

## We provide

### Aged Care Services

- › Home care Packages (HCP)
- › Commonwealth Home Support Programme (CHSP)
- › Short Term Restorative Care (STRC)
- › Veterans Home Care (VHC)
- › Community Visitors Scheme (CVS)

### Disability Care Services

We are a registered National Disability Insurance Scheme (NDIS) provider.

Our services include:

- › Assistance with personal care
- › Development/Life Skills
- › Household tasks
- › Participate in community activities
- › Plan management

### Social Inclusion and Wellbeing Programs

- › Art therapy

## Support us

As a non-profit, non-government organisation we rely on funding and goodwill 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 people from culturally diverse backgrounds who need care services can always access them.

### Sponsorships

We use corporate sponsorships to provide transport, events and outings for our clients, helping to minimise social isolation.

### Volunteering

Volunteers provide companionship for our clients, assist at community events and help us to celebrate cultures.

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



# Caring for Diversity

## Service areas

We provide services to the following regions

- › Inner West Sydney
- › Northern Sydney
- › South West Sydney
- › South East Sydney
- › Western Sydney

## Contact us

Our friendly staff are here to help

Phone: (02) 9718 6199

Fax: (02) 9789 2392

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

Office: Suite 30, 532 Canterbury Rd  
Campsie NSW 2194

Hours: 9am–5pm  
Monday to Friday

[multiculturalcare.com.au](http://multiculturalcare.com.au)



Over 30 years  
of Cultural Care  
& Connection

[multiculturalcare.com.au](http://multiculturalcare.com.au)





## About us

**Multicultural Care is a non-profit, non-government organisation that has been meeting the care needs of Sydney's multicultural communities for over 30 years.**

Our support services are delivered by staff who can meet each client's specific cultural and language needs. Our customer-focused care approach helps clients continue to live independently in their own homes (the way they want to) for as long as possible.

Multicultural Care receives funding from State and Federal Government departments to provide in-home care services to older people from Culturally and Linguistically Diverse (CALD) backgrounds.

As a registered National Disability Insurance Scheme (NDIS) provider, we also deliver disability care services to people of all ages.

At Multicultural Care, we understand the importance of great staff. We carefully select and train our team members to deliver the best care possible, aiming to enhance the health and wellbeing of the diverse communities we serve.

Each staff member upholds our organisational values.

Multicultural Care is committed to matching each client, where possible, with a member of staff who not only has a rich understanding of their cultural heritage, but can also speak their native language—to become a dedicated partner in care.

## Our vision

**To provide culturally sensitive, exceptional and empowering home care so people can live life to the full, and to deliver peace of mind to their families and carers.**



## Our purpose

- › Making time to get to know you and creating care plans that are fit for your cultural, spiritual, physical, emotional and social needs and goals.
- › Working in partnership with you, your family, your community and your healthcare professionals.
- › Investing in our people to bring you skilled care professionals you can have confidence in.
- › Providing a range of culturally specific direct care services to individuals from a range of diverse backgrounds.
- › Ensuring we operate a sustainable business that optimises our people, physical and financial resources effectively and efficiently.

## Our values

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

### People focus

A caring service starts with caring people; therefore we strive to select, develop and support the highest quality care professionals.

### Customer focus and Innovation

We continually strive to match our services to the changing needs of our clients and the community.



### Inclusiveness

We inclusively care for and show kindness for all our diverse community. We encourage the sharing of different perspectives and ideas. We seek to meet the needs of all people.

### Integrity

Our clients, their families and the multicultural community in general 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.

### Collaboration

We will work collaboratively with a broad network of stakeholders and partners to deepen our connections and strengthen our social impacts.