

Best Days Yet

Multicultural Wellness Program Newsletter

Autumn Edition



"Best Days Yet" was chosen as the name of the reactivated Wellness Program newsletter for we believe the best days of our lives start once we reach the proverbial three score and ten.

The choice of this name was inspired by the poem "I Still Matter" below by Patricia A. Fleming.

With 34 of our consumers now members of our 90s Club and one over 100, we have many more years left to enjoy life in a way we never have.



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I Still Matter

Patricia A Fleming

I am still here

My looks are nothing special,
My face reveals my age,
My body shows some wear and tear,
And my energy's not the same.

Too often my memory fails me,
And I lose things all the time.
One minute I know what I plan to do,
And the next it may just slip my mind.

I try hard to avoid my mirror.
There are things I would rather not see,
And even those times when I just catch a glimpse,
I can no longer recognize me.



The things I used to do with ease
Can now cause aches and pains,
And the quality of the things I do
Will never be quite the same.

I always compare my older self
To those younger versions of me,
And I know I'm wasting too much time
Missing who I used to be.

But the thing that really makes me sad
Is despite what people see,
Underneath my tattered, worn out shell,
I'm still the same old me.

My heart can still feel endless love,
And at times it still can ache.
My heart can fill with so much joy,
And then it can suddenly break.

My soul can still feel sympathy
And longs for forgiveness and peace,
And there are times its light shines boldly through,
And times when it longs for release.

It's true, maybe now that I'm older,
Feeling lonely may be status quo,
But it also has made me more willing
To forgive and let past conflicts go.

So maybe to some I look ugly and old,
A person who barely exists.
I'm still quite aware of the beauty inside,
And my value should not be dismissed.

So although not as strong and no beauty, it's true,
I'm still here and want so much to live,
And I know that there's no one in this world quite like me,
And no one who has more to give.

The above poem read by Simerjeet Singh can be viewed via
the following link:

<https://www.youtube.com/watch?v=pLV0r50peyw>





Ad hoc Funding Outcomes

The demand for our Centre's Commonwealth Home Support Program has been steadily trending upwards in recent years. However, our annual funding has not always kept pace with it. To address it, we have taken up several opportunities to apply for ad hoc funding in the last three years.

In December 2022, we applied for ad hoc funding to increase the SSG, transport, SSI and DA services that we provide in the East, South East and North metropolitan health regions. While the funding sought for the East metro was not successful, we were granted \$157,899.86 for additional services to be provided in the other two regions.



How You Rated Us

We are pleased to share the outcomes of the Consumer satisfaction survey that we undertook of CHSP consumers between the 16th November and 1st December 2022. The survey was conducted in compliance with the aged care quality standards and made available in English and Italian.

In summary here is how you rated us:

- 95% consumers reported that the MSC day centre is a welcoming and safe place where you can meet and talk to people with similar interests which makes you feel "at home".
- 97% consumers reported that they felt valued, respected, and heard as valuable members of the day centres.
- Almost all consumers wanted to get out in the community. Through the survey, the consumers suggested/requested MSC to resume the Getaways and Day Outings.



Consultation Feedback

We thank you for your feedback and our responses are as follows:

- We greatly appreciate the positive feedback with regard to our staff and we will continue to do the best we can to ensure they provide a quality service.
- Changing the current Senior Support Workers (SSWs) has never been contemplated by MSC. However, MSC will continue to periodically require its SSWs to do rotational shifts in accordance with our Risk Management and Continuous Improvement policies. We are very pleased to note that staff are taking very good care of consumers. Staff rosters are determined on the basis of number of consumers being serviced, the number of permanent staff contracted for the day, language needs of the group etc. These are MSC management decisions and MSC cannot be directed to employ any staff in particular.
- The information topics you have suggested will be incorporated into our 2023 program.
- The miscommunication with regard to Getaways is unfortunate and we extend our apologies for the same. Steps are being taken to address it. MSC will commence providing regular newsletters to keep consumers informed in a timely manner starting with this one.

- The point about periodic provision of information about our complaints process is appreciated. It will be included in our newsletter periodically. We will also implement the suggestion for a suggestion box or book to be made available to consumers.
- Spiritual and cultural support – Comments such as those below are appreciated and program planning for 2023 will take them into account.

"I like to know more about other cultures."

"More Christmas activities will be good."

"Once Italian group joined us for Diwali and that was good to mix both cultures"

- Retreats and Outings - The interest in and benefits of Retreats and Outings are well understood by MSC and is amply reflected in the number of such activities that MSC has provided in recent years. MSC had to cease retreats due to it exceeding its contracted KPIs in relation to Social Support Group. It will be reintroduced if its growth funding application is successful.

- Transport – Comments such as those below are greatly appreciated. Consumers were requested to rate the services on a scale of 5.

"Transport service is fine".

"We rate transport 5 out of 5."

"Transport is okay, but sometimes you have to wait as drivers don't know the direction."

"No concerns".

"We rate transport as 5."

We will follow up the reference to drivers not knowing directions.

- Service Fee related matters – The feedback received was mixed with comments such as,

"Fees are reasonable and fair".

"Fees are reasonable but some cannot afford \$26 per session".

"Fee is high and a flat fee of \$15 is preferred".

"MSC asks for too many personal details to approve fee reduction in their forms."

"MSC needs to charge all clients \$15 as flat fee."

We are pleased to note that many consumers agree that our fees are reasonable especially given they have remained the same for several years despite significant increases in costs of goods and services.

The concept of a flat fee (\$15 or any other amount) violates many of the principles of our Client Contribution Policy and therefore cannot be considered. Please see the separate article on MSC's Client Contribution Policy on this page.

- Consumer involvement and engagement in day centre activities – Suggestions were:

"Menu planning as we all like some variety".

"We like to be involved in menu planning and bringing our family recipe to cook at the centre."

"Organise a Multicultural Harmony Day".

"We need exercise warm up sessions every morning."

"Happy with food - no changes needed and does not want to be involved in menu planning".

Feedback is noted and changes will be made to take this into account. But it is important to acknowledge that views of consumers are not always congruent.

- Fee Payment Options/Matters –

"MSC should have direct debit mechanism."

"Invoices should be emailed to me if possible."

Discussions are underway to install Eftpos/square terminals. Upon requests, invoices can be emailed to consumers.

- Other Matters –

"If you can send someone to help us with accessing My aged care and get more services, that will be good."

We have responded by making our Encompass officer available.

"We all have aches and pains. If MSC can organise massage sessions that will be good."

Unfortunately, our insurance policies do not provide cover for such services.

"MSC should allow family members to attend special occasions for a fee."

We will explore this but cannot make any commitments at this stage.

- Awareness of complaints process – Your feedback:

"For newcomers, they all receive a copy of complaints process. But most of us have been here for so long and we were never given such information."

"A suggestion box or book will be good."

Information about our complaints process will be included in our newsletter periodically, but it can also be accessed from our website at any time. We will also implement the proposal for a suggestion box or book for consumers to provide their feedback.

Client Contribution Policy

As already explained verbally and through our information products, fee reductions and waivers are available to those who meet the criteria for the same. MSC will consider fee waivers/reductions for those clients who receive Financial Hardship benefits from Centrelink without a financial assessment as that has already been undertaken by Centrelink.

MSC's Client Contribution Policy is based on the following principles

- Consistency
- Transparency
- Hardship
- Reporting
- Fairness
- Sustainability

We collect relevant information to ensure that fee reductions and waivers are implemented consistent with the above principles. Refusal to provide the requested information leaves MSC with no option other than not approving the request of the consumer. Hard/electronic copies of this policy will be made available in full, on request.

Invitation to contribute to best news

Consumers and families are most welcome to contribute to this newsletter. Please send your articles, feedback etc. to wellness@mscwa.com.au

Complaints Policy

If you are not happy with the quality of the support we provide and wish to make a complaint, you can:

Email: morleyadmin@mscwa.com.au

Phone: 08 9444 8283
and request to speak to an Aged Care Team member

- Alternatively, you can contact MSC Quality & Compliance for a confidential discussion via QualityandCompliance@mscwa.com.au



Consumer and Carer forum

We wish to reactivate this forum and seek expressions of interest from consumers and their family members who wish to participate. More information can be obtained by emailing manju@mscwa.com.au

Allied health services

MSC's Allied Health Services will soon commence as recruitment is underway to engage an OT and we already have on board clinical social workers and a provisionally registered physiotherapist.

Resumption of Getaways

We are pleased to advise that we will be resuming Getaways in May and June. The accommodation will still be based in Perth with daily visits to places of interest, within reasonable distance of the city.