

MCC news

OCTOBER 2024 / SPRING EDITION

From homelessness to

A Care finder story

hope



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**Multicultural
Care**

Over 30 years
of Cultural Care
& Connection

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

SCAN ME



Funded by

phn
SOUTH WESTERN
SYDNEY

An Australian Government Initiative

The NSW State Emergency Service (NSW SES) has translated their resources in multiple languages to ensure risk awareness and risk preparedness information on flood, storm and tsunami is available to all communities.

Visit their website to find information in your language.

SES.NSW.GOV.AU



message

FROM THE CEO

Welcome to the Spring Edition of MC News!

We hope you're enjoying the warmer weather and all the freshness this season brings.

As the year draws to a close, we're excited to share some updates about Multicultural Care and how we're continuing to provide you with quality care services.

Firstly, we're honoured to have been recognised as finalists in several prestigious industry awards. This recognition reflects the trust you place in us, and we're truly grateful for your continued support.

I'm also pleased to share that we've recently completed a successful NDIS audit, allowing us to extend our disability support services further. This achievement ensures we can continue delivering high-quality, compliant care tailored to your needs.

As changes in aged care come into effect, please know that we're ready to guide you through this transition. Our team is working hard to ensure your care remains seamless, fully aligned with new regulations and your individual needs.



I'd also like to highlight a recent success story from our Care finder team, where we helped a consumer/participant find a new home and secure the medical care they needed. This is just one example of the personalised care we strive to offer and the positive impact our teams can make in your lives.

In this edition, we've also included helpful insights into what a care plan entails. If you have any questions about your care plan or services, feel free to reach out to your care advisor or our team at any time.

Thank you for being part of the Multicultural Care family. We're here to support you, and I wish you a wonderful rest of the year.

A handwritten signature in black ink that reads "Rosy Walia". The signature is written in a cursive, flowing style.

Dr Rosy Walia

AWARDS FINALIST

The Multicultural Care team was selected as a finalist for several awards this year. For the Third Sector Awards, our team was a finalist for Cultural Diversity and Inclusion category as well as the Campaign/ Marketing Executive of the Year category. We are thrilled to also be a finalist in not one, but two categories for the 2024 Western Sydney Awards for Business Excellence (WSABE): Excellence in Diversity and Inclusion, and Outstanding Community Organisation. What an amazing achievement for our team!



ONE YEAR ANNIVERSARY

The Multicultural Care team celebrated the one year anniversary of our move to the Burwood office. Our new office represents more than just a change of address; it symbolises growth, innovation, and our commitment to excellence. Thank you to all our team members for their dedication, and for our consumers/participants for their loyalty. If you're ever in the area, please feel free to pop into the office to meet the team.

SUCCESSFUL NDIS AUDIT

Multicultural Care has passed the NDIS Extension Audit for the additional service codes we required to expand our service to people with a disability. Our team successfully met every requirement within the timeframe provided. It was a great team effort, and we want to thank Darrell, Barry, Julianne, Cathy, and Kristyn for all their help. We also want to acknowledge Rameesha for her in-depth knowledge of the NDIS system and procedures. If you know anyone who needs disability services, please contact our team.

AFTER HOURS SUPPORT

Multicultural Care has implemented new rostering hours for all roster changes. If you need to urgently cancel or change your roster, you can contact our team from 7am-9pm (Monday to Friday) and from 12pm-5pm on Sundays. Call via the rostering hotline on 02 9129 7777.

OFFICE CLOSURE

Our Head Office will be closed for the holiday season from 5pm on Friday, 20th December 2024, and will reopen 9am on Thursday, 2nd January 2025. Our staff will be on call for any urgent requests during this time. You can contact us on 02 9129 7777.

Studying slows down aging

Fewer than one percent of older Australians engage in formal study, according to the Australian Bureau of Statistics. However, research shows that older adults with higher education levels tend to age more slowly and live longer. A study found that just two years of additional education can reduce the rate of aging by up to three percent. Researchers studied three generations of families to understand the connection of educational achievements between parents and their adult children. Mental exercises help reinforce existing connections in your brain as you age.



NSLP expansion

The Department of Health and Aged Care is making it easier for Deaf, Deafblind, and hard of hearing individuals to access sign language interpreting and captioning services. Since 1 July 2024, the National Sign Language Program (NSLP) started offering sign language interpreting and captioning for health and medical appointments. The NSLP supports access to various services, including aged care, banking, weddings, and cultural events. All services are free and provided by Deaf Connect, so you can book all your health, social, and aged care activities in one place.



Changes to aged care

The Australian Government is making changes to aged care. Some of the aged care reforms include:

- an Aged Care Specialist Officer (ACSO) who can speak to you face-to-face and help you in more detail with your aged care matters
- a simple, single-entry point to make access to the aged care system for older people easier
- a new Support at Home program that will replace Home Care Packages and the Short-Term Restorative Care Programmes.

Visit [health.gov.au](https://www.health.gov.au) to download a copy of the brochure.



Next of kin program

The NSW Police Next of Kin Program is a free program that assists people living alone by recording their nominated contact person's details at a local police station. This includes the contact information for the next of kin, as well as their doctor, dentist, and any relevant medical alerts. All information is securely stored and accessible only to NSW Police, to help in emergency situations by allowing police and emergency services to reach a relative or nominated person. To join, contact your local police station and ask to speak with the Crime Prevention Officer.



client story

FROM HOMELESSNESS TO

hope

Seventy-three-year-old Abdel* has faced significant hardships throughout his life.

Born in Syria, he immigrated to Sydney, Australia, in the early 70s. He worked as a motor mechanic and lived with his family. Unfortunately, due to unresolved family issues, Abdel found himself alone and homeless.

His living conditions were dire. Residing in a privately rented room, essentially a garage with minimal facilities, he had no contact with family or friends and lacked support. His situation became even more precarious when he received an eviction notice, putting him at imminent risk of homelessness once again.

On top of that, Abdel's physical and mental health conditions added to his challenges. He suffers from major depression, memory problems, and chronic back and neck pain. He struggles with low mood, lack of motivation, and insomnia plagued by nightmares. His memory issues cause constant forgetfulness and confusion, and he has experienced multiple falls in the past year, necessitating the use of a walking stick.

Despite these challenges, he manages his day to day activities independently but needs assistance with meals, cleaning, shopping, and attending medical appointments.

In the face of eviction and deteriorating health, Abdel was referred to the Multicultural Care-Care finder team by My Aged Care services. The Care finder team made initial contact over the phone and arranged to meet Abdel at his rented accommodation. Realising the urgency of his situation, the Care finder team intervened by negotiating an extension of his tenancy by another month.

During this critical period, the Care finder team introduced Abdel to various services provided by My Aged Care, including CHSP meals and transport services. They assisted him in registering a Care finder team member as his representative and reached out to different services to help him find new accommodation. This involved filling out paperwork, attending meetings with housing departments, and coordinating with his GP and psychologist to provide necessary documentation.

*Name has been changed for privacy.



The Care finder team worked tirelessly to secure rental accommodation for Abdel, until he was finally able to settle in Moorebank.

Abdel's story is a testament to the impact that compassionate and dedicated support can have on an individual's life.

The Care finder team worked tirelessly with housing departments in Liverpool, Bankstown, and Parramatta, as well as with NEAMI National, to secure rental accommodation for Abdel. Their efforts paid off when they found him a ground-floor residence in Moorebank, significantly shortening the usual wait time for social housing, which can be up to 10 years.

With the help of the Care finder team, Abdel settled into his new accommodation. They introduced him to various service providers that can offer support. The Care finder team remains in regular contact with Abdel, conducting follow-ups to check on his health and well-being.

They recently helped him register for MyGov on his mobile phone and continue to support him in managing his depression.

Abdel has started participating in community activities, which has had a positive impact on his mental health. He agreed to participate in a Dementia-related project conducted by the University of Sydney, which has helped him feel more positive and proactive. Although he needs more time to settle in, he has expressed interest in joining the ACVVS program as a volunteer in the future.

Abdel's story is a testament to the impact that compassionate and dedicated support can have on an individual's life. The intervention of the Care finder team not only helped him avoid homelessness but also provided the necessary resources and support to improve his quality of life.

With ongoing support and community engagement, Abdel is now on a path to a more stable and hopeful future.

What is a CARE PLAN?

A Care Plan is a customised plan of care designed to meet the unique needs and preferences of an older individual. There are several things you need to remember about your Care Plan.



✓ It is person-centred

This comprehensive plan addresses all aspects of an elderly person's life, including not just their physical needs, but their emotional and social needs as well. The Care Plan typically involves input from the elderly individual themselves, family members, and healthcare providers, such as doctors and nurses.



✓ It is regularly reviewed

A Care Plan is an ongoing process that may be adjusted over time as the individual's needs change. Regular assessments are typically conducted to monitor the elderly individual's health and well-being and to make any necessary adjustments to the Care Plan.



✓ It lists your needs

The Care Plan may include a range of services, such as assistance with daily activities, medication management, physical therapy, social activities, and medical treatment. It may also involve coordination with other healthcare professionals and agencies to ensure that the individual receives the best possible care.



✓ It clarifies all costs

All home care providers can only deliver care as it is stated in the agreed Care Plan. This means the Care Plan will clarify the costs that come with the services you need. Make sure you know who will provide the services, when the services will be provided and how often they will be provided.



The ultimate goal of a Care Plan is to create a flexible plan that accurately reflects the individual's personal preferences, medical history, and current health status.

We answer your **QUESTIONS**

I need deep cleaning services on top of the basic cleaning from the support staff.

We can help arrange a one-off or regular professional cleaning service for you. Just let your care advisor know.



What is the notice period for cancellation of services?

You need to let us know 24 hours prior to your service if you want to cancel. Otherwise, we will charge the full amount of the service.



I need help getting to my appointments. Can you help me?

We have several options for transport service. We can provide you with taxi vouchers or have the support staff take you. Just let us know when you need assistance.



I need help with home modification. What should I do?

Please give us a call on 02 9718 6199 and we can organise for you to get a quote with one of the providers suggested on your Occupational Therapy report.



Can I use the service provider or contractor of my choice for some of my services?

You have a say in the types of care, services and providers given to you. Talk to us to discuss your preferences.



If you know anyone who wants to be a Support Worker, please contact us.

“

I love how rewarding my job is. I can get up easier during cold mornings, or travelling while it's raining hard, knowing that it is for a mission to support a person who needs help. Our support workers also make sure our consumers/participants are respected and have control over their wellbeing plans.

~ Maglenes Martino-Lescay, BSS

”

CENTRE-BASED RESPITE *daycare* SNAPSHOTS



Our daycare groups had an exciting couple of months. Our Greek group visited Watsons Bay and Club Rivers in Riverwood. Our Macedonian group enjoyed the Japanese Garden in Auburn and Roselands Shopping Centre. Our Arabic group celebrated Father's Day together, while our Chinese group took in the breathtaking views at the Fairfax Lookout in Manly.

How to join our

CENTRE-BASED RESPITE

What is Centre-Based Respite?

Centre-Based Respite (CBR) takes place at a day centre, club and/or outdoor areas like parks and beaches with structured activities, group activities or small group outings that gives the care-recipient a chance to talk to other people. This includes transport to and from the venue.

Do I have to pay to join?

If you're on the Commonwealth Home Support Programme, there is a contribution fee of \$18.

Our language groups

We have CBR groups in various languages including:

- Arabic
- Chinese
- Greek
- Italian
- Macedonian
- Vietnamese



If you want to join our CBR groups, please let your Support Worker or Care Coordinator know.

JOIN US!

Multicultural Care is seeking expressions of interest from family, friends, and representatives of our consumers/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 consumers/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 Multicultural Care, 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 Multicultural Care'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

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☎ (02) 9718 6199



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