

# MC news

APRIL 2024 / AUTUMN EDITION

## CLIENT STORY

Nada Jadroski

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## NEWS

Latest updates about the industry

News about MC and our staff

## PLUS

2023 Consumer survey results



**Multicultural  
Care**

Over 30 years  
of Cultural Care  
& Connection

# DO YOU HAVE UNSPENT FUNDS?

If you have unspent funds, we've identified ways for you to use your remaining funds more effectively, ensuring that you receive the best possible support tailored to your individual needs. Our dedicated team is here to assist you in exploring additional services, personalised activities, or specialised support that aligns with your care plan.



- Centre-based respite
- Personal care
- Nutrition and meal prep
- Domestic assistance



- Occupational therapy
- Community transport
- Social support

If you have any questions or would like to discuss how to maximise your unspent funds for improved care, please don't hesitate to reach out to our team on (02) 9718 6199.

## HCP PROGRAM Inclusions and Exclusions

Are you on the Home Care Package Program? These are some of the included and excluded items and services under HCP. To get the complete list, please talk to your Care Advisor.



### INCLUDED

- Equipment like shower chairs, commode chairs, crutches, recliners and dressing aids
- Allied health services like podiatry, physiotherapy and remedial massage
- Home modifications to improve safety and accessibility
- Light gardening services
- Domestic assistance like cleaning
- Personal assistance like showering
- Transport and/or taxi vouchers
- Respite
- Nursing



### EXCLUDED

- Equipment not approved by health professionals like massage chair and smartwatches
- Acupuncture and herbal medicines
- Major home modifications like fixing roofs
- Whitegoods, electrical appliances and general household appliances
- Laptops, phones, glasses and household furniture
- Food and groceries
- Medications already supported by Medicare

# message

## FROM THE CEO

As we stride into autumn, I'm excited to share some remarkable updates and initiatives that truly embody our values of care, compassion, and community.

Firstly, to those of you with unspent HCP funds, please take a moment to read what we've outlined on how to effectively use these funds to enhance your care experience. Whether it's exploring new services or investing in additional support, we're here to ensure your journey with us is as fulfilling as possible.

I'm also thrilled to highlight the heartwarming stories of our dedicated volunteers and the recent launch of our new transport service for the Southwest Daycare Group. Our team's tireless efforts and unwavering dedication continue to make a profound impact on the lives of those we serve.

Additionally, I'm pleased to announce the results of our 2023 Consumer Survey (pages 6-7). Your valuable feedback has been instrumental in shaping our services and guiding our future initiatives. Thank you to everyone who participated—we're immensely grateful for your insights and contributions. We are looking into how we can improve our strategies to encourage more of our consumer/participants to share their thoughts via the survey.

Make sure you read the story of Nada Jadroski and how our Care finder program made a meaningful difference in her life. Nada's journey serves as a testament to the transformative power of compassionate care and personalised support. It's stories like hers that reaffirm our commitment to making a positive impact on every individual we serve.



In response to your feedback, we've also added a quick guide to our Multicultural Care phone system (page 11). Please remember to leave a message if you're unable to reach anyone from our team.

We're gearing up for a new chapter at Multicultural Care. As we close the door on our last 2021-2024 Strategic Plan, it's time to create a fresh one for 2024-2027. We will be sharing the new plan with you once it's finalised. Our Quality, Compliance and Risk Manager will be in touch with each of you to get your feedback to be included in the plan.

Lastly, I want to encourage you to join our Quality Care Advisory Body (QCAB) and our Consumer Advisory Body (CAB). It is a great way to share your thoughts about how we can improve our services to better meet your needs.

Wishing you all a wonderful start to autumn!

  
**Dr Rosy Walia**

## VOLUNTEER PROGRAM

Our volunteer program is making a significant impact! Three of our dedicated volunteers, fluent in Spanish, Portuguese, English, and Chinese, have been visiting seniors at two aged care homes. The feedback has been overwhelmingly positive, with seniors expressing gratitude for the companionship and support they receive. These compassionate volunteers are truly making a difference in the lives of our elderly community members. If you know anyone who would enjoy a visit with one of our volunteers at their nursing home or their own home, please contact our team and let us know.



## LUNAR NEW YEAR

Our team had a great time at the Bankstown Community Centre to celebrate Lunar New Year with the Bankstown Chinese daycare group. We were lucky to be invited to join the celebration. There was great food, fantastic entertainment and informative conversations with consumer/participants.



## NEW TRANSPORT SERVICE

Starting this April, we are introducing a new community transport service for our Arabic SouthWest Daycare Groups. The SouthWest Community Transport will provide our consumer/participants with convenient and reliable transportation to and from our daycare facilities.



If you know anyone who wants to be a Support Worker, please contact us at [hr@mc.org.au](mailto:hr@mc.org.au).

“ I like learning from the elderly because they're passionate, and when you see a client who is 100 years old, it's very inspiring. Helping them be independent makes them happy and that makes me happy.

~ Kudus Meskel, BSS



## Changes to aged care

The Australian Government is introducing the Support at Home program in two stages starting July 2025. The current in-home aged care programs will continue until they transition into the new program. Starting from July 1, 2025, the Support at Home program will replace the existing Home Care Packages and Short-Term Restorative Care programs. The Commonwealth Home Support Programme will move to the new program no earlier than July 2027. If you have any questions, please ask your care advisor.



## PrideAbility social group

PrideAbility is a peer led social group for people with intellectual disability, autism spectrum or psychosocial disability. The group attend mainstream community events as well as some drop-in supports where they can connect, receive education, and plan what they would like to do. The group is supported by Participate Australia and SydWest Multicultural Services and each activity is supported by an experienced disability support worker who has trained in LGBTQIA+ awareness. To learn more, visit [participateaustralia.com.au](http://participateaustralia.com.au).



## 60-day prescriptions

In March 2024, the Pharmaceutical Benefits Scheme (PBS) rolled out an extended prescription option for certain medications. The second stage of medicines available for 60-day prescriptions will support patients who live with ongoing health conditions such as arthritis, breast cancer, bipolar disorder, diabetes, menopause, prostate cancer and more. More medicines will be added at the final stage in September 2024. With the new 60-day prescriptions, individuals can receive twice the medication for the price of a single prescription. For more details, visit [Health.gov.au](http://Health.gov.au).



## Exercise games reduce falls

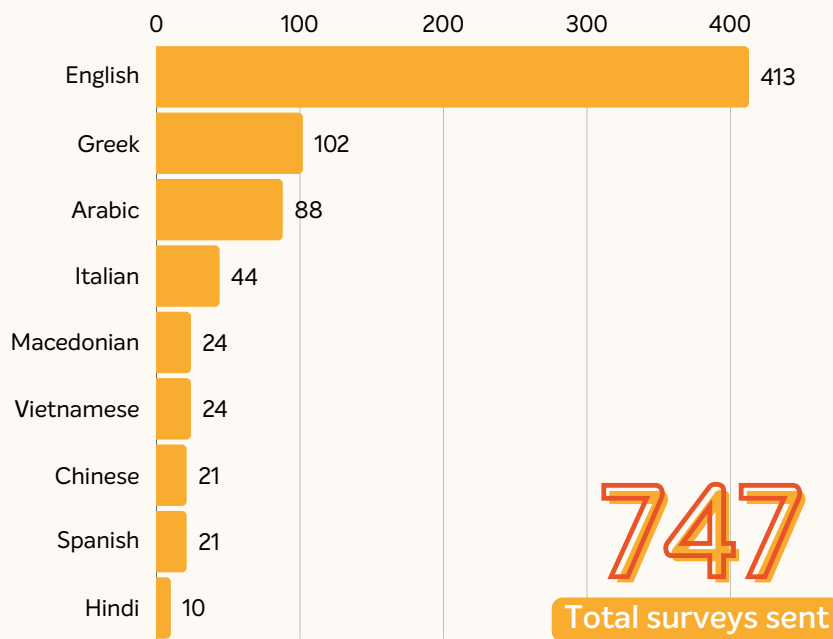
A study at Neuroscience Research Australia (NeuRA) has shown that enjoyable home exercise games effectively reduced falls in older people. The enjoyable nature of gamified exercises ensures enhanced engagement, reducing the risk of falls and potentially cognitive decline associated with aging. The study used an innovative exercise gaming system developed by NeuRA, called smart±step. The focus was on making exercise not only effective but also enjoyable for seniors. Participants experienced significantly fewer falls over 12 months. Visit [neura.edu.au](http://neura.edu.au) to learn more.



# 2023 Survey Results



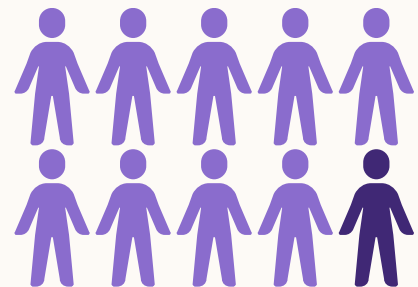
In 2023, Multicultural Care conducted a consumer/participant satisfaction survey. The responses from our consumer/participants provided valuable feedback about our services and how you want to be involved with the planning and delivery of your care. Here are some of the findings.

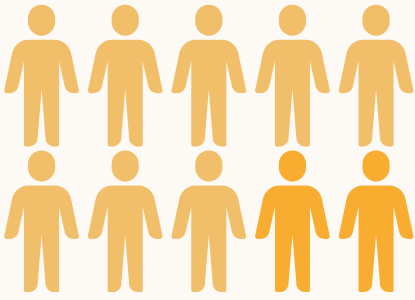


Number of surveys translated into different languages to meet our consumer/participants' demographics.

**91%**

of respondents agreed that Multicultural Care's staff are kind and caring.



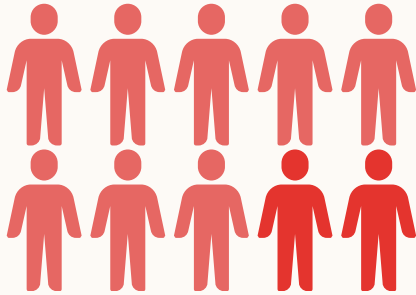
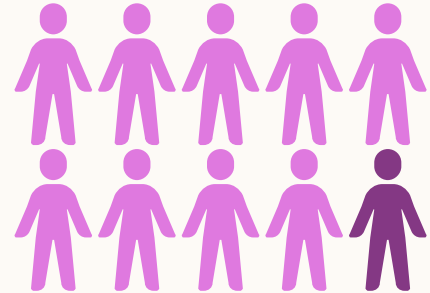


83%

of respondents agreed that Multicultural Care's staff are respectful.

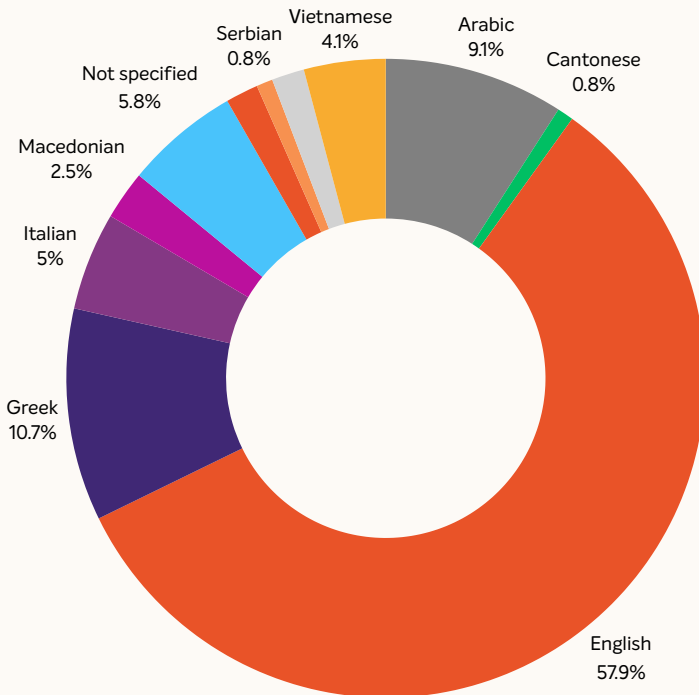
92%

of respondents agreed that our services help to improve their quality of life.



76%

of respondents feel they are involved in the decisions around their care plan.



Language that you prefer for Multicultural Care to use to communicate with you.

### Thank you for your feedback

We're truly grateful to everyone who took the time to complete our survey and share their thoughts on how we can enhance our services. Your feedback is invaluable to us and plays a crucial role in shaping our improvements. For those who expressed a desire for further discussion, our dedicated team has begun making personal phone calls to address your comments and suggestions directly. We're excited to implement your ideas and look forward to continuing to provide you with exceptional service.

# client story

## NADA JADROSKI

Helping older people interact with My Aged Care.



Support through the EnCOMPASS and Care finder programs has helped Mrs Nada Jadroski access support services and connect with her community.

Multicultural Care first reached out to Mrs Jadroski over the phone, before arranging to meet with the 71-year old in her home to discuss support services she may be eligible for.

We soon learned that Mrs Jadroski is passionate about her garden and spent a good deal of her time working in it. She is also proud of her Macedonian heritage, and values her independence, but has found life increasingly difficult on her own since losing her husband 15 years ago.

The Multicultural Care team was able to help Mrs Jadroski register with My Aged Care, educate her about the process of applying for support and prepare her for any questions she might be asked.

We also helped her make sure she had all the required documents like her Medicare and Pension Card and connected her with a Macedonian interpreter service if she needed it.

Our Care finder staff members connected Mrs Jadroski with support services, activities and groups in her community that helped her maintain her independence and gave her opportunities for social engagement.



As a result of that process, Mrs Jadroski has been attending centre-based respite activities at a Macedonian Centre near her home in Yagoona. This gives her a valuable chance to interact with others who share her language and cultural background.

Also, Mrs Jadroski now receives transport vouchers under the Commonwealth Home Support Programme. This allows her to do the shopping, get to doctor's appointments and attend community events without having to depend on family and friends.

By helping her navigate the aged care system, Multicultural Care's Care finder program has helped Mrs Jadroski maintain her independence and improve her quality of life.



# Care finder Program

AVAILABLE TO SOUTH WEST SYDNEY RESIDENTS

The Care finder Program is a **FREE** and confidential service that 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 us

(02) 9718 6199

[carefinder@mc.org.au](mailto:carefinder@mc.org.au)

SCAN ME

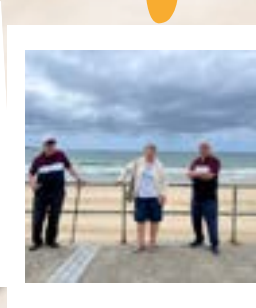


Funded by

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SOUTH WESTERN  
SYDNEY

An Australian Government Initiative

# daycare SNAPSHOTS



Our Daycare groups have been busy! Our Arabic group visited Cronulla beach while our Macedonian group went to the Lizard Log Park in Western Sydney. Our Greek group also celebrated the 95th birthday of one of our consumer/participants!



## DOMESTIC ASSISTANCE Task Guide

To ensure the wellbeing of all our consumer/participants and Bilingual Support Staff (BSS), we've created a Domestic Assistance task list which outlines what our support workers are able to safely perform. If you have any questions, please contact your Care Advisor.

### WHAT BSS CAN DO

Bathroom – Clean all fixtures including shower, bath, toilet, and sink.

Kitchen – Tidy/wipe over of benches, stove, microwave, wash dishes, load/unload dishwasher, remove old items out of fridge, wipe down shelves.

Ground floor bedrooms – Making beds, change linen, spray and wipe mirrors.

General areas – Vacuuming, mopping, dry sweeping, light surface dusting, spray and wipe sliding doors.

Rubbish removal – Take out rubbish/recycling and council bins (if not heavy).

Laundry – Wash, hang, fold, iron (minimal) and put away clothes.

### WHAT BSS CAN'T DO

Bathroom – No scrubbing of mould and soap scum. No bending over bathtubs. No use of harsh chemicals (e.g. Exit Mould).

Kitchen – No scrubbing of oven unless it has been prepped prior (pre sprayed). No stepping on ladders or small steps to reach on top of cupboards etc.

Bedrooms – No flipping mattresses.

General areas – Do not move items to vacuum underneath. Do not carry large items upstairs.

Rubbish removal – No spring cleaning.

Laundry – No washing of heavy doonas or blankets and then hanging them out.

# QUICK GUIDE to our phone system



## Rostering hotline

If you need to change your service, please call

**02 9129 7777** for faster service .



For all other inquiries, call our main number **(02) 9718 6199** and select from the options below.

01

## Press 1 if you're an existing client

You will be connected to our staff. If no one answers your call, stay on the line and leave a message after the beep.



02

## Press 2 if you're a new client

Our staff will answer questions about your aged care needs. You can also stay on the phone and leave a message after the beep.



03

## Press 3 to call the Finance team

Our Finance team can answer questions about invoices, payments, and more. If the finance team is busy, you can leave a message at the beep.



04

## Press 4 for all other questions

If our staff are busy, you can leave a message after the beep and we will call you back.



# JOIN US!

Multicultural Care is seeking expressions of interest from family, friends, and representatives of our consumer/participants to join our Quality Care Advisory Body (QCAB) and Consumer Advisory Body (CAB).



Our Quality Care Advisory Body (QCAB) supports and informs the governing body (Board), helps with problem-solving and suggests improvements to Multicultural Care's services. QCAB members provide independent feedback to the Board on the quality of care provided to consumer/participants. Your involvement will make a significant impact on the services we provide. If you want to discuss and consider specific issues in relation to the delivery of care and services provided by MC, then we want to hear from you.

The Consumer Advisory Body (CAB) provides Multicultural Care's governing body (Board) and leadership team with feedback about the quality of care and services. Consumer/Participant CAB members will share ideas, opinions, and suggestions about the quality of MC's care and services. Joining lets you share your concerns and ideas with those in charge of your care. If you have questions about the Consumer Advisory Body, please don't hesitate to contact us.



For questions and clarifications, please contact:

**Barry Cowling**

Quality, Compliance and Risk Manager

✉ [qcrmanager@mc.org.au](mailto:qcrmanager@mc.org.au)

☎ (02) 9718 6199



## Contact us

☎ 02 9718 6199

🕒 9am-5pm, Monday to Friday

📍 Level 2, Suite 2.01, 16-24 Elsie St  
Burwood NSW 2134

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📘 @multiculturalcare  
🌐 @multicultural-aged-care  
📷 @multicultural\_care