

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 deliver best practice home care services for older people and people with disability from Culturally and Linguistically Diverse (CALD) backgrounds.

What we do

- We match you with our care staff who can meet your language and cultural requirements. So, whether you speak Mandarin or Swahili, celebrate Ramadan or Diwali, we are here to be your partners in care.
- We tailor our services with you and your family to make sure your needs and goals are met.
- Our customer focused care helps you continue to live independently in your own home, the way you want to, for as long as possible.
- Our highly trained and qualified support team is well known for their caring and professional approach.
- We carefully select and train our team members to deliver the best care possible.
- We aim to improve the health and wellbeing of the diverse communities we serve.

Our vision

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.



Service areas

We provide services to the following regions

- ✓ Inner West Sydney
- ✓ South West Sydney
- ✓ Western Sydney
- ✓ Northern Sydney
- ✓ South East Sydney

Contact us

Our friendly staff are here to help

- ☎ (02) 9718 6199
- ✉ referrals@mc.org.au
- 📍 Level 2, Suite 2.01, 16-24 Elsie St
Burwood NSW 2134
- 🕒 9am-5pm, Monday to Friday

multiculturalcare.com.au



Commonwealth Home Support Programme



Over 30 years
of Cultural Care
& Connection

multiculturalcare.com.au

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 consumer/participants 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 seniors 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, consumer/participants progress to a Home Care Package (HCP).

The Commonwealth Home Support Programme offers a range of services which consumer/participants 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: myagedcare.gov.au](http://myagedcare.gov.au).

People choose Multicultural Care because each consumer/participant 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 consumer/participant's cultural, spiritual, physical, emotional and social needs and goals.

Support staff are then carefully selected to meet the consumer/participant's specific needs. After in-home services start, the Care Coordinator regularly contacts the consumer/participant 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 consumer/participant's case to ensure the 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

