

MC news

OCTOBER 2023 / SPRING EDITION

MC STORIES

News about MC and
our staff

INDUSTRY NEWS

Latest updates about
the industry

PLUS

Client Story:
Trifon Kotsoris

Cover image: Tuyet Coen from our
Vietnamese Daycare Group



**Multicultural
Care**

Over 30 years
of Cultural Care
& Connection

Care finder Program

AVAILABLE TO SOUTH WEST SYDNEY RESIDENTS

The Care finder Program supports older people to interact with My Aged Care, access aged care services and other community resources.

If you know anyone who will benefit from the Care finder program, give them our contact details below.

Contact Kiran  (02) 9718 6199  connector@mc.org.au

Our Care finder program is a **FREE** and confidential service for older people 65 years and above.

SCAN ME



Funded by
phn
SOUTH WESTERN
SYDNEY
An Australian Government Initiative

Annual survey in your language

We will soon be sending out the Annual Consumer/Participant Survey in several languages. We would like to hear your view about the services you receive from Multicultural Care. Your feedback and comments are very valuable to us. Our goal is in partnership with you to improve Multicultural Care services and your honest responses will assist us to do that.



message

FROM THE CEO

Spring has finally arrived! We trust you had a safe winter and are now relishing the start of the warmer seasons.

In this Spring edition, we are thrilled to share several stories with you, starting with the remarkable recognition that Multicultural Care has received. Our organisation has earned nominations for several prestigious awards, including CEO of the Year and Volunteer of the Year. We were also among the finalists for the 2023 Western Sydney Awards for Business Excellence (WSABE). This recognition serves as a testament to the dedicated efforts of our extraordinary team.

We are excited to announce the move to our new office in Burwood, and our team members are already relishing the wonderful new workspace. I invite you to come and visit us at our new location.

Please note that during the transition, we encountered some challenges with our phone system setup, and we sincerely apologise for any inconvenience this may have caused. We want to assure you that these issues have been promptly resolved, and our phone system is now fully operational.

Additionally, we are proud to announce the successful completion of a couple of projects in the last quarter. Firstly, MC is now a member of the Welcome Here Project, which champions businesses and services in creating a welcoming and inclusive environment for all communities.

Secondly, MC has joined forces with Burwood Council to launch our fortnightly community



outreach program at the Burwood Library, where we answer all questions related to aged care services.

Behind the scenes, we are diligently working to enhance our services. MC is delighted to introduce the Consumer Advisory Body, and we extend our gratitude to all those who have submitted their Expressions of Interest forms. We look forward to the Meet and Greet brunch set for November to get to know the members of the Advisory Body.

Lastly, please keep an eye out for the upcoming Annual Consumer/Participant Survey that will be sent to you shortly. We will be sending out the survey in several languages to better serve our consumers. Your feedback and comments are invaluable to us, and our objective is to partner with you in enhancing Multicultural Care services.

Wishing you a wonderful start to the Spring season!


Dr Rosy Walia



RECOGNITION FOR MC

What a fantastic last quarter it has been for the Multicultural Care team. We were among the finalists for the prestigious 2023 Western Sydney Awards for Business Excellence (WSABE), specifically in the coveted Diversity and Inclusion category. On top of that, two of our very own people were chosen as finalists in the fiercely competitive 2023 Third Sector Awards. Our CEO, Dr. Rosy Walia, was chosen as a finalist for the CEO of the Year category, while Linda Yacoob was a finalist for the Volunteer of the Year category.

BURWOOD OUTREACH

We have teamed up with Burwood Council to start our fortnightly community outreach program from September to December 2023. Every Tuesday fortnightly, our team will be at the Burwood Library Learning Lab 1 from 10am-12pm to talk to people about Aged Care Services and what Multicultural Care can do for them. There is no need to book. Just walk in and ask us your questions and our team will be happy to answer them. This has been a great opportunity to help the community learn more about the services available to them.

WELCOME HERE

Multicultural Care is now a proud member of the Welcome Here Project. The project supports businesses and services throughout Australia to create and promote environments that are visibly welcoming and inclusive of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) communities. Visible, welcomed LGBTIQ communities mean safer communities, and by becoming a registered Welcoming Place, we are trying to make Multicultural Care a safe place for people from varied diverse backgrounds.

NEW HANDBOOKS

The MC Consumer/Participant Handbook is now available in several languages. The handbook has been translated into Arabic, Chinese (simplified and traditional), Greek, Hindi, Italian and Vietnamese. We are committed to improving the way we do things to cater to the needs of our clients. If you want the handbook in one of the languages listed here, please let us know so we can provide you with a copy.



Poor lifestyle linked to risk of admission to aged care

New research from the University of Sydney has shown that physical inactivity, smoking, poor diet and sleep disorders for those over 60 years old are linked to more than double the risk of being admitted to aged care. It found that compared with over-60s in the low-risk lifestyle group, the risk of aged care admission was 43 percent higher for those in the high-risk group. The researchers concluded that “lifestyle factors are strongly associated with the risk of long-term nursing home admission in men and women older than 60 years”.



The top priorities for ageing well revealed

According to the latest national survey, financial security, staying active and good relationships are the three main components to ageing well. The Bolton Clarke Ageing Well Report said older people consider independence as the highest priority for ageing well at home. Majority of respondents also said social isolation is their top health priority. “We know that if we socially connect people that’s going to help them from a cognitive and mental health perspective because social connection is the be-all and end-all,” Professor Judy Lowthian said.



Dementia information in your language

Dementia Australia is dedicated to addressing the linguistic needs of all communities. They offer resources translated into 38 languages, such as Arabic, German, Greek, Hindi, Indonesian, Italian, Japanese, Korean, Portuguese, Spanish, Thai, Ukrainian, and Vietnamese. They are always updating and reviewing their translated resources to help people get the latest information. To get more information about dementia in your language, visit their website at dementia.org.au. If you need an interpreter, contact the National Dementia Helpline through 131 450.



New food hotline to help with nutrition advice

The Aged Care Quality and Safety Commission has activated a food hotline to connect callers with nutrition experts, including dietitians, aiming to address complaints and offer advice. This \$13-million initiative is part of efforts to enhance the quality and nutritional value of food served to older people. You can call the Hotline if you have questions or enquiries about the food, nutrition and/or dining experience that you or a loved one is receiving from an aged care provider. You can speak with a dietitian or speech pathologist for advice. The free hotline is available on 1800 844 044.



STAFF STORY

Kudusan Meskel

When Kudusan applied for a role as an Aged Care Support Worker with Multicultural Care eight years ago, she knew her life experiences of caring for her grandparents in Eritrea meant she would have the skills for the job. She didn't realise she would find an organisation and clients who would mean the world to her.

“This is my first job. I've been in Australia for 16 years. After having my family, I wanted to work. I joined Multicultural Care to support the elderly because I'm passionate about the elderly being able to live independently in their own home. That's my main drive to work in this sector.

I do individual shifts, socialising and taking clients out. Twice a week I also work in the daycare program. I work with the Greek group every Tuesday, and I work every Thursday with the Arabic group.

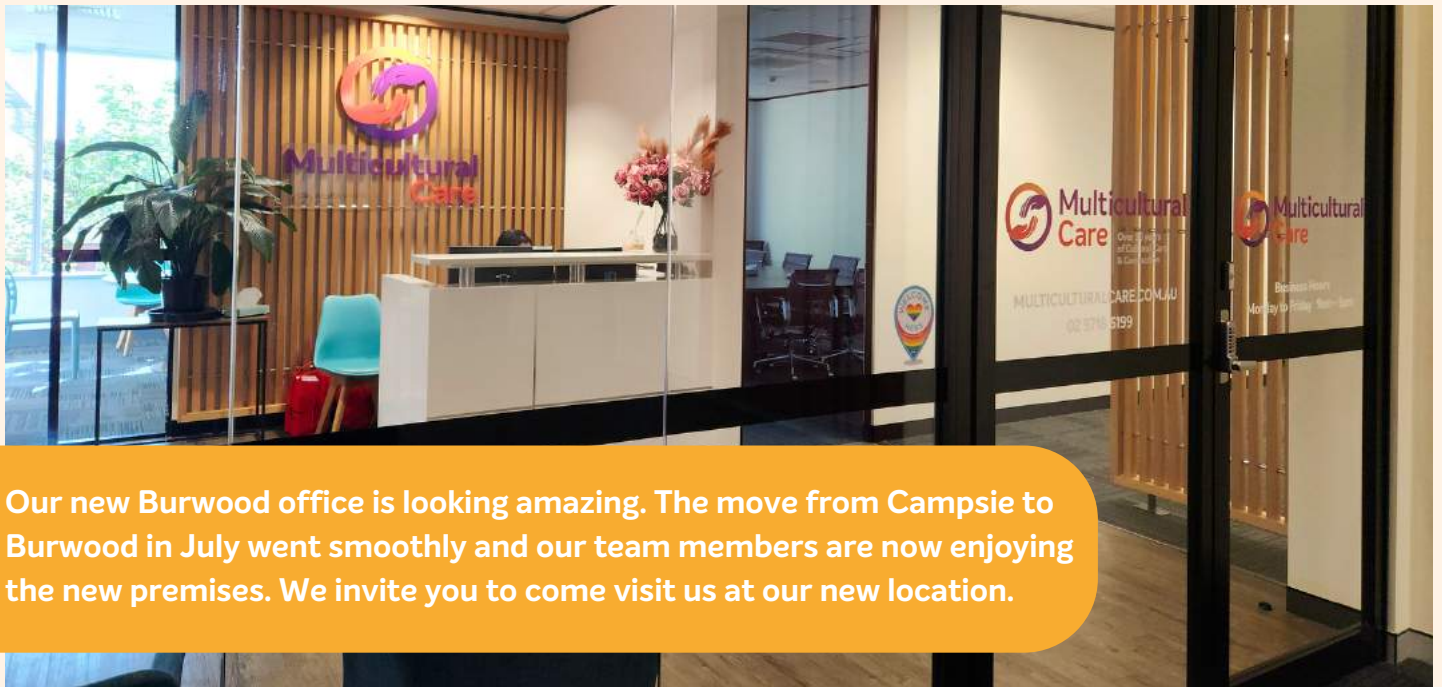
I like both my shifts. When you are doing individual work, you are by yourself. You have to make the decisions. You control what you are doing with the client. In a group, you work as a team, you are collaborating together. Both are different, but it's fantastic. I enjoy it.

I like learning from the elderly, about their lives. They're passionate, and I'm developing from this. It makes you want your life to keep going when you see a client who is 100 years old be positive and never complain. When you see that, you think, 'Oh wow, I have to be like this'. It's inspiring.

The clients are always waiting for me to see them once a week or twice a week. That makes them happy. Just to help them in the house, to make them comfortable with their showering, take them out, socialising. It makes me happy because I make their life different. I provide a meaningful service for them. They can be independent in their own environment. It's very beautiful.

Multicultural Care is very friendly. We are a very mixed culture all working together. It's fantastic. We are Australian but we are many cultures – African, Asian, European, all Australian. That's why I enjoy it.





Our new Burwood office is looking amazing. The move from Campsie to Burwood in July went smoothly and our team members are now enjoying the new premises. We invite you to come visit us at our new location.



We celebrated Aged Care Employee Day by recognising the immense skill, patience, and heart our staff brings to work every single day. To express our gratitude, we prepared morning tea for our bilingual support staff, afternoon tea for our office staff, a heartfelt video thanking our team and our Appreciation Board where staff wrote their gratitude to other team members.



client STORY

Mr Trifon Kotsoris

Greek-born Mr Trifon Kotsoris is 92-years-old and until recently was living independently with his much-loved wife. A few years ago, their son James moved from Melbourne to live close-by in a self-contained flat behind their home where he could more easily help them when needed.

Sadly, Mrs Kotsoris passed away in early 2022. Although there was some care in place to help James, Mr Kotsoris's functional abilities were declining due to being less active and social. Despite the challenges, Mr Kotsoris and his family wanted him to remain living at home.

Mr Kotsoris was approved for a Short-term Restorative Care (STRC) package and James was connected with Multicultural Care and our coordinator, Sharon.

"The STRC package was a surprise. It came out of the blue. I didn't know we were entitled to it. It was a massive help and the forerunner to the Level 4 Home Care Package being introduced for dad," explains James, who adds that his father speaks limited English.

Sharon met James and his father and put in place an intensive program to help Mr Kotsoris around the home and increase his social interactions.

"Over the 8-weeks of the STRC program, we arranged for a physiotherapist once a week, a podiatrist a few times, house cleaning once a week, personal care three times a week and social support and shopping for three hours a week," Sharon says.

"Mr Kotsoris attended our Greek centre-based respite once a week and we were also able to have the lawn mowed and gutters cleaned."

For James, the STRC support was a great help and gave him a good introduction to Multicultural Care's services. At the end of the program, with Sharon's help, his father was approved for a Home Care Package and able to seamlessly continue the services and supports put in place earlier.

"The help is amazing because he can't shower himself and he gets to go out twice a week, which is really good. The social interaction is a big thing after losing mum," James says.

"Without the help, we'd be in a lot of trouble. Sharon was great. She showed us what was available for the funds available and she made sure that we were able to use all the funds, which is a benefit for us and for Multicultural Care."

James has been impressed by the quality of service from Multicultural Care and he knows his father enjoys the company of his Greek-speaking carer who takes him out to social activities.



“I love helping older people and trying to make life for them just a bit better. Every client is different, but to be able to help them is amazing.”

“The workers come on time, and we are updated when there are changes. It’s very important for older people to have consistency. Dad knows Monday, Wednesday and Friday he has showers and Tuesday and Thursday are outings. He’s got that consistency now. He knows there is something to look forward to.”

For Sharon, Mr Kotsoris is just one client of many whom she has been proud to help access an STRC package.

“Mr Kotsoris is a good client. We’ve helped him a lot. He’s less withdrawn now and is mobilising a lot better. It’s great to see,” she says.

“I love helping older people and trying to make life for them just a bit better. Every client is different, but to be able to help them is amazing.”



Mr Trifon Kotsoris and Multicultural Care STRC coordinator, Sharon.



daycare

SNAPSHOTS

Our Daycare Groups had a ton of fun in the last couple of months! Days out going to the city, the beach and the park. Plus some TaiChi exercises and birthday celebrations at the seniors centre. Share your pics by sending it to us at marketing@mc.org.au.





Australian Government
Department of Home Affairs



TRANSLATING
AND
INTERPRETING
SERVICE

When you need an interpreter, phone 131 450



Arabic

عندما تحتاجون إلى مترجم، إتصلوا
على الرقم 131 450

Chinese

当您需傳譯員時，請撥電話
131 450

Dari

وقتی به ترجمان ضرورت دارید، به
131 450 تېلفون کنيد.

Farsi (alt Persian)

وقتی که به مترجم شفاهی نیاز دارید،
به شماره 131 450 تلفن کنید

Greek

Όταν χρειάζεστε διερμηνέα,
καλέστε το 131 450

Hazaragi

وختیکه شموده یگو ترجمون نیازدرین ده
شماره 131 450 زنگ زده شونه

Italian

Quando hai bisogno di un
interprete, telefona al 131 450

Japanese

通訳が必要な場合は、
131 450 に電話して
ください

Karen

နမ့်လိာ်တၢ်ဖျါကိးထံတၢ်ဖိန့ၣ်,
ဆဲးကိးလိာ်တဲစိဲ 131 450 တက့ၢ်

Korean

통역사가 필요하시면 131
450 번으로 전화하세요

Nepali

दोभाषे चाहिँदा, 131 450 मा फो
न गर्नहोस्

Pashto

کوم وخت چی تاسو ژباړونکي ته اړتیا
لری، 131 450 شمیری ته زنگ ووهی

Russian

Когда вам потребуется
переводчик, позвоните по
номеру 131 450

Serbian

Када вам треба преводилац,
јавите се на 131 450

Somali

Markaad u baahato
turjumaan, ka wac 131 450

Spanish

Cuando necesite un
intérprete, llame al 131 450.

Tamil

உங்களுக்கு ஒரு உரைபெயர்ப்பாளர்
தேவையாகும் போது, 131 450
என்ற இலக்கத்திற்கு அழையுங்கள்

Thai

เมื่อใดที่คุณต้องการล่าม
โปรดโทรไปที่ 131 450

Turkish

Bir tercümana ihtiyacınız olduğunda,
131 450 numaralı telefonu arayın

Vietnamese

Khi cần thông dịch viên, xin quý
vị gọi điện thoại số 131 450

www.tisnational.gov.au

24 HOURS A DAY, EVERY DAY OF THE YEAR





Consumer Advisory Body

Multicultural Care has created a Consumer Advisory Body (CAB) to provide feedback about the quality of our care and services. We've invited our care recipients (and representatives) to participate in the advisory body to share ideas, opinion and suggestions with our leadership team about:

- The quality of our care and services
- The way Multicultural Care engages with our consumers
- How we communicate with and provide resources to our consumers
- Issues of concern and areas for improvement

We are committed to the ongoing improvement of our care and services, and the comments, feedback and recommendations of the CAB will be respected and genuinely considered. We look forward to the Meet and Greet brunch set for November to get to know the members of the Advisory Body.



Contact us

📞 02 9718 6199
🕒 9am–5pm, Monday to Friday

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📷 @multicultural_care