

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.



Home Care Packages

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



Over 30 years
of Cultural Care
& Connection

multiculturalcare.com.au



Home Care packages are funded by the Australian Government and provide continued support to older Australians who want to maintain their independence at home.

Packages are designed to enable clients to personalise support services so they can live life the way they want to—safe, healthy and connected to their community.

Home Care Packages are available to people aged 65 or over, and Aboriginal and Torres Strait Islanders 50 years and over.

Eligibility for a Home Care Package (and the relevant level) is determined by the Aged Care Assessment Team (ACAT).

To get an ACAT assessment call **1800 200 422** or visit the My Aged Care website: www.myagedcare.gov.au

Once ACAT decides your Home Care Package level, you can choose any registered service provider to deliver your care.

(If ACAT decides you are not eligible you can still obtain home care services privately.)

People choose Multicultural Care because our dedicated staff work closely in partnership with our clients throughout their support journey.

Clients participate in the development of their own care plan, tailored to meet their spiritual, physical, emotional and social needs and goals.

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

After in-home care services start, we regularly contact clients to make sure their support needs are being met, or if anything needs to change. This ensures the client's care plan continues to optimise their quality of life.

Home Care Package Levels

Home Care Packages are defined by four different levels. Each level receives a different amount of funding which can be used to buy hours of care or other supports.

Level 1 – For older people with basic care needs

Level 2 – For older people with low care needs

Level 3 – For older people with intermediate care needs

Level 4 – For older people with high care needs



Our Home Care Packages can provide:
(based on eligibility)



Assistance with cleaning and tidying around the house



Assistance with personal care



Support with preparing nutritious meals



Nursing care including wound care, managing skin integrity, continence management and medication management



Social support such as sharing time together over a cup of tea



Access to allied health services including occupational therapy, speech pathology, physiotherapy and podiatry



Access to assistive technology including equipment and devices that help with mobility, communication and other daily tasks



Assistance with home and garden maintenance including modifications such as hand rails and ramps



Assistance with transport to and from appointments or social engagements