

MC news

JULY 2024 / WINTER EDITION



MC wins Volunteer Team Award

CLIENT STORY

Minh shares her experience with our Disability Services

Photos from our 2024 Cultural Day

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



Australian Government

Department of Health
and Aged Care

medicare

Urgent Care Clinic

When to visit a Medicare Urgent Care Clinic

Medicare Urgent Care Clinics give you more options to see a GP or nurse when you need care for **urgent, but not life-threatening, injuries and illnesses.**

Urgent care

When you have an injury or illness that can't wait for a regular GP appointment but is not life-threatening.

- Minor infections
- Minor fractures, sprains, sports injuries and neck and back pain
- Urinary tract infections (UTIs)
- Sexually transmitted infections (STIs)
- Minor cuts
- Insect bites and rashes
- Minor eye and ear infections
- Respiratory illness
- Gastroenteritis
- Mild burns

General care

When you have an injury or illness that can wait for an appointment with your local GP.

- Diagnosis and treatment of a wide range of diseases and illnesses
- General screening and health checks
- Vaccinations and prescriptions
- Mental health advice
- Family planning advice
- Referrals for tests, scans or specialist care
- Ongoing chronic disease care and health assessments

Emergency care

When you have an injury or illness that is life-threatening: call triple zero (000) or go to your nearest emergency department.

- Chest pain or tightness
- Breathing difficulties
- Uncontrollable bleeding
- Severe burns
- Poisoning
- Numbness or paralysis
- Unconscious
- Unresponsive or having seizures
- Ongoing fever in infants



Open early
and late



Bulk billed



Walk-in

To find your nearest Medicare Urgent Care Clinic, visit
health.gov.au/MedicareUCC

Scan for more information



message

FROM THE CEO

As we embrace the chill of winter, I'm thrilled to share some incredible highlights from the last quarter. Our team's dedication and hard work have once again been recognised, as we proudly received prestigious accolades such as the Burwood Volunteer Recognition Awards, the Xref Best Workplace Award, and the Xref Change Champion Award.

These honours are a testament to our team's unwavering commitment to excellence and innovation. I want to extend my heartfelt congratulations to each and every one of our team members for their outstanding efforts in making these achievements possible.

Our recent Cultural Day event and Creative Care Connection Week were resounding successes, thanks to the team's creativity and enthusiasm. These initiatives not only fostered a sense of unity and inclusion with our consumer/participants, but also showcased our commitment to diversity and community engagement.

One of the most rewarding aspects of our work is the impact we have on the lives of those we serve. I encourage you to read the inspiring participant story in this newsletter, which highlights how our team provided disability services that made a real difference in someone's life.

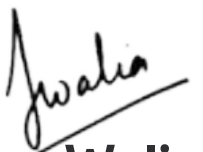
I also want to express my gratitude to our consumer/participants who took the time to participate in interviews regarding our Strategic Plan.



Your insights and feedback are invaluable as we continue to refine our strategies and priorities to better serve your needs. We are in the midst of our planning process, creating a comprehensive roadmap that reflects our vision, mission, and strategies for the future. I am confident that our new Strategic Plan will guide us toward even greater success to better serve our consumer/participants.

This winter season, I urge each of you to prioritise your health and safety. Don't forget to take advantage of the free flu vaccine available to all seniors. Let's stay vigilant and take care of ourselves and each other.

Thank you once again for your continued support for Multicultural Care.


Dr Rosy Walia

VOLUNTEERS AWARDS

We are so proud of our volunteers and ACVVS team for being recognised at the 2024 Volunteer Recognition Awards in Burwood. Linda Yacoub and Tanya Sahoo were nominated for the Adult Volunteer category, while Rajni Jain was nominated for the Senior Volunteer category. The MC ACVVS team won the award for Volunteer Team category. The awards ceremony was held at Southern Cross Catholic Vocational College. Thank you to our extraordinary volunteers for their commitment to make a difference in our community.



The MC Team on stage during the awards ceremony together with winners from other categories.



CREATIVE CONNECTION

Our Creative Care Connection Week was an amazing success! Thank you to everyone who participated and to our amazing staff for all your hard work. The free event provided seniors from CALD communities with the chance to come together and make art, with the guidance of an experienced art therapist. Funding for this project was provided by the NSW Government.

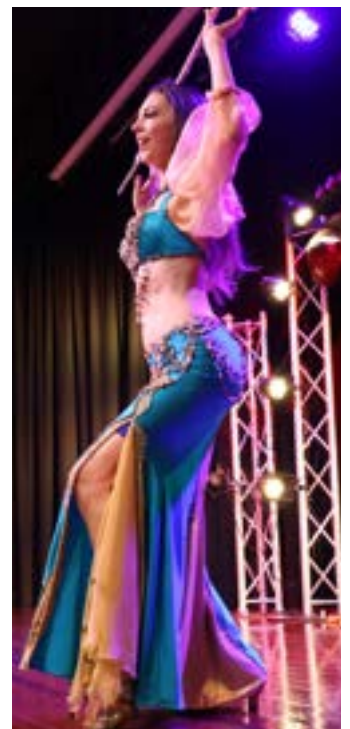
DOUBLE WIN FOR MC

What an amazing double win for Multicultural Care! We are one of the winners of Xref Engage's Best Workplace Awards for 2024. This prestigious award recognises best workplaces who have excellent management practices and a highly engaged workforce. We are also a winner in Xref Engage's 2024 Change Champion Awards, which recognises organisations that have made exceptional improvements in work practices and employee engagement. Well done, team!



MC EMERGENCY PLAN

An Emergency and Disaster Response Plan (E&DRP) is crucial for any business to prepare for unexpected disruptions. The E&DRP details how MC will prepare for and respond to emergency and disaster situations and continue to provide essential services as far as possible during emergencies and disasters. If you need more information, please contact Barry Cowling on (02) 9718 6199.



MC CULTURAL DAY

Our consumer/participants had an epic time celebrating different cultures together during our 2024 Cultural Day at the Burwood RSL.

There was Korean drumming, singing, belly dancing, salsa class, a fashion show, great food and more. Thank you to everyone who made this day a big success. And to all MC staff, thank you for your dedication in making this beautiful event a wondrous success. We couldn't have done it without you.

NDIS CALD strategy

Participants of the NDIS have co-designed a new Cultural and Linguistic Diversity (CALD) Strategy, providing the National Disability Insurance Agency (NDIA) with an abundance of feedback, lived experience, ideas, and stories. The NDIA worked closely with the National Ethnic Disability Alliance (NEDA) and an Expert Advisory Group of 32 organisations, to develop the Strategy. This collaboration means the Strategy and the NDIS will be able to respond to the needs of the almost 60,000 participants from CALD backgrounds.



Risk of cold weather on seniors

According to data from the Australian Institute of Health and Welfare, exposure to cold conditions ranks as the second most common cause of extreme weather-related deaths. Particularly vulnerable are individuals aged 65 and older. With aging bodies more susceptible to temperature fluctuations due to slower metabolic rates and circulation, experts emphasise the importance of staying active and keeping warm during the colder months. Consuming warm foods and drinks, such as soups and teas, is effective in fighting the chill.



Changes in the aged care sector

The new Act will lead to changes in the aged care sector. Some of these changes include the following:

- a simple, single entry point to make access to the aged care system for older people easier
- a fair, culturally safe single assessment process
- rules on supported decision-making to ensure older people have choice and control
- a new approach to regulating aged care providers to ensure delivery of safe, quality aged care services.

Visit health.gov.au to learn more.



Optimise home care support

A study by researchers at the University of Sydney found that by tailoring home care services to the individual needs and preferences of older adults, their quality of life and wellbeing can be significantly improved. It emphasised the importance of considering factors such as social connections, personal goals, and cultural background when designing home care programs. It highlighted the need for better communication between older adults, their families, and care providers to ensure that home care services are effectively meeting their needs.



My Wellbeing Checklist

- I know how much money I have in my bank account
- I have the freedom to spend my money
- I have the freedom to see family and friends when I want
- I attend social activities
- I receive medical attention when I need it, and have a say about my healthcare plan and treatment
- My personal care needs (showering, personal hygiene etc) are taken care of
- I am treated respectfully by my family and friends
- I feel safe at home

Think about your responses.

If you have any concerns about your situation, you may wish to talk to someone you trust such as a family member, friend, doctor, religious leader, or you can call the NSW Ageing and Disability Abuse Helpline.

1800 628 221

Mon-Fri 9am-4pm

Ageing and Disability Commission

Acknowledgment: adapted from the checklist produced by the Far North Coast Older Persons Wellbeing Collaborative.

WE ANSWER

your questions



I want to be driven to medical appointments. Can MC help with this?

Yes, we do offer this service. Please let your Care Advisor know.



When I get home, the carer doesn't always come, and they send people from different agencies.

We are always looking to improve our services. MC is recruiting more carers to ensure the support staff we send are from our organisation.



I'd like the BSS to clean two bedrooms instead of one.

Please contact your Care Advisor to ask about the cleaning service you need.



I would like gardening and lawn services. Can MC help?

We do offer these services. Please contact your Care Advisor and let them know your needs.



client story

COMPASSIONATE SUPPORT

Minh* is learning to adapt to life with a disability, with support from the Multicultural Care team.

Minh led a busy and active life before she suffered a serious stroke in 2017. It left her paralysed on the left side of her body and unable to walk unassisted. After 12 months of trying to cope on her own, Minh realised she would need some assistance to remain living in her own home.

She applied for funding under the National Disability Insurance Scheme (NDIS) and connected with Multicultural Care.

Through her NDIS Plan, Minh receives personal care support to help with showering, cleaning and dressing. The Multicultural Care team also provides transport to and from her regular medical appointments and takes her out into the community for exercise and social interaction with friends and family.

Minh's NDIS package also covers therapeutic support from Multicultural Care for things like exercises and massages to improve her function and mobility and ease discomfort. This has helped Minh relearn some of the things she used to be able to do. She is now able to get herself around with the aid of a walking stick.

Minh says the support she receives from Multicultural Care has made a big improvement to her quality of life.

“All the people who look after me are very nice. They always help me as much as they can. Life is better now because I can walk now and get out into the community.”

*Name has been changed for privacy.

Disability Services Social Groups

MEET NEW PEOPLE AND EXPLORE SOME AWESOME ACTIVITIES!

10am-1pm, Fridays	'MOVE' Explore your local community and learn new skills! How does bushwalking or yoga sound?
5pm-9pm, Fridays	MOVIE NIGHT Enjoy a night at the movies with new friends and grab a delicious meal! Don't forget the popcorn!
10am-4pm, Saturdays	OUT AND ABOUT Hang out with new people and travel around Sydney! Let's explore the Botanical Gardens!
	NDIS FUNDING You can use the CORE funding in your NDIS Plan. 1:1 support Available Monthly program with new activities!

Contact the NDIS team
ndis_careadvisor@mc.org.au



FREE Interpreting Service

People who have difficulty speaking or understanding English can contact My Aged Care through the interpreting service TIS National for the cost of a local call:

1. Call TIS National on 131 450
2. Tell the operator the language you speak
3. Ask the interpreter to call My Aged Care on 1800 200 422

You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.



daycare

SNAPSHOTS



Our Daycare Groups visited so many places in the last quarter. They went to Dolls Point, Kembla Grange Monastery, Coogee Beach and Carrs Park. There was even dancing at the Cyprus Club! If you want to learn more about our Daycare Groups, contact your care advisor.

How to pay your invoice by phone

01

Call (02) 9718 6199 and press 3 to speak with the Finance team.

02

Tell us your invoice number.

03

Pay using your credit card or debit card.



Rostering hotline

If you need to change your service, please call

02 9129 7777 for faster service .



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

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

☎ (02) 9718 6199



Contact us

☎ 02 9718 6199

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