

Best Days Yet

Multicultural Wellness Program Newsletter Winter Edition

Aged Care Program has New Manager and Team leader

We are pleased to advise you that Leonard Alvarez has returned as the Manager of our Aged Care program. Leonard has worked in the Community Services sector since 2007 in various positions. Besides Aged Care, he has had managerial responsibilities for programs such as Housing, Emergency Relief, SETS, Administration etc. Leonard was also responsible for overseeing the smooth transition of MMRC's programs and services to MSC.

Manju Hussein whose substantive position is a Service Coordinator for our Home Care Package program, will in an Acting capacity as Team Leader provide invaluable support to Leonard given her extensive experience with Centrelink in various capacities, including as Training Facilitator, Community Engagement Officer and Service Centre Manager.

Our CHSP and HCP programs, especially the latter, have been growing at a rapid rate and it is critical that we further strengthen our quality and compliance measures to ensure consumers are provided a safe, secure and meaningful service which is person centred and in keeping with wellness and reablement philosophies. The Leonard-Manju team are well equipped to do it, given they are being mentored by Pius Joseph who as COO, has the overall responsibilities for our Aged Care and Disability services programs.



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The True Meaning of Life

Patricia A Fleming

We are continuing the publication of inspiration poems and this issue's poem choice is a great one that captures the importance of self-reflection as epitomised by the following stanzas.

"And now with old age,
It's become very clear,
Things I once found important,
Were not why I was here.

And what's really important,
Is my opinion of me,
And whether or not,
I'm the best I can be."

In our view, "whether or not, I'm the best I can be" is a question that transcends the boundaries of age, gender, ethnicity etc. and its something we encourage our staff to keep front and centre of their minds when they support you. Hope you enjoy the poem as much as we do.



The Years have passed by,
In the blink of an eye,
Moments of sadness,
And joy have flown by.

People I loved,
Have come and have gone,
But the world never stopped,
And we all carried on.

Life wasn't easy,
And the struggles were there,
Filled with times that it mattered,
Times I just didn't care.

I stood on my own,
And I still found my way,
Through some nights filled with tears,
And the dawn of new days.

And now with old age,
It's become very clear,
Things I once found important,
Were not why I was here.

And how many things,
That I managed to buy,
Were never what made me,
Feel better inside.

And the worries and fears,
That plagued me each day,
In the end of it all,
Would just fade away.

But how much I reached out,
To others when needed,
Would be the true measure,
Of how I succeeded.

And how much I shared,
Of my soul and my heart,
Would ultimately be,
What set me apart.

And what's really important,
Is my opinion of me,
And whether or not,
I'm the best I can be.

And how much more kindness,
And love I can show,
Before the Lord tells me,
It's my time to go.

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

<https://youtu.be/dO2OwdFm1yM>

HCP package increases

Following the Fair Work Commission's decision on the Aged Care Work Value case of a 15% increase to award wages for aged care workers, the Australian Government is increasing the home care subsidy and some supplements by 11.9% (including annual indexation) from 1 July 2023. This includes:

- Basic subsidy
- Dementia and cognition supplement
- Veterans' supplement
- Viability supplement
- Top-up supplement



Annual review of fee reductions and waivers

This year's review has been delayed, but all consumers currently in receipt of fee reductions and waivers will continue to receive it until the review is completed.



Allied health services

The establishment of our Allied Health Services is underway with the appointment of Annemarie Thompson and Eva Eva Schneeberger as Occupational therapist and registered nurse respectively. We are expecting hopefully, at least two more registered nurses as well as a number of therapy assistants to join the team.

We are now able to do Rowland Universal Dementia Assessment Scale (RUDAS) assessments, functional capacity and various other assessments in-house.

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



Farewell to Geeta

We recently bid farewell to our much loved and respected volunteer, Geeta Naik. Geeta was the winner of the 2022 Gerry Campbell Volunteer of the Year Award. She richly deserved it for she used



her multilingual ability and decades of experience as a Chief Airhostess for Air India to make substantial contribution in various capacities, but especially for our Aged care program.

Turkey Earthquake Appeal

We are pleased to advise you that we collected \$15,370, which has been transferred to the Bridge to Türkiye Fund (BTF), a USA-based non-profit organization for their Project CATE (Child Amputees of Türkiye Earthquake). The project aims to bring a new outlook on life to those kids affected by the earthquake. Medical doctors on both ends of this humanitarian

bridge, in the US and Türkiye, are working together to provide a long-lasting medical support system for these children.

Project CATE focuses on children who have suffered amputations due to the earthquake. BTF aims to provide prostheses to amputee children aged between 0-21. In addition to the prosthesis, BTF will provide scholarships to these children until they graduate from university. With



Project CATE, BTF aims to make a meaningful difference in the lives of these children and help them overcome the challenges they face in the aftermath of the earthquake

We wish to acknowledge the efforts of our Westminster SSG consumers who participated in the Street Appeal at the Whitfords City Shopping Centre and those who made cash and in-kind donations to raise the funds at the Multicultural Food Fair that we organised.

Aged care Compliance Audit

We already conveyed via email, presentation at SSG activity Centres, newsletter etc, the Officers from the Aged Care Quality and Safety Commission will be at our Morley Centre on Thursday 20th July and Friday 21st July 2023 to undertake the above.

A Consumer Experience Survey is an important part of this exercise and we strongly urge you to assist them by participating in the survey using one of the options that we drew to your attention.

If any of you prefer us to arrange interviews with the auditors, we can liaise with them accordingly but please note that it is they and not MSC that decides who will be interviewed as only a limited number can be covered in the two days that they are at our Centre. This is why we are strongly encouraging you to use one of the above options to convey your frank feedback to them.

STOP PRESS – The Commission has deferred the audit dates to the 16th and 17th of August.

Crown Metropol Getaways - Feedback from participants

A selection of extracts from emails received about the Getaways is copied below. Names of consumers and carers have been deleted. MSC thanks all consumers for the feedback they have provided and encourage them to continue to do so, even if their experience was not a positive one.

Crown getaway - Tuesday Morley group - 19-21 April 2023

"Dear Pary,

I would like to take this opportunity to thank you for a wonderful trip you have organised for all of us. I had a wonderful getaway and enjoyed my trip very much. Looking forward to our next trip. The Crown and all the day trips were excellent. You had organised them all very well. Once again thank you very much.

Also, I would like you to know the care that Juliana and her team were excellent and the care they give us was next to none. Full of respect and full of compassion, they went out of their way to make sure we all were comfortable and happy. I sure was very happy with their services.

Thank you once again for putting this wonderful trip together. God bless."

Crown getaway - Tuesday Morley group - 19 -21 April 2023

"Good evening Pary,

I just wanted to thank you for your hospitality, care and kindness which was provided over the three days this week. I truly had a lovely time and met some great people. It was lovely to see how well all the carers got along as well! The trip was enjoyable, thank you for packing our bags on the bus, making sure we were all

satisfied with our meals, I felt very safe, and I appreciated that you coordinated the journey making sure that we all had such a pleasant experience. I look forward until the next trip!

Warm Regards,"

Crown getaway - Italians Combined group-26-28 April 2023

"Hi Pary,

Just sending a small note to thank you & all the carers at MSCWA at Morley.

Every week my mum waits eagerly for her pickup especially on excursions.

I had the privilege to meet you & the cook at the Sea Sculptures in Cottesloe, the group of people were being well looked after by your kind carers & seemed genuinely happy, the cook has a lovely joyful personality & Mum always comments on the delicious Italian meals she cooks, mums is very fussy with her food & is always full Wed nights after the club describing the meal with a smile 😊

Was nice talking to you it's good to know our loved ones are in good hands.

Also, she hasn't stopped talking about the trip to the casino, had a great trip & was telling us about it whilst still laughing from the fun they all had.



I could go on & on...I've recommended a few of my friends Mum/Dad & they are forever grateful for the joy your club brings to their long week at home.

Please pass on my sincere thanks & gratitude."

Crown getaway - Italians Combined group-26-28 April 2023

"Thank you for an absolutely amazing holiday with my friends from the multicultural Centre.

Thank you for making it so much fun for us Elderly people to go on holiday to meet new people see new places.

I would highly recommend you to all of my friends and family.

Thank you again for making it so special for me."

**Crown getaway- Italians Combined group
-26-28 April 2023**

"Hi Pary,

Mum so much enjoyed her stay at the Crown last week.

It was a wonderful programme and she has been delighted by the effort and care extended to her by everyone at MSCWA. It brings me great joy that as her carer and daughter that people take care of her so well. Pary, mum loved the programme



and she was thrilled with everything but her stand out was the New Norcia trip. It was so affordable for her that she really had peace of mind that she could afford

it. I know how much that sort of event costs, so I am super impressed. Thank You Thank You Thank You.

While Mum is so fit for 90 I am sure she will be very keen for more trips if they are available.

Thank you and thank Gita (and everyone).

With much gratitude".

**Crown getaway – Italians combined-
26-28 April 2023**

"Hi Pary,

I am writing this thank you note on behalf of my mother. She would not say enough wonder things about the whole experience.

At first, she was hesitant joining in as her mobility is a little limited but after your assurance that she would be well taken care of she came to look forward to it.

The consideration, kindness and respect shown by the staff members was outstanding and she felt really secure with her surroundings.

So, thank you all for a great experience and I know she is looking forward to more of the same.

Kind regards

(Daughter)"

**Crown getaway - Wednesday Willetton group-
10-12 May 2023**

"Good morning Leonard, please find enclosed photos from our getaway. On behalf of our Wednesday group I would like you to know that we had a fabulous time."

Crown getaway - 17-19 May 2023

"Dear Pary,

On behalf of my wife and myself, I would like to express our gratitude.

We also would like to extend our thanks to you and all the staff members for the well organized and the good care three-day getaway.

Everyone was attentive, friendly and kind to all of us.

This was also an opportunity for all of, the elderly people, to have the relaxing days, meet each other, and especially get acquainted with members of the other Vietnamese groups.