

MC news

JULY 2023 / WINTER EDITION



Read Leo's journey as a volunteer

Amazing wage increase for care staff!

Daycare snapshots and more!

 **Multicultural
Care** | Over 30 years
of Cultural Care
& Connection



EnCOMPASS Multicultural Aged Care Connectors Program has transitioned to the

Care finder Program

AVAILABLE TO SOUTH WEST SYDNEY RESIDENTS

The Care finder Program will continue to support older people interact with My Aged Care, access aged care services and other community resources. This is a free and confidential service for older people 65 years and above.

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

Lannie Luu has joined our Care finder program team as our bilingual community educator. She will deliver health education programs to culturally and linguistically diverse (CALD) communities in the South West region of Sydney.

SCAN ME



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SOUTH WESTERN
SYDNEY
An Australian Government Initiative

We have MOVED

*Our new office address is now
Level 2, Suite 2.01
16-24 Elsie St
Burwood NSW 2134

*Level and suite number to be finalised soon.



Across the road from
Burwood Services NSW

message

FROM THE CEO

We hope this message finds you warm and safe during these chilly winter months. We have prepared a newsletter filled with stories and information for your enjoyment.

First and foremost, we are thrilled to announce a 15% wage increase for all front-line aged care support staff being implemented. We know how deserving our frontline staff are of this raise and it will enable them to provide even better service to you, our valued clients. You can find more details about the changes in fees on our News Bites section and in the letter we've sent through the mail.

Secondly, we are delighted to share that the Government has boosted funding to enhance workforce education and training in palliative care. This investment will not only improve the quality of care in our sector presently but also in the future.

In other news, we have relocated to our new premises in Burwood, conveniently located right across from the ServiceNSW office. We want to assure you that our services remain unaffected by this move. In fact, our new venue is more central and professional, reducing commuting time for our staff. We invite you to drop by whenever you get the chance.

Furthermore, we would like to inform you that the EnCOMPASS Multicultural Aged Care Connectors Program has transitioned to the Care finder Program. The program, available to South West residents, aims to assist older people, especially those without family or carers, in accessing aged care services and other community resources. If you know anyone who would benefit from the program, please let us know.



Additionally, we are excited to announce the formation of a Consumer Advisory Body. This group will provide valuable feedback on the quality of our care and services. We will soon share more information on how you can join this advisory body to share ideas, opinion and suggestions with our leadership team.

Lastly, we would like to encourage all our clients/participants who do not speak English to take advantage of the Translating and Interpreting Service (TIS National) provided by the Department of Home Affairs. The service is free for non-English speakers and can be accessed by calling 131 450.

If you haven't already, we encourage you to schedule an appointment with your GP to receive your flu vaccine and Covid-19 booster to protect yourself throughout the remainder of this winter season.

Thank you for your continued trust and partnership. We are committed to providing the best possible care and support for our clients/participants. Enjoy the newsletter, and thank you for your loyalty.


Dr Rosy Walia



VOLUNTEERS' NIGHT

We are so honoured to be nominated for this year's Burwood Council Volunteer Recognition Awards. The award recognises the hard work and dedication of our amazing volunteers. We consider ourselves lucky to have such a great community. We know that our volunteers provide vital support to those who are most vulnerable in our communities. We recognise the amazing work that they do.

CHANGES TO FEES

The Department of Health and Aged Care has announced that as of the 1st of July there will be subsidy increases to all Home Care Package (HCP) clients. The subsidy increase is intended to help cover the additional costs resulting from a 15% wage increase for all front-line Aged Care support staff, as granted by the Fair Work Commission. As a result, Multicultural Care will be making a proportional increase in your direct care services fees. There will also be some additional increase in the case management and package management fees. For any concerns, please don't hesitate to contact our team.

FREE INTERPRETERS

The Translating and Interpreting Service (TIS National) provided by the Department of Home Affairs is a free service to people who do not speak English. When you call 131 450, the operator will ask what language interpreter you need. The operator will then connect you with the interpreter and ask which organisation you need to contact. Have the Multicultural Care phone number ready when you call TIS National. The operator will connect you and the interpreter to Multicultural Care so you can ask questions about your services.

STAFF AWARD

We are so excited that our very own staff, Sandra Younes, has been recognised as Woman of the Year by the Canterbury Bankstown Women's Awards. The award recognises women across Canterbury Bankstown for their exceptional contribution, hard work and determination in the community. Aside from being our BSS and Rostering team leader, Sandra also runs a health and fitness class after hours that not only focuses on the physical but also mental strength of women from the community. Congratulations Sandra!



Social interaction reduces dementia risk

A new study from the Centre for Healthy Brain Ageing (CHeBA) at UNSW Sydney says that spending time with loved ones can help reduce the risk of dementia. “Try to meet with friends and family at least once a month, take part in community activities like volunteering or a rotary club, and open your heart to someone when you feel stressed. Living with others, for example in an intergenerational household, is also helpful,” said first author Dr Suraj Samtani, who is a clinical psychologist and researcher at CHeBA.



Palliative care funding boost

Australians who need palliative care will benefit from enhanced workforce education and training and improved quality through the government’s \$68 million funding boost. Universities, health services and palliative care organisations will undertake projects focusing on improving palliative care education and training for workforces. A further \$15.9 million is for the national End of Life Directions for Aged Care (ELDAC) service to improve the palliative care skills and advance care planning expertise of aged care providers and GPs caring for older Australians.



Protecting your NDIS plan

Now more than ever it’s important to make sure you protect your NDIS plan against fraud. Here are things you can do to protect your plan.

- Ask your plan manager or provider questions about the support they give you
- Check the supports they offer are affordable and in line with your plan
- Don’t discuss your plan or other personal details with someone you don’t know
- Keep complete records of the supports you pay for with your NDIS.

To report NDIS fraud, call 1800 650 717.



Improve communities for better quality of life

A survey by National Seniors Australia revealed that most older Australians believe that participating in the community keeps people active, connected and provides a sense of purpose. While most said their community offered a good quality of life, there were some who were unhappy with their communities. Suggestions to improve communities include providing better public transport and walkways, larger range of activities to socialise and connect, better healthcare services and a more proactive and consultative government processes.



STAFF Story

Biagia Malatino

With 25 years of caring and compassionate service in her community, Biagia is the longest serving member of the Multicultural Care team. We caught up with her to talk about what drives her passion for working with elderly people.

I was born in Sicily in Italy and moved to Australia with my husband soon after we married in 1980. I started working at Multicultural Care back in 1998 as a way of connecting with the Italian community here. At first, I just did home visits, but over the years I started doing cleaning, cooking and personal care for my clients. These days I also run the Italian social support groups, where people come to the centre to play bingo, have lunch and listen to Italian music.

I love it because I get to make people happy, tell jokes with them and play music. I also get to cook my favourite dishes from back in Italy for them like cannelloni. It makes me happy when people enjoy my food.

When you work with clients as long as I have, they become like family. I have supported one family for nearly 23 years. After that long, you know everything about them. You know what food they like, what clothes they prefer to wear.

The downside of that is how sad it is when clients pass away. It's like losing a loved one. When one of my clients passed away after 22 years working together, I organised the flowers and everything for her funeral. It felt good to be able to help the family in that way.

People often ask me why I've stayed in this job so long. I enjoy this work so much because I get to work with Italians and stay connected with my culture. Sometimes when I'm in a group, speaking my language, it feels like I'm on a trip back to Sicily.

I appreciate the effort Multicultural Care puts into matching clients with workers from the same cultural background. I also stay because Multicultural Care is such a great company to work for. When I started, it was only a small organisation. Now we offer services to people from many different cultures in many different parts of Sydney. But it is still the warm and friendly place to work I remember from all those years ago.

The people who work here really care, and they are always there to support me. Rosy and the team leaders always have time to talk. Even though I'm fast approaching retirement age, I want to keep working here as long as I can because I still enjoy it so much.



VOLUNTEER Story

Volunteering is a great way to give back to the community, to extend your social network, and to use your skills and experience in new and exciting ways. Leo (not his real name) had the opportunity to support an elderly client from the LGBTQIA+ community through our Community Visitors Scheme (CVS). While he wasn't able to continue volunteering, Leo reached out to us as he wanted to share his experience with the multicultural community.

What made you decide to volunteer through our program?

I was watching a show on Netflix called Old People's Home For 4-Year-Olds, and seeing our elderly lonely and vulnerable made me want to keep them company. Loneliness is terrible.

Describe your experience as a volunteer.

I met a match and he was very kind and knowledgeable. I was nervous to see him at first in case he didn't like me but it turned out to be a great experience.

What did you learn afterwards?

That I shouldn't overthink it and even if I was rejected, life goes on. Life is all about connecting with each other. Life is also about rejection and acceptance. Each go hand in hand. Expect it and work on how you react to the situation rather than try to block it from actually happening.

Why did you stop volunteering?

I'm going through personal hardships that I need to handle. I live in a community that do not accept transgender people. It is dangerous for me to be my authentic self around them. I am working on moving out of home so I need to save every dollar. Once my life is less turbulent I will return to volunteering.

How do you feel about your current situation?

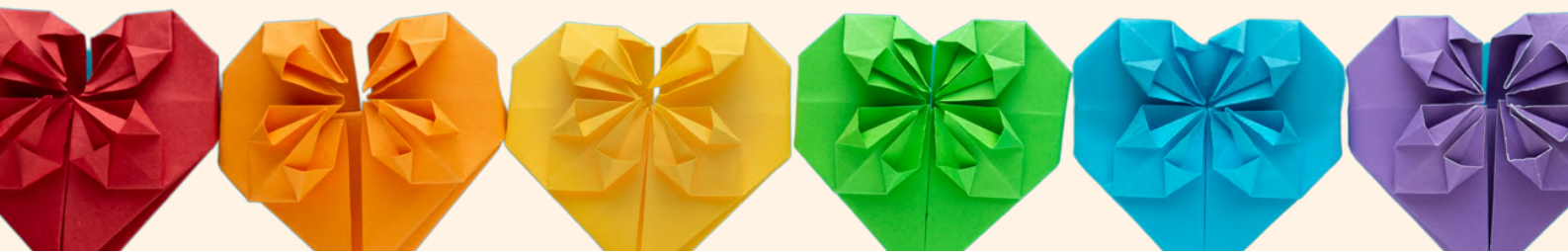
A mixture of emotions. Happy that I am this way because I gain a different insight into life. Annoyed because sometimes I feel it's unnecessary with the amount of stress it causes and also glad that I'm alive at least. I have my vision, mobility, health. It's all I need. Life is more than just my gender.

What would you say to those who want to volunteer like you do?

Dive head first into the volunteer program. There are so many treasures that await. We were put on this earth for each other.

Why do you think it's important for the LGBTQIA+ community to volunteer through programs like the CVS?

Many people just want a friend and a shoulder to lean on. Many people in the rainbow community are kind. We have been through hardships, lots of us live in danger or secrecy. We know what it's like to be in the dark. There are other people who live in the dark too and they are in the CVS program. If we all unite in that commonality we can help each other see light, joy and happiness. This is what life is about, feeling those great emotions.



client STORY

Mrs Galina Chadiloff

In the 1950s, thousands of Russians living in China immigrated to Australia, driven out on political grounds by Chairman Mao and the communist party. Galina Chadiloff, a Chinese-born Russian/Greek, and her family, were among those who re-settled in Australia, arriving in Brisbane in 1954 at 27 years of age.

Today, now aged 96, Mrs Chadiloff lives in a comfortable, light-filled unit within a retirement village in Strathfield. Until recent years, she was fairly independent, with her daughter, Marina, helping her when needed.

However, when her much-loved dog Priscilla sadly passed away before the first COVID-19 lockdown in 2020, things started to change for Mrs Chadiloff. Then, in early 2021, after a few falls at home, Mrs Chadiloff ended up in hospital for a month-long stay.

When she had recovered, the hospital connected Mrs Chadiloff with Multicultural Care to provide services and supports for the first three months to help her transition to being at home again. This was her first experience of having help at home.

It gave her daughter peace of mind and provided Mrs Chadiloff with the assistance she needed for showering safely, cleaning around her home and getting out to her favourite places.

While the support was short-term, it made a big difference. It set the wheels in motion for Mrs Chadiloff to access a Home Care Package to enable her to stay living at home safely. When her funding was approved earlier in 2022, Mrs Chadiloff's family approached Multicultural Care to continue providing services.

"The helpers make a big difference. I have a problem with my legs. If it were not for that, it would be better, but walking is very hard for me. It's annoying, otherwise I would be alright," Mrs Chadiloff says.

"They help with personal care, washing and cleaning the place. Then, if they have time, we sit and talk."

Mrs Chadiloff says things are easier with the carers around and she is happy she can continue to live in her unit, where she has been for over 13 years.

"It's much easier, especially with the shower. I've fallen in the shower but now I feel secure because somebody comes to help."



Mrs Galina Chadiloff

They help with personal care, washing and cleaning the place. Then, if they have time, we sit and talk.”

Mrs Chadiloff also enjoys a fortnightly social outing with her Multicultural Care worker. The pair sometimes visit Chullora Shopping Centre or a local Flower Power store where they enjoy looking at the flowers while having a coffee.

Mrs Chadiloff is happy that her daughter is no longer having to help so much. She also enjoys the company of her Multicultural Care carers.

“I don’t have any complaints. They are friendly. Sometimes they tell me about their families. It’s quite interesting because they are from overseas as well. We talk

about how it was there and how it is here. Sometimes they tell me about their families, because most of them have children.”

Mrs Chadiloff says having help is a big change for her – after a lifetime of working and caring for others.

“I’m not used to it. I was always looking after somebody or doing something. Now, because of my legs, I need help. But I’m thankful that I’m not somewhere sitting in a corner and there is nobody around. I am grateful and happy I have the help. I’m in my home and yet I’m with the people. That’s why I like it here.”



daycare

SNAPSHOTS

In the last couple of months, our Daycare Groups enjoyed various indoor and outdoor activities. They celebrated Easter together. They also travelled to the Manly Dam and Botanic Gardens for a day trip. They enjoyed several lovely meals together and even went dancing! Do you have a daycare pic you want to share? Send it to us at marketing@mc.org.au.





COMING SOON!


Consumer Advisory Body

Multicultural Care is forming a Consumer Advisory Body to provide feedback about the quality of our care and services. Soon, we will be inviting 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

Membership of the Consumer Advisory Body does not impact the care and supports you receive from us. We are committed to the ongoing improvement of our care and services, and the comments, feedback and recommendations of the Consumer Advisory Body will be respected and genuinely considered.

We will soon be sending out more information about the Consumer Advisory Body as well as Expression of Interest forms via mail.





SENIORS HAPPY LIFE

A magazine for Seniors like no other



Seniors Happy Life is an all-new monthly publication designed to appeal to older people, especially those who have to contend with circumstances where frequent feelings of isolation, loneliness and boredom exist.



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