

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.

We pride ourselves on delivering best-practice, customer focused in-home care services for older people and people with disability (of all ages) from Culturally and Linguistically Diverse (CALD) backgrounds.

Our vision is 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.

We focus on providing culturally appropriate support by matching our clients with care staff who meet their language and cultural requirements.

Our services are tailored in partnership with each client and their family to ensure individual needs and goals are met.

Our professional support team is highly trained, qualified and well-known for their caring and professional approach.

So, whether you speak Mandarin or Swahili, celebrate Ramadan or Diwali, we are here to be your partners in care.



Commonwealth Home Support Programme

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

Office: Suite 30, 532 Canterbury Rd
Campsie NSW 2194

Hours: 9am–5pm
Monday to Friday

multiculturalcare.com.au



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The Commonwealth Home Support Programme (CHSP) is a government-funded initiative that aims to assist older Australians with entry-level home support services.

The programme enables clients to maintain their independence at home and important connection to the community for as long as possible.

Funded by the Australian government, the CHSP offers information and support to clients so that their daily living needs can be met. The programme also assists carers of older Australians.

In general, older Australians receive CHSP services when their assistance needs are lower level. As their care needs become more complicated or they require greater levels of support, clients progress to a Home Care Package (HCP).

The Commonwealth Home Support Programme offers a range of services which clients can stop and start according to their changing needs.

CHSP services are available to people aged 65 or over, and Aboriginal and Torres Strait Islanders 50 years and over.

Programme eligibility is decided by the Regional Assessment Service (RAS). To get an RAS assessment call **1800 200 422** or visit the My Aged Care website: www.myagedcare.gov.au

People choose Multicultural Care because each client has one dedicated Care Coordinator to work closely in partnership with them and their family throughout their support journey.

The Care Coordinator creates a personalised care plan that supports the client's cultural, spiritual, physical, emotional and social needs and goals.

Support staff are then carefully selected to meet the client's specific needs.

After in-home services start, the Care Coordinator regularly contacts the client to make sure their support needs are being met, or if anything needs to change. If so, they contact the Regional Assessment Service team to review the client's case to ensure the client's care plan continues to optimise their quality of life.



Our CHSP Services include:

(based on eligibility)



Domestic Assistance with household tasks like cleaning, laundry and ironing



Personal Care Assistance with showering, bathing, dressing, hair care and going to the toilet



Allied Health Support Services—such as occupational therapy



Respite Care including in-home, centre-based and community access support. (This can include structured group activities to provide social experiences while giving family members and carers a break)



Transport Assistance—so clients can travel to and from appointments and social events in South East Sydney



Individual Social Support Service—support to take you wherever you want to go in the local community, such as classes, activities or appointments