

Best Days Yet

Multicultural Wellness Program Newsletter Winter Edition

A Moment with our CEO

I will start with an apology, for we missed compiling and sending a newsletter in Autumn.

Ancient cultures, science, and astrology have associated many aspects of Autumn with human life. These symbolic associations are powerful reminders that Mother Nature has an incredible influence. Spring they say, represents new birth and childhood, and summer symbolizes youth, whilst autumn represents adulthood and maturity. The growing cycle when it moves from Summer into Autumn gives us ripeness and maturity. Like the harvest is associated with abundance, prosperity and wealth; humans too experience an "autumn". Most importantly, Autumn evokes nostalgia, invites us to seek comfort, and reminds us of the beauty of embracing change.

Talking of embracing change, individually and collectively we need to pull in the same direction for that to happen and for that to eventuate we need an environment that Wendy Jade has described as, "An environment that is not safe to disagree in, is not an environment focused on growth - it's an environment focused on control."

At MSC we would like to think that, collectively, we have built and maintain such an environment to enable consumers, staff and other stakeholders to freely express their views, concerns etc. We will continue to encourage all of them to do it for there is no better way to achieve continuous improvement.

Our newsletters usually feature a poem by a celebrated author. On this occasion, we share a poem that was posted via WhatsApp called Cranky Old Man. By way of contextual background, "When an old man died in the geriatric ward of a nursing home in an Australian country town, it was believed that he had nothing left of any value. Later, when the nurses were going through his meagre possessions, they found this poem. Its quality and content so impressed the staff that copies were made and distributed to every nurse in the hospital. One nurse took her copy to Melbourne. The old man's sole bequest to posterity has since appeared in the Christmas editions of magazines around the country and appearing in mags for Mental Health. This old man, with nothing left to give to the world, is now the author of this 'anonymous' poem winging across the Internet.



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**What do you see nurses? What do you see?
What are you thinking, when you're looking at me?**

A cranky old man, not very wise, uncertain of habit, with faraway eyes?
Who dribbles his food and makes no reply, when you say in a loud voice, I do wish you'd try!

Who seems not to notice the things that you do, and forever is losing a sock or shoe?
Who resisting or not, lets you do as you will, with bathing and feeding the long day to fill?

Is that what you're thinking? Is that what you see, then open your eyes, nurse, you're not looking at me.
I'll tell you who I am as I sit here so still, as I do at your bidding, as I eat at your will.

I'm a small child of Ten with a father and mother, brothers and sisters who love one another
A young boy of Sixteen with wings on his feet, dreaming that soon now a lover he'll meet.

A groom soon at Twenty my heart gives a leap, remembering, the vows that I promised to keep.
At Twenty-Five, now I have young of my own, who need me to guide and a secure happy home.

A man of Thirty my young now grown fast, bound to each other with ties that should last.
At Forty, my young sons have grown and are gone, but my woman is beside me to see I don't mourn.

At Fifty, once more, Babies play 'round my knee, again, we know children my loved one and me.

[continued on next page]

Remember this poem when you next meet an older person who you might brush aside without looking at the young soul within. We will all, one day, be there, too!

Hello from the Aged Care Team

Dear Multicultural Services Centre (MSC) Consumers, we are thrilled to reach out to you today to share our Aged care Newsletter (Winter Edition 2024).

Over the last six months, we have already launched many positive changes at MSC. We have embarked on a comprehensive review of our Aged Care services to improve service delivery, streamline operations, and increase consumer engagement. You would have experienced a few changes to the transport runs, cultural events, menu, and wellness programs on offer. Through these initiatives we aim to enhance our collaboration with you, ensuring that your needs and preferences will remain the focus of our service delivery.

Thank you for being an integral part of the MSC community. Your trust, feedback, and shared experiences are vital to our ongoing commitment to providing exceptional care.

Kind Regards,
MSC Aged Care Team

We are Expanding our services

In addition to our Day Centre services, MSC is now funded to offer Personal care, Food Preparation at home, Nursing Care and Flexible Respite to CHSP clients. In addition to this, we continue to offer Domestic Assistance and Social Support Services to our consumers. To know more, reach out to one of our friendly team members on 08 9444 8283.

Cranky Old Man [continued]

Dark days are upon me. My wife is now dead and I look at the future, I shudder with dread.

For my young are all rearing young of their own and I think of the years and the love that I've known.
I'm now an old man and nature is cruel for it's jest to make old age look like a fool.

The body, it crumbles grace and vigour, depart and there is now a stone where I once had a heart.
But inside this old carcass a young man still dwells, and now and again my battered heart swells.

I remember the joys, I remember the pain and I'm loving and living life over again.
I think of the years, all too few gone too fast and accept the stark fact that nothing can last.

**So, open your eyes, people open and see.
Not a cranky old man, look closer, see ME!!**

Living Legends Project

MSC is pioneering a great project named Living Legends funded by the City of Bayswater. The aim of the project is to bring together the migration stories of 30 resilient individuals associated with Multicultural Services Centre. The story of all the trials and tribulations they had to endure before reaching Australia will be collated into a story book and photo wall. If you wish to be part of the project, reach out to our project officer Shan on 08 9444 8283. Places are limited.

supported by the City of Bayswater

MULTICULTURAL SERVICES CENTRE

THE STORY OF LIVING LEGENDS

Are you a resident of the City of Bayswater with a migration story to share? Whether it's your own journey or someone you know, we want to hear from you!

Join us in celebrating stories of resilience and courage. Inspire and empower our community with your voice.

Contact us and let us help your story be heard and honoured.

☎ 08 9444 8283
✉ marketing@mscwa.com.au
🌐 www.mscwa.com.au
📘 Multicultural WA

Our Home Care Packages Program is growing

Thanks to the wonderful word-of-mouth marketing of our consumers and the support of various ACAT teams, our Home Care Packages Program had a 30% growth in the last financial year. Our HCP rates still remain one of the lowest in the market compared to many providers. The growth of our program is a true indication that the customised services we offer are truly unique and favoured by our consumers. In addition to the specialised package management services we offer in Burmese, Arabic, Vietnamese, and Italian languages, we are now able to offer services in multiple Indian languages.

New Day Centre for Muslim Women

MSC is going to commence a one of a kind Social Support Group for Muslim women over the age of 65. The group will run from the MSC Kent Street premises in Cannington and is expected to be a safe and welcoming space for elderly Muslim women. MSC will ensure the participants feel welcome by appointing staff of similar faith and by offering suitable halal food options.

The Sensory Room

MSC's Morley office now has a sensory space. Our Occupational therapy team can now offer Dementia and Parkinson's care therapy every week in our Sensory Room space. Delivered over 10 weeks, the sessions are proven to provide a safe environment

where Homecare Package participants can improve focus, and reclaim forgotten skillsets.

How can the sensory room benefit me or my loved one?

Our Occupational Therapy Team will utilise a range of therapy options and techniques to support the person with Dementia or Parkinson's disease.

Reminiscence Therapy where music, photos, sight and sound will be applied to reach the deep-seated memories in parts of the brain that are functioning.

Sensory Therapy where the therapist uses specialised techniques and incorporates Montessori products designed for people with dementia.

Storytelling therapy where the therapist uses a visual diary including letters, postcards, and other memorabilia that reminds the individual of people or places they loved, which they have lost connection with as a result of dementia.

Italian Republic Day

One of the biggest highlights for the month of June was the celebration of Italian National Day at Maylands RISE facility. The CHSP team worked hard to decorate the venue with tri-coloured flags, streamers, balloons, flags and set up the perfect ambience for the Italian cohort. The day was filled with Italian music, Italian folk dances and speeches. Many dignitaries including the City of Bayswater Mayor Filomena Piffaretti, Mr Nick Catania OAM, former Member for Balcatta, former

Mayor City of Vincent and former board member MSCWA. Father Iollo Giancarlo from Fremantle Basilica attended the well organised event. Chef Davide Cirillo's authentic Italian feast including Tiramisu, Lasagne and Focaccia were raved over by the attendees.



City of Bayswater Mayor Filomena Piffaretti

Snapshots at the Italian Republic Day



Fee changes

MSC has commenced a review of the fees it charges for its Day Centre and related services and as an initial step we will provide a bundling option. From 1st August 24, when a couple attends the MSC Day Centre, we will only charge transport services for one person and not two.

If you are experiencing financial hardship and wish to have a confidential fee reduction discussion, please reach out to our CHSP Administration Coordinator, Supriya Dhabade on 08 9444 8283.

Important Reminder: MSC now has EFTPOS payment options available at all centres when making payments.

Digital Access

As part of our continuous improvement efforts, we can now offer you the option to view your weekly roster via Nightingale, our Consumer management software. If you are interested in this option, please let us know at wellness@mscwa.com.au and one of our IT team members will be able to assist you.

Tell Us

Your feedback is always important to us. We love to hear about your feedback, complaints or concerns.

Fill one of the Feedback forms at the reception.

Speak to one of our friendly staff on 08 9444 8283.

Email our Compliance Team on qualityandcompliance@mscwa.com.au

MSC Allied Health and Nursing (MAHAN) Services

The MSC MAHAN team recently celebrated its one-year anniversary. Our multidisciplinary team now have several bilingual nurses, Occupational Therapists, Physiotherapists and Social Workers. Currently their services are offered to our Home Care Package and NDIS consumers. The services they offer include home safety assessments, continence assessments, In-home physio sessions, functional capacity assessments and in-home exercise sessions.

Want to be part of our Decision-making process?

MSC would like to invite you to be part of the Consumer Advisory Committee if you are interested. The idea of the Advisory Committee is to give MSC consumers a representative voice to convey their concerns and feedback on MSC service delivery. If you are interested or want to know more details, please reach out to our Quality and Compliance team on 08 9444 8283 or email qualityandcompliance@mscwa.com.au

Meet our New Commonwealth Home Support Programme (CHSP) Team



Snapshots of the CHSP Team



Follow us

Love to hear more about MSC?
Follow us on Facebook
@MulticulturalWA

MSC now has its own YouTube channel that can be accessed at
https://www.youtube.com/channel/UCHNWLcNCwTOcr0_4u7bUebw

Free Morning Tea

Multicultural High Tea and Info session is a wonderful event that aims to empower our MSC Seniors to be strong self-advocates when it comes to safety and wellbeing. Join us for an insightful in-person event where WA Police, the Northern Suburbs Legal team and our MAHAN Services team will deliver an information session and answer questions on topics including:

- Home safety and how to avoid scams
- Getting your Legal affairs in order and how to avoid Elder Abuse
- Infection Prevention
- Carer Stress Management

Come along and be part of this meaningful discussion.

Date: 12th September 2024

Venue: Morley Recreation Centre

Time : 9am-1 pm

Free transport and High Tea Included

To secure your booking, please advise our Aged Care Team on 08 9444 8283. Places are limited.

NATIONAL STROKE WEEK

Monday 5 August to Sunday 11 August is National Stroke Week for 2024.

This year National Stroke Week encourages the community to know the F.A.S.T. (Face, Arms, Speech and Time) signs of stroke so they can save a life in the event of a loved one experiencing a stroke.

Using the F.A.S.T. test involves asking these simple questions:

- **FACE - Check the face - has their mouth drooped?**
- **ARMS - Can they lift both arms?**
- **SPEECH - Is their speech slurred? Do they understand you?**
- **TIME is critical.**

If you see any of these signs call 000 straight away.

A stroke is always a medical emergency.

Continue monitoring the person for any changes or deterioration until assistance arrives.

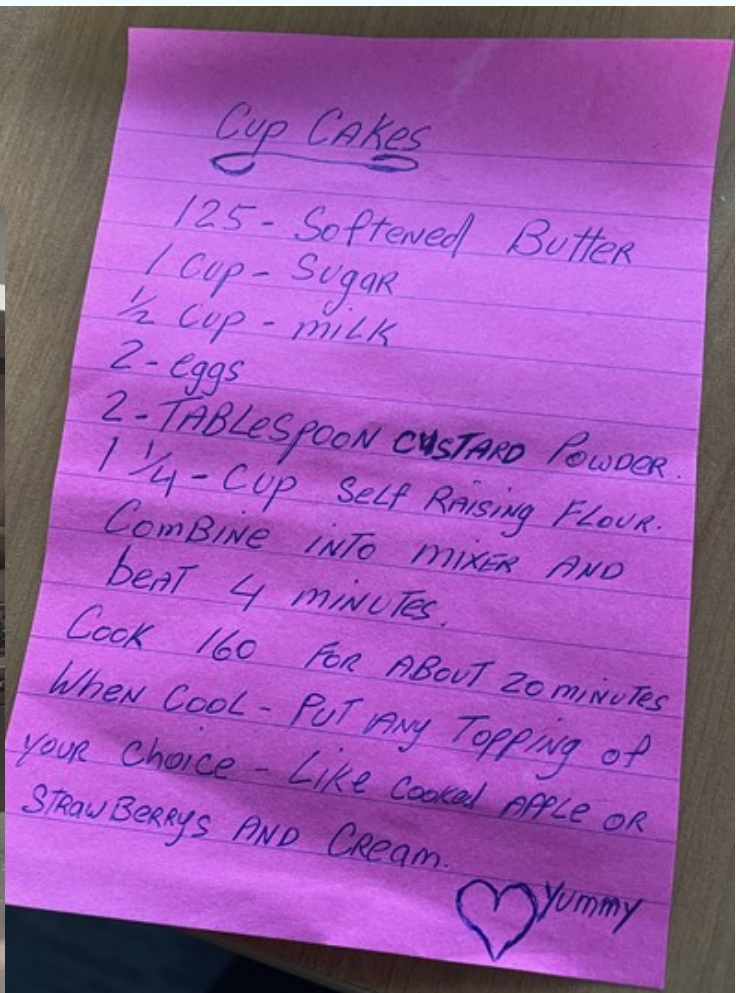
Other warning signs or symptoms of stroke.

- Numbness, clumsiness, weakness or paralysis of the face, arm or leg on one or both sides.
- Dizziness (in particular 'head spins'), loss of balance or an unexplained fall.
- Loss of vision in one or both eyes.
- Headache, usually severe and sudden.
- Difficulty swallowing.
- Nausea or vomiting.



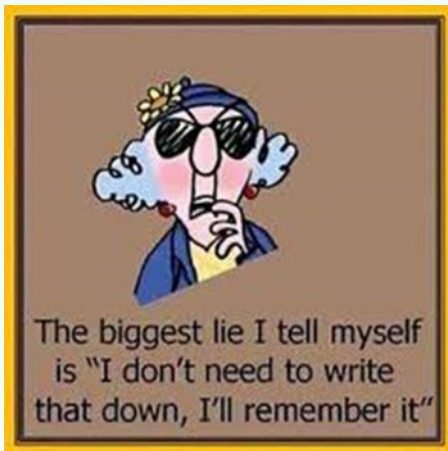
Family Favourites

Recipe by our Italian Volunteers
Anna and Rosa



Testimonials

Humorous Quote



We are pleased to share with you, the following received from Aged Care services consumers

"I truly appreciate all the support you and the team provided, even in the short time you worked with Mum. Navigating her journey with dementia was challenging, and we were grateful for the help. Your kindness towards Mum during this time meant a great deal"- Daughter.

"We are so happy with the nurse helping mum out of bed and seeing mum's joy sitting up and going outside again in her wheelchair. We have seen great progress in her recovery and in her wounds."- Daughter

"The services the MSC and MAHAN teams are First Class, First Class". This was the comment that a consumer in palliative care shared with our CEO in the presence of his family, days before he passed away. The family also echoed his sentiments.