

Our Values

At Sydney Multicultural Community Services we follow the enablement principles of care according to which:

Individuals and their carers always have the potential to improve their personal wellbeing.

Gains are not difficult to achieve provided the individuals are willing to explore their potential and people around them are supportive.

Community support is based upon individuals' needs and not on what is available.

Staff at SMCS constantly thrives to apply client centred care based upon every individual's needs, desires and degree of willingness to implement a plan in order to achieve what he or she wants to. All this is done with cultural expertise thanks to our multicultural staff coming from five continents, speaking more than ten languages.

Advocacy Services

SMCS respects and supports the right of each client and/or their representative to an advocate of their choice.

Advocacy services offer confidential and independent advice and support for people receiving aged care services.

An advocate can give you information about your rights and responsibilities, help you resolve concerns or complaints with your service provider or refer you to other agencies if needed.

National Aged Care Advocacy Programme

P: 1800 700 600

Senior Rights Service

P: 1800 424 079

The Aged-Care Rights Service (TARS)

P: 1800 424 079

Contact

For more information please contact SMCS Head Office

3 General Bridges Crescent,

Daceyville, NSW, 2032

t: (02) 9663 3922

e: info@sydney.mcs.org.au

w: www.sydney.mcs.org.au

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Multicultural Home Care Packages



**sydney
mcs**
sydney multicultural
community services

SETTLEMENT | INCLUSION | AGED CARE | DISABILITY



About the Program

The Multicultural Home Care Packages (MHCPs) are funded by the Australian Governments Department of Social Services (DSS). It consists of home-based care provided by a bilingual care worker to meet the care needs of culturally and linguistically diverse (CALD) frail aged people.

Our diverse services cater to a wide range of needs, with the primary aim to assist clients to meet health and wellbeing goals while living independently at home. Our services aim to reduce isolation experienced by many frail aged CALD residents.

Clients are also involved with the development of an individualized care plan in conjunction with the MHCPs Team Leader, taking into consideration current needs, preferences and support. The care plan is flexible and can be altered at any time to suit the changing needs of the client.

Services we Provide

Multicultural Home Care Packages provide a range of services that depend on individual needs, which may include assistance with:

- Showering/bathing
- Personal Care
- Light housework
- Laundry
- Light meal prep
- Rehabilitation
- Grooming
- Shopping
- Social support
- Emotional Support
- Transport (for doctor appointments etc.)
- Other services
- Home maintenance and gardening services can also be arranged

SMCS provides home-based Consumer Directed Care (CDC) designed to give more choice and control to clients. We ensure care is provided by a bilingual care worker to meet the care needs of culturally and linguistically diverse (CALD) frail aged people.

Eligibility

People who are eligible for this service must:

- Be assessed as needing care by an Aged Care Assessment Team (ACAT).
- SMCS provides Home Care Packages in all areas of Sydney to all CALD clients.
- We offer services to all CALD clients including but not limited to the following community groups: Portuguese, Chinese, Spanish, Arabic, Maltese, Italian, Russian, French, Greek, Filipino or Croatian.

Cost

This service is subsidized by the Australian Government. Fees are set according to Government recommendations, but can be negotiated on an individual basis on assessment of financial hardship.