts you need to know about the coronavirus, we update you on how we are improving support for older clients with higher needs, we introduce you to our new members of staff, inform you about our program to support carers, and offer some handy bathroom tips to support you in staying healthy and independent.

We've also included details of our free Harmony Week Festival coming up on the 19th of March—be sure to reserve your seat!

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

Message from the CEO

Happy New Year!
While we all look forward to summer break, this summer will be remembered for the extended and severe bushfire season. Communities have been devastated, however incredibly, so many inspiring community stories have emerged as well.
At Multicultural Care, our thoughts are with all who have experienced challenges at this time. Although our client services haven't been impacted directly, we all have been touched by the effects of the bushfires this summer.

Your feedback is important to us for the continued improvement in the quality of our services. We currently have several methods in place to receive this: anonymous feedback forms, focus groups, our yearly client satisfaction survey, and the ongoing feedback you provide our Bilingual Support Staff (BSS) and Care Advisors/Coordinators who work directly with you. Last year we ran a focus group for our NDIS participants, and on 26 February of this year we heard from our Home Care Package (HCP) clients. Thank you to all those who participated and to everyone who completed our Annual Consumer/Participation Survey (sent in November 2019). We value what you have to say. Results from our Annual Survey and corresponding actions will be shared with you in our next newsletter.

We have improved our Transport Services processes in South East Sydney, in order to provide a better client experience. If you live in this area and would like transport assistance for your medical and non-medical appointments, please contact our office. We also intend to run some group outings in South East Sydney, so contact us if you would like to join in.

Multicultural Care's NDIS registration has been successfully renewed, following an NDIS Certification audit. The audit was conducted by an external auditor, ensuring compliance with all requirements of the NDIS Practice Standards.

Our Weavers program continues to be a success with great feedback from carers about the ongoing support they are receiving. For information regarding this innovative program, see page 10.

We continue our partnership with End of Life Directions for Aged Care (ELDAC). Recently we provided training around Palliative Care to all of our staff, allowing us to improve our services to current and future clients. Find out more about this on page 12. If you would like to discuss Advanced Care Planning please contact your Care Advisor.

I am delighted to advise that we have been awarded Voice Project's Best Workplace Award for 2019. This prestigious award recognises best workplaces who have excellent management practices and a highly engaged workforce. Our employees reported exceptional levels of engagement and satisfaction in our latest survey in 2019.

Cultural diversity is one of our greatest strengths and is at the heart of what we do. Each year Multicultural Care honours diversity by hosting a free Harmony Week event and inviting all our clients, their carers, friends and families to attend. This year our Harmony Week Festival will be on the 19th of March 2020 at the Marana Auditorium in Hurstville Entertainment Centre. With wonderful entertainment, guest speakers, an art therapy exhibition and multicultural food, the event promises to be great fun! I look forward to seeing you all there. Find more details on page 13.

Our Community Visitor Scheme is looking for more volunteers! If you love socialising with older people in their home or in a nursing home environment, please contact us. It is a mutually rewarding experience. Read more about this on page 8.

Remember to stay hydrated this summer and feel free to drop by our office to say hello and discuss your care needs.

Dr. Rosy Walia
Chief Executive Officer

Coronavirus

What you should know[1]

Coronaviruses are a large family of viruses that can make humans and animals sick. They cause illnesses that can range from the common cold to more severe diseases. Australia is closely monitoring an outbreak of respiratory illness caused by a novel (new) coronavirus first identified in Wuhan, Hubei Province, China.

Who is at risk?

Currently in Australia, people most at risk of contracting the virus are people who have:

- been in mainland China recently
- been in close contact with someone who is has a confirmed case of coronavirus

You should isolate yourself:

- if you have travelled from Hubei Province within the past 14 days — you must isolate yourself until 14 days have elapsed after leaving Hubei Province
- if you have left, or transited through, mainland China on or after 1 February 2020 — you must isolate yourself until 14 days after leaving China
- if you have been in close contact with a confirmed case of novel coronavirus — you must isolate yourself for 14 days after last contact with the confirmed case

You don't need to isolate yourself:

- if you have travelled from other provinces in mainland China prior to 1 February 2020 AND have not been in Hubei Province

How the coronavirus is spread

The coronavirus is most likely spread from person to person through:

- direct close contact with a person while they are infectious
- contact with droplets when a person with a confirmed infection coughs or sneezes
- touching objects or surfaces (like doorknobs or tables) that has droplets from a cough or sneeze by an infected person, and then touching your mouth or face

Help prevent the spread of the coronavirus by practicing good hygiene:

✓ Wash your hands often with soap and water

✓ Use a tissue and cover your mouth when you cough or sneeze

What to do if you become unwell

If you become unwell and suspect you may have symptoms of coronavirus, you must seek medical attention. Contact your doctor to make an appointment and advise them of your travel history, or recent close contact. If you need urgent help, call 000.

1. Australian Government Department of Health https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov Information current as of 7 February 2020.

For more information visit www.health.gov.au or call the Coronavirus Health Information line: 1800 040 080.
To speak to a registered nurse about your health concerns call the healthdirect hotline on: 1800 022 222.

Meet our new staff!

Multicultural Care continues to grow and evolve to meet the changing needs of our organisation. Hear from our new staff.

Monica Allende

Roster Coordinator

“What I enjoy most at Multicultural Care is being able to assist our clients in extending their independence and maintaining their dignity, with the support of our friendly and professional staff.”

Tanish Khanna

Individual Services Team Leader

“I feel rewarded helping senior and people with a disability to live fulfilled and empowered lives in their communities.”

Diana Harsas

Customer Service & Administration Assistant

“I enjoy the aged and disability sector and working with the multicultural community, as it gives me a sense of contributing and helping those who are most vulnerable.”

Sharon Kirkpatrick

Registered Nurse

“I enjoy working in the aged and disability sector because I am able to make a difference in clients’ lives and help them to stay at home for as long as possible. I find working within a multicultural community is a great learning experience and can be challenging as well as rewarding — and no two days are the same!”

From left to right: Sofia Bui, Romy Robinson, Shantel Olivera and Emmanuel Kamara

Sofia Bui

Care Advisor, Home Care Packages

“I love working in the aged and disability sector as it enables me to make a difference in peoples’ lives. I also get to learn about and appreciate different cultures.”

Romy Robinson

Marketing and Communications Coordinator

“I’m excited about raising awareness of our services to vulnerable people from culturally diverse and non-English speaking backgrounds — support received can transform lives.”

Shantel Olivera

Care Advisor, NDIS

“I have been able to work within the Disability sector for 10 years and have gained a lot of knowledge of how NDIS operates by working closely with my participants and other allied health practitioners involved. I have a passion for helping and improving participants daily care needs and being flexible to attend to their needs.”

Emmanuel Kamara

Carers Coordinator

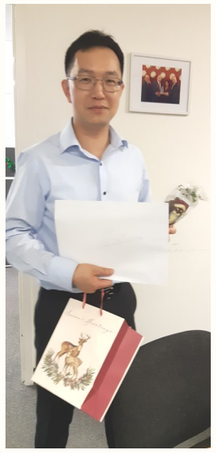
“I have always been fervent about helping those in need. Working in the aged care and disability sector gives me some perspective and I feel fulfilled making a difference in the lives of our clients.”

Celebration time!

Multicultural Care likes to bring all our office staff together from time to time for various celebrations. This is a great opportunity to relax and spend time getting to know one another better.

Pictured above: Carmen Cutajar, Quality Services and Compliance Manager.

In December 2019 we held a Kris Kringle lunch for all office staff. It was a fun event filled with plenty of delicious food and much laughter. As part of the event staff drew names from a hat and then had to purchase a small gift for a colleague. Gifts were handed out at the lunch and much fun was had with staff trying to guess who had bought their gifts!



Pictured above: (left-right): Cathy Stimoli, Personal Assistant and Michael Yang, Finance and Administration Manager. Pictured below: Brian Thi, Home Care Packages Care Advisor.

Each month, Multicultural Care staff also get together for a short afternoon tea to celebrate those colleagues with a birthday in that calendar month.

It's nice to give our hard working, dedicated staff these small social get togethers from time to time.

NDIS NEWS

Claim your transport costs!

Good news! From March 2020 clients will be able to use their plan's Core funding to claim service provider costs for transportation to and from NDIS funded community activities with the help of Support Coordinators and/or service providers. You will be able to claim:

- **Up to $0.85 a kilometre for a standard vehicle not modified for accessibility**
- **up to $2.40 a kilometre for a vehicle that is modified for accessibility or a bus**
- **and other forms of transport or associated costs up to the full amount, such as road tolls, parking, public transport fares**

Acknowledging staff dedication

Multicultural Care is lucky to have some amazing members of staff! We recently acknowledged a number of our wonderful bilingual support staff for their five or ten years of service to the organisation. On the 6th of February 2020, Multicultural Care also thanked Thi Thuy Uyen Tran (pictured above) for her five years of service and Rouba El Saleh who will reach eleven years of service on the 1st of July this year. Thank you Rouba and Thi for your wonderful dedication, loyalty and commitment!

Volunteers wanted for weekly home visits

The Community Visitors Scheme (CVS) is a volunteer program aimed at providing friendship and companionship to Home Care Package recipients and people living in residential aged care.

Our friendly, trained volunteers are matched with those who are interested in joining the program, based on shared cultural and language background. Volunteers visit once a week, or more, for a relaxed and informal visit.

If you, or someone you know, would like to volunteer, please call our office on 02 9718 6199.

Mary Anne and Emanuel's story

Mary Anne and Emanuel have been clients of Multicultural Care since 2015 and 2017 respectively. Both in their late 80's, Mary Anne and Emanuel live in the house they built together in the late 1950's. Both have experienced multiple health challenges, but they have been able to stay in their own home with the support of services provided by Multicultural Care.

Recently, Mary Anne and Emanuel were referred by the Home Care Package team to our new Community Visitors Scheme. After Emanuel lost his driver's licence, Emanuel became concerned about not being able to remain connected to the community. Our team saw the opportunity to connect Emanuel and Mary Anne with our volunteer program (CVS). Open to trying out the scheme, Mary Anne and Emanuel were matched with Tristan, a young volunteer who joined the Scheme wanting to give back to the community. Tristan doesn't live close to his grandparents and had a strong desire to connect with the elderly.

Thanks to the flexibility of his current work schedule, Tristan is able to commit to weekly visits with Mary Anne and Emanuel.

> "I love visiting Emanuel and Mary Anne because I can see how much they enjoy my visits. I get a real sense of making a positive difference to their lives and I enjoy hearing all of their stories from Malta."

During his hour-long visits, Tristan spends time chatting with Mary Anne and Emanuel and hearing stories about the photographs adorning their walls. "

When asked about Tristan's visit, Emanuel says that he "loves the company". Mary Anne says she "is very pleased with Tristan. He's a very nice boy".

Tristan currently visits the couple in their home, however there are plans to include community outings as a part of his visits. With Emanuel no longer driving, the opportunity to venture out into the community on occasion will certainly help to keep the couple connected to their community.

If you are a current Home Care Package Client, or live in residential aged care home and are interested in being connected with a volunteer visitor, please call our office on 02 9718 6199.

A caring role with a difference

Providing support for carers through the Weavers program

Choi Kuen Kong has been looking after her husband, Nam On Cheng, for many years. Aged 93, Nam has dementia and cognitive and functional decline and requires around-the-clock care. Choi's daughter, Sonia Pan Cheng, resigned from work four years ago to move in with her mother and be the main carer for both her father and her mother.

"Because my father's symptoms are not like normal dementia, he has hallucinations where he is difficult to handle," Sonia explains. "Even in the daytime, we cannot leave him alone. We need to keep our eyes on him 24 hours a day. Sometimes we are really tired, but we know we have to keep it up," Sonia says.

Through Multicultural Care's Weavers program, Sonia and Choi met John Zheng Yan Xiang, a retired doctor who cared for his elderly parents for more than 10 years. Although Choi and Nam were born in Indonesia, Sonia was born in Hong Kong and both families share similar cultural values. As a volunteer Weaver, John shares his experiences as a carer, offering advice and support to help Sonia and Choi in their caring role.

"I wanted to use my caring experience to give advice to other carers," says John, who visits Sonia and Choi in their home.

> "I think I can use my knowledge and experience to help other people look after their parents better."

When John visits Sonia and Choi, the conversation flows easily in Mandarin. Having somebody who listens and understands what they are going through is making a difference for Sonia and Choi.

"His coming here makes me feel happy. He explained a lot of things to me and helped me understand how to reduce the stress," Choi says.

For Sonia, knowing her mother is being helped by John's visits, is a big relief

Pictured above: Weaver John Zheng with Sonia Pan Cheng, who is caring for her elderly parents.

All about respite

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

Multicultural Care offers both, *centre-based respite care* and *in-home flexible respite care* for people who are above 65 years of age and have been approved to access the service through *My Aged Care Regional Assessment Service (RAS)*. Respite is provided by culturally-matched, qualified staff who understand the needs of both carer and the care recipient.

Centre-Based Respite

...is available during the day and it provides the opportunity to meet and socialise with new people, participate in stimulating physical and cultural activities and have an enjoyable time on planned outings! Currently our centre-based activities take place at a day care centre in the following areas and languages:

- Inner West LGA: Arabic, Greek, Italian and Vietnamese in *Ashbury* and Chinese in *Belmore*
- South West LGA: Arabic and Macedonian in *Bankstown* and another Arabic Group in *Campbelltown*

Highlights from the past few months included learning new skills such as how to access the internet and use multiple devices such as a mobile phone, iPad etc. to keep in touch with friends and family online. We also visited the Bowral Tulip Festival and enjoyed an end of year celebration.

"I thought I already knew enough, then we started the Digital Training Workshop. At the end of the four sessions we had to make a list of all that we learnt ... Oh my, I learnt a lot.. It's amazing! I can now talk to friends from Macedonia on Whats App, send them photos and listen to my favourite music on YouTube."- Dosta

In-home Flexible Respite

....is available for a few hours during the week, short-term or longer depending on your needs. This care can be accessed in your home or out in the community during the day and is available in the Inner West, South West and South East LGAs.

Following is feedback from a carer who is enjoying a much-needed break:

> "Jamie is a lovely lady who has helped my mother with motivation for walking and exercise of the brain. It has been great to see my mother go for a walk to the park and into the fresh air with no hesitation and she seems to be much happier. This has been of great benefit to her health as she usually has no motivation and likes to sit on the couch and back veranda. We would also like to thank you for sending Irene who speaks Greek and who is very lovely and easy to get along with" - Elli

We currently have availability to accept more referrals for our Centre-Based Respite Care and In-Home Flexible Respite in all of the above-mentioned LGAs. For more details, please contact us on (02) 9718 6199. We would love to hear from you.

Improved support for older clients

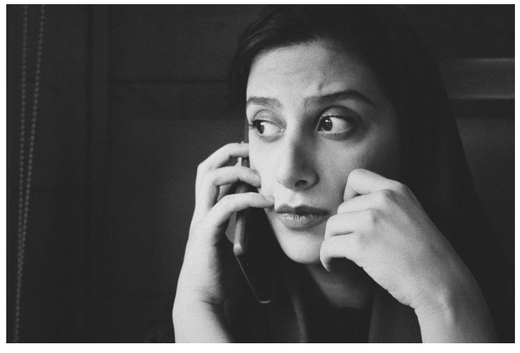
Multicultural Care has partnered with ELDAC (End of life Directions in Aged Care) to ensure care staff provide quality support for older clients.

All bilingual service staff recently received introductory training through ELDAC to provide greater support to older clients with higher needs, including those who are terminally ill.

ELDAC is funded by the Australian Government Department of Health and provides information, guidance, and resources to health professionals and aged care workers providing end of life care.

Multicultural Care will be offering further training for staff interested in becoming more specialised in this area of work. For our higher care clients this will mean receiving an improved level of care — and to their families and carers, this will mean greater peace of mind.

Request for understanding



Multicultural Care is committed to client satisfaction and understands there are times when clients you may feel frustrated when contacting our office. Clients are very important to us and we are here to help provide the best possible service — but we also request that staff are spoken to in a respectful manner at all times.

If you are unhappy about a particular matter, please be respectful to staff when you contact our office about it. Our staff are trained and committed to effectively manage any issue you may have. They will work with you to provide an effective and satisfactory resolution to your concern.

FREE EVENT

MULTICULTURAL CARE

HARMONY Week Festival

Celebrate diversity!

Multicultural Care invites you, your friends and family to join us for our annual Harmony Week celebration.

With clients from more than 40 cultural backgrounds and staff members who speak 30 different languages, Harmony Week is an important week in Multicultural Care's calendar!

This year our celebration will be even bigger and better— that's why we've called it a festival!

Our Harmony Week Festival will feature:

- Cultural performances from around the world
- Talks by community leaders
- *Delightful Colours of the World* art therapy exhibition
- Fashion show
- Refreshments and light multicultural food
- Giveaways

Date: 19 March 2020

Time: 9:30am –2:30pm

Venue: Hurstville Entertainment Centre , Marana Auditorium
16 MacMahon Street, Hurstvillle NSW 220

To Register, call 02 9718 6199 or visit eventbrite.com.au
(search for Harmony Week Festival)

Australian Government
Department of Social Services

MULTICULTURAL CARE
Caring for diversity

Reaching Out to Seniors

Multicultural Care staff have been out and about in the community

Multicultural Care held an information stall at the Wellness Day for Seniors on the 20th of February 2020.

The event was hosted by Fairfield City Council at The Manor on Elizabeth in Wetherill Park and attracted over 200 seniors.

Multicultural Care staff were proud to be at hand, helping provide seniors from all cultural backgrounds with information on how to remain independent in their homes— and connected to their communities through the many services we offer.

Pictured left : Arabic-speaking Bilingual Support Staff, Ajak Machut with Mandarin and Cantonese-speaking Aiwa Wong, Intake and Referral Coordinator.

Inviting Volunteers

promoting services and opportunities

Pictured above (left to right) : Uyghur, Turkish,Mandarin, Uzbak, Kazac and German-speaking, Jessur Mamuti—Carer's Coordinator with Steve Walker, Team Leader, Grant Funded Services.

On the 21st of February, staff attended the Sothern Sydney Volunteering Expo, organised by 3Bridges Community and Volunteer Link.

The expo saw many community organisations profiling their varied volunteer opportunities – from bushland conservation to ageing services, and everything in between!

Multicultural Care fielded interest for our Community Visitors Scheme and Weavers volunteer program. We are looking forward to making contact with those that expressed interest to build our growing volunteer base for community services we offer.