

# MC news

JANUARY 2024 / SUMMER EDITION



**MC garners multiple awards**

Updates from the industry

Client Story: Hassan Kemal

Daycare snapshots

 **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



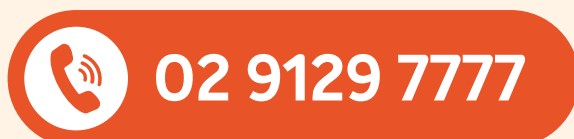
Funded by

**phn**  
SOUTH WESTERN  
SYDNEY

An Australian Government Initiative

## New MC hotline

Multicultural Care now has a dedicated phone number for consumer/participants who need to change rosters. Please use the number below for faster service when changing rosters.



# message

## FROM THE CEO

Welcome to our MC News Summer Edition! I trust you had a great break during the holiday season.

I am thrilled to announce that Multicultural Care received the WSABE Excellence in Diversity and Inclusion Award, a testament to our ongoing efforts to foster an inclusive workplace where every voice is valued. This achievement is a reflection of the collective commitment of our team members to create an environment that celebrates diversity.

I would also like to extend my heartfelt congratulations to Linda Yacoub for her outstanding contributions, which have earned her the Individual Volunteer Achievement Award. Linda's dedication and passion for making a positive impact in our community embody the values that Multicultural Care holds dear.

In our continuous pursuit of service excellence, we have launched an upskilling pilot program tailored for our support staff. This initiative aims to enhance their skills and knowledge, ultimately elevating our service delivery and ensuring an exceptional customer experience. Investing in our team's professional growth is fundamental to our commitment to continuous improvement.

As part of our community outreach efforts, we are hosting free information sessions for our daycare groups to raise awareness about seniors' rights and elder abuse.

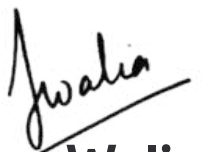


We believe that knowledge is empowering, and these sessions contribute to building a more informed and caring community.

Also, in line with feedback we received from our consumer/participants, we have featured our Care Advisors in this issue so you know your point of contact when calling our office.

As we enter the warmer months, I want to remind you all to take extra care during the expected heatwaves. Your well-being is our priority, so please stay hydrated, keep cool, and be mindful of the potential challenges posed by the rising temperatures. If you have any concerns or need assistance, our team is here to support you.

Thank you for your commitment to supporting Multicultural Care. We wish you a safe summer!

  
**Dr Rosy Walia**



## MC WINS AWARDS

We are the proud winners of the “Excellence in Diversity and Inclusion Category” at the Western Sydney Awards for Business Excellence. This recognition is a testament to our collective dedication to diversity, inclusion, and the extraordinary care we provide to our community. We want to extend our heartfelt gratitude to all of you, as it is your unwavering support that have made this achievement possible.



Also, a big congratulations to our volunteer, Linda Yacoub, for receiving the Individual Volunteer Achievement Award at the 13th Annual St George Community Awards. The Award acknowledges an unsung hero in our community who has, through creativity, initiative, hard work and dedication, made a positive contribution to the lives of others.

## MC SIGNS JOINT STATEMENT

Multicultural Care has joined other organisations in affirming the human rights and fundamental freedoms of all older people, including lesbian, gay, bisexual, transgender, intersex, and other sexuality, gender and bodily diverse (LGBTI) people. We have signed up to the Joint Statement between LGBTIQ+ Health Australia and Australia’s aged care sector. We believe that a culture of affirming diversity and respect for every individual is a bedrock for protecting human rights, including in the provision of aged care services.

## FREE INFO SESSIONS

Our daycare groups received valuable education from industry experts on elder abuse. This included identifying what constitutes elder abuse and how to seek assistance. It’s important for us to be aware of this issue as elder abuse can take many forms and is unfortunately more common than we may realise. Attendees were also taught about the resources available and the steps to take if they suspect abuse is occurring. These sessions will continue in 2024.



# ourTEAM



## PILOT PROGRAM

We are currently running a pilot program which entails upskilling our BSS into Senior BSS positions. The four BSS participating are performing on site WHS Risk Assessments, visiting clients to gather feedback on their service, learning new skills in our software and systems, and learning more about our business processes. The purpose of this program is to improve our service delivery and the customer experience by providing skills and knowledge in a timely manner to our frontline staff.

## MEET OUR CARE ADVISORS AND ADMINISTRATORS



**SHARON KIRKPATRICK**  
HCP Care Advisor &  
Registered Nurse



**JENNY (PENJAI)  
SINSAMERSUK**  
HCP Case Coordinator



**HAILEY CHAPMAN**  
Client Care Facilitator



**AKCHHETA BHETWAL**  
STRC Care Advisor



**SHREEYA SHARMA**  
NDIS Care Advisor



**JESSICA COSTA**  
Grant Funded Services  
(CHSP) Coordinator



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

“

Your clients become like family. I've been with some clients for 10 years. I just try to give them the best possible life they can have. I have consumer/participants who say to me, 'I love you. You're like my daughter'. It's just the little things that you do for them that they appreciate. That's very rewarding and why I love my job.

~ Rouba El Saleh, Senior BSS

”

## Free shingles vaccine

People aged 65 years and over are eligible for the free shingles vaccine under the National Immunisation Program (NIP). The two-dose course of the vaccine is also available for free for First Nations people aged 50 years and over and immunocompromised people aged 18 years and over with some specific medical conditions. The Shingrix vaccine, which normally costs up to \$560, provides about 10 years of protection against shingles. Nearly five million people are eligible for the vaccine.



## Short walks help older people

New research has found that walking 3,000 extra steps per day can significantly reduce high blood pressure in older adults. The study, published in the Journal of Cardiovascular Development and Disease, assessed a range of adults between the ages of 68 and 78 who walked an average of about 4,000 steps per day before the study. However, when they were placed on a 7,000-step regimen, participants' blood pressure reduced to levels on par with anti hypertensive medications.



## NSW implements Voluntary Assisted Dying Act

The NSW Voluntary Assisted Dying (VAD) Act 2022 came into effect in November 2023, allowing eligible individuals the option to choose voluntary assisted dying as part of their end-of-life care. The legislation includes safeguards to ensure the safety, accessibility, and appropriateness of this choice. To oversee the implementation of this law, NSW Health established a VAD Implementation Committee. If you want to learn more about VAD, visit [health.nsw.gov.au](http://health.nsw.gov.au).



## Caring for yourself this summer

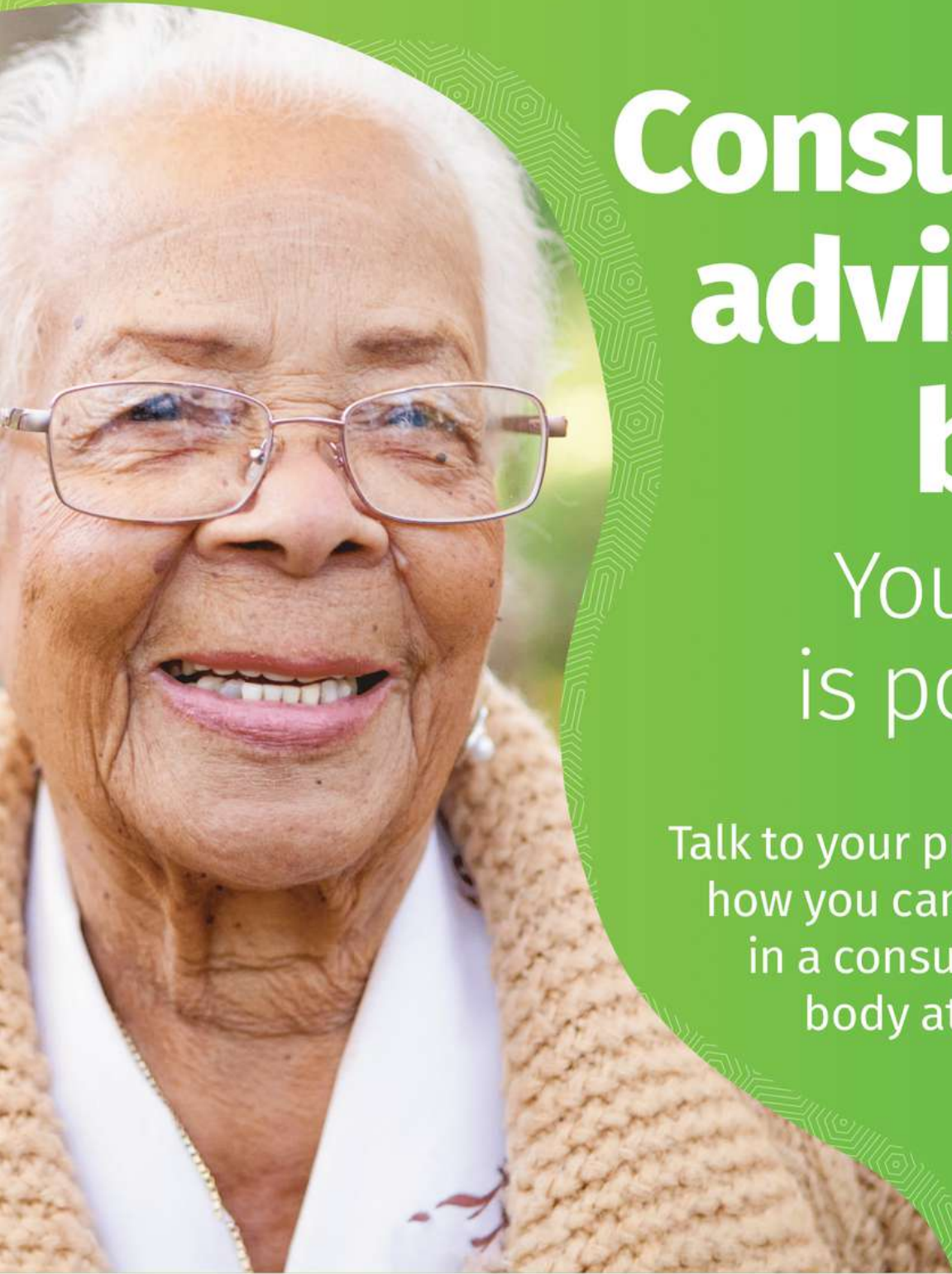
High temperatures are expected this summer with the likelihood of multiple heatwaves in the coming months. The government has warned that older people may be at an even higher risk of heat exhaustion/stress. Take extra care of yourself this summer. Close curtains and blinds in sun facing rooms, keep ice treats in the freezer, stay inside between 11am-3pm, drink plenty of water, wear a hat and put on sunscreen when going outdoors, dress appropriately, and call for help when you're feeling dizzy.





Australian Government

Aged Care Quality and Safety Commission



# Consumer advisory body

Your voice is powerful

Talk to your provider about how you can get involved in a consumer advisory body at your service.

The Consumer Advisory Body provides Multicultural Care's Board and leadership team with ideas, opinions, and suggestions about the quality of MC's care and services. If you have questions about the Advisory Body, please don't hesitate to contact us.

**Barry Cowling**

Quality, Compliance and Risk Manager

☎ 02 9718 6199

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

# client story

## MR HASSAN KEMAL



### A Home Care Package and support from Multicultural Care is helping Mr Hassan Kemal stay living at home while managing complex and debilitating medical conditions.

After migrating from Cypress to Australia in 1969, Mr Kemal spent most of his career working for CSR as a rigger, train driver, crane operator and front-end loader operator. During that time, he was exposed to asbestos, which left him with a number of serious health issues.

Over the years Mr Kemal developed asbestosis, acute renal failure, atrial fibrillation, diabetes and congestive cardiac failure (CCF), eventually forcing

him to retire in 2013. These conditions each require a complex schedule of medication, treatment and management.

Mr Kemal also has significant issues with mobility and requires support at home with many day-to-day activities. Mr Kemal lives with his wife Neija, who has health and mobility issues of her own.

Mr Kemal was assessed as eligible for a Home Care Package in 2018 and started



accessing services through Multicultural Care soon after. He says he is particularly grateful for the Bilingual Support Staff member who visits him twice a week to assist with personal care.

“She is a wonderful, wonderful lady,” Mr Kemal says.

There are many things I can't do for myself these days. Multicultural Care fills in those gaps, so I can stay in my home with my wife.

“She looks after me. She gives me a shower, a shave and helps me get dressed. I'm very thankful for her.” The Multicultural Care team has also helped Mr Kemal access the equipment he needs to manage his medical conditions and get himself around.



*Mr Hassan Kemal and his wife.*



*Mr Hassan Kemal and his support staff.*

“They helped me get a walker and an electric scooter so I can get out and go to the shops and things like that,” he says.

“I also need oxygen to help me breathe. Multicultural Care provided me with a small tank for when I go out, and a larger tank to help me breathe at night. A nurse comes around every few months to check on me.”

A Multicultural Care team member visits Mr and Mrs Kemal each week to assist with domestic cleaning. Transport is also available when they need assistance getting to and from appointments and community events.

Mr Kemal says the support he receives from Multicultural Care is critical to staying in his own home while staying on top of his health concerns.

“There are many things I can't do for myself these days. Multicultural Care fills in those gaps, so I can stay in my home with my wife.”

# daycare

## SNAPSHOTS



Our Daycare Groups have been busy visiting beaches, the Bowral Tullip Festival and playing outdoors. They also came together to celebrate the holiday season. If you want to share your group pics, send them to us at [marketing@mc.org.au](mailto:marketing@mc.org.au).

# USEFUL CONTACTS

**AGED CARE QUALITY AND SAFETY  
COMMISSION – LODGING COMPLAINTS**  
1800 951 822

**AUSTRALIAN TAXATION OFFICE –  
SCAMS HOTLINE**  
1800 008 540

**BEYOND BLUE** 1300 224 636

**CENTRELINK: OLDER AUSTRALIANS**  
13 23 00

**CARER GATEWAY** 1800 422 737

**ELDER ABUSE HELPLINE**  
1800 628 221

**FINANCIAL INFORMATION (PENSIONS AND  
ALLOWANCES): CENTRELINK (FINANCIAL  
ASSISTANCE FOR CARERS)**  
13 27 17  
**FOR MULTILINGUAL INFORMATION**  
13 12 02

**HEARING AUSTRALIA** 134 432

**HEALTH SERVICES FOR VETERANS**  
13 32 54

**IMMUNISATION PROGRAMS FOR OLDER  
AUSTRALIANS: IMMUNISE AUSTRALIA  
INFORMATION LINE**  
1800 671 811

**LIFELINE** 13 11 14

**NATIONAL BOWEL CANCER  
SCREENING PROGRAM**  
1800 118 868

**MY AGED CARE** 1800 200 422

**NATIONAL CERVICAL SCREENING  
PROGRAM**  
13 15 56

**NDIS HOTLINE** 1800 800 110

**NATIONAL DEMENTIA  
HELPLINE**  
1800 100 500

**NATIONAL STROKE  
FOUNDATION STROKE LINE**  
1800 787 653

**OLDER PERSONS ADVOCACY  
NETWORK**  
1800 700 600

**POISONS INFORMATION CENTRE**  
13 11 26

**TELECOMMUNICATIONS  
INDUSTRY OMBUDSMAN**  
1800 062 058

**TRANSLATING AND  
INTERPRETING SERVICE (TIS)**  
13 14 50



# JOIN THE MC

## Quality Care Advisory Body

Multicultural Care is seeking expressions of interest from family, friends, and representatives of our consumer/participants to join our Quality Care Advisory Body (QCAB) to provide independent feedback to the Board on the quality of care provided to consumer/participants.

The QCAB is but one of the many avenues through which consumer/participant voices can be heard and valued within Multicultural Care. Your involvement in this important initiative will make a significant impact on the services we provide.

For questions and clarifications, please contact:

### **Barry Cowling**

Quality, Compliance and Risk Manager

🏠 PO BOX 414, Burwood NSW 1805

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

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📷 [@multicultural\\_care](https://www.instagram.com/multicultural_care)