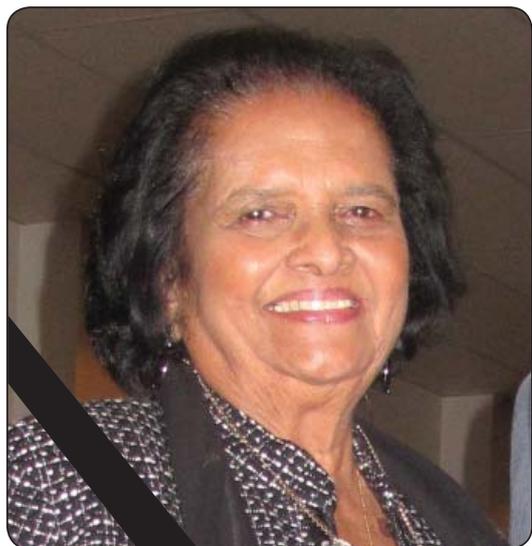




Serving the Community since 1956

Published by the Australian Asian Association of WA Inc.



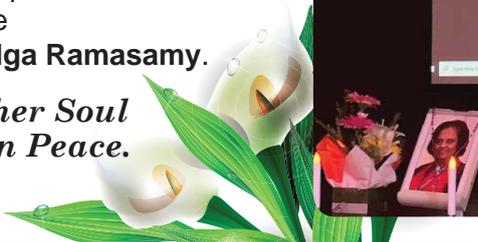
A Journey Remembered

*As some people
journey through life,
they leave footprints
wherever they go -
footprints of kindness and love,
courage and compassion,
humor and inspiration,
joy and faith.
Even when they are gone,
we can still look back
and clearly see
the trail they left behind -
a trail bright with hope
that invites us to follow.*



The Australian Asian Association of WA / Triple A Care staff paying their last respects to our much loved and respected former CEO the late **Mrs Olga Ramasamy.**

May her Soul rest in Peace.





President's Message



Dear Members/Consumers
Welcome to this issue of the news magazine conveying our work since our last bulletin. The Australian Asian Association has kept working during the COVID-19 pandemic and we are still adhering to all required precautions.

In this issue of the news magazine, I remember the dedicated services of Mrs Olga Ramasamy OFM, to this organisation. Olga was instrumental in leading AAA, from strength to strength and with deep foresight established the Aged Care Programs currently known as Triple A Care. She practiced the virtues of courage, empathy, and perseverance in all that she undertook. On behalf of the Australian Asian Association I offer our sympathy and condolences to her children and their families.

I am happy to inform you that the HCP and CHSP/NDIS Coordinators managed the unprecedented challenge of the COVID 19 crisis effectively and put in place strategies to protect the consumers

and the support workers. Under the guidance of the GM they structured strict guidelines which was very carefully monitored at weekly meetings. We also remained focussed on protecting our staff and visitors to the Office.

Since all community buildings were closed during this time, we had to suspend our learning programs at Gosnells – The Agonis Centre, for Migrant and Refugee women. However, we have now resumed our programs and happy to report that we have a few more women attending who are keen to complete their citizenship exam and improve their tailoring skills. The classes are tailored to meet their individual and varied needs providing an opportunity to enable them to integrate and make new friends. I also thank our volunteers Saro and Theckla for assisting us at the Agonis Centre. We have also provided emergency relief to international students facing difficulties due to COVID-19 restrictions.

Look after yourselves and stay safe.
Kind regards

Marlene Burnaby
President

109TH BIRTHDAY!



An Amazing Milestone!

Our Consumer Mrs Ma Drue celebrated her **109th Birthday** on **8th June 2020** and we were privileged to be part of the Prayer Service to celebrate this Wonderful Milestone.

Happy Birthday, Mrs Ma Drue!
God Bless.





ROMELLO'S BIRTHDAY!



Triple A Care wishes our General Manager **Romello** a Very Happy 60th Birthday!

COVID-19 PRECAUTIONS

We encourage you to continue to practice:

1. **Social Distancing** of 1.5 metres.
2. **Cough and Sneeze Etiquette** by covering your cough and sneeze with your elbow.
3. **Hand Hygiene** - washing your hands often with soap and water, including before and after eating, going to the toilet and if you have been out in the community.
4. **Cleaning and Disinfecting** frequently used surface and objects.
5. **Stay Home and Seek Medical Attention** if unwell.



VISION

To provide a high standard of care and service in the community enabling our consumers to reach their full potential.

MISSION

To help our consumers and their carers to journey through life with respect and dignity and achieve their goals.

VALUES

Compassion:

We treat all with kindness, empathy and dignity.

Integrity:

We operate ethically, in an honest, reliable and fair manner.

Inclusiveness:

We value diversity and are devoted to equality for all.

Respect:

We believe in each other and accept differences without judgement.

Dignity:

We believe that everyone is worthy of honour and respect.

Triple A Care recognises and supports people with disabilities. We offer the same opportunities to those with and without disabilities. We use a person centred approach to Plan and deliver quality services. Our Day Centre is on the ground floor and easily accessible for people with disabilities. Our clients and their carers are given the opportunity to provide feedback regarding our services.

Information regarding our services is available on www.aaawa.org.au

Triple A Care ensures people with disability receive quality services and complies with the National Standards for Disability Services as listed below:

- Standard 1: Rights
- Standard 2: Participation and Inclusion
- Standard 3: Individual Outcomes
- Standard 4: Feedback and Complaints
- Standard 5: Service Access
- Standard 6: Service Management



TRIPLE A CARE SURVEY SUMMARY – MAY 2020

Given below is a summary of responses to our annual survey from consumers receiving CHSP, HCP and NDIS services through Triple A Care. These consumers have provided their ratings and feedback on various aspects of the programme based on their experience and levels of satisfaction.

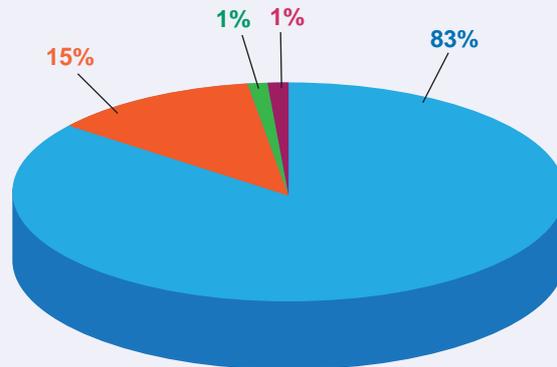
The summary of the surveys are as follows:

Clients surveyed: 160
Responses received: 146
Response Rate: 91 %

- Do staff treat you with dignity and respect?
99.0% - Always
1.0% - Most of the time
- Do the staff complete tasks according to the Support Plan?
92.0% - Always
8.0% - Most of the time
- Do staff follow up when you raise any concerns with them?
91.0% - Always
9.0% - Most of the time
- How often do the staff come on time?
82.0% - Always
18.0% - Most of the time
- Do you participate in making decisions about what services you get?
71.0% - Always
25.0% - Most of the time
3.0% - Some of the time
1.0% - Never
- Do you get the services you need?
82.0% - Always
18.0% - Most of the time
- How often are your services updated?
53.0% - Always
30.0% - Most of the time
9.0% - Some of the time
8.0% - Never
- Do your services help you to live the best life you can?
74.0% - Always
26.0% - Most of the time
- Is the information you are given about services easy to understand?
83.0% - Always
16.0% - Most of the time
1.0% - Some of the time

- Do you get value for money?
92.0% - Always
8.0% - Most of the time
- Do you trust your service provider to do the right thing by you?
88.0% - Always
12.0% - Most of the time
- The overall response to the survey is summarised as follows:**
83.0% - Always
15.0% - Most of the time
1.0% - Some of the time
1.0% - Never

Always - Most of the time - Some of the time - Never



Given below are some of the comments written by our consumers:

“I am fully satisfied with the services provided by my support worker. She has a lot of initiative, hardworking, honest, and very pleasant. Her work ethics are of a very high standard.” - V.S

“The service is a great help in meeting our needs as we are limited in our capacity to do the physical work. The Carer is extremely helpful, diligent, caring, and courteous. Thank you for the service.” - N.G

“Support worker is always on time and very patient. She speaks softly and lovingly. She is accommodative and goes out of her way to give the best service.” - P.T

“Care staff are very polite and caring - lovely people. They do a very good job so not much can be done better.” - O.G

“The Carer is very reliable and trustworthy, performs to perfection every time so I am stress free.” - J.M

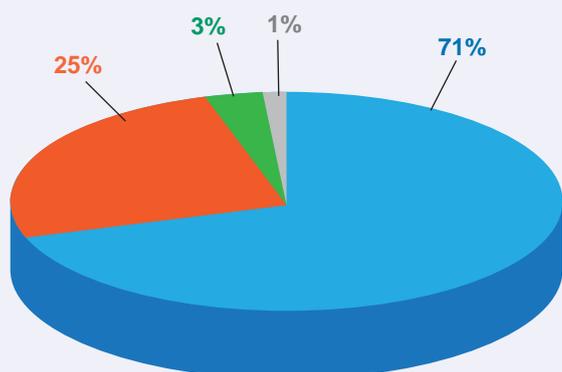
The survey also included the following questions relating to the Social Support Group programme and below is a summary of the responses:

- Agree that CBDC sessions are well organised:
Strongly Agree 68.0 %
Agree 31.0 %
Disagree 1.0%
- Staff communicate effectively:
Strongly Agree 71.0 %
Agree 27.0 %
Disagree 2.0%
- Agree that Carers are helpful and encouraged Participation in Group Activities:
Strongly Agree 74.0 %
Agree 21.0 %
Disagree 2.0 %
- Staff are helpful:
Strongly Agree 82.0 %
Agree 15.0 %
Disagree 3.0 %
- Agree that Meals are well planned and culturally Appropriate:
Strongly Agree 64.0 %
Agree 23.0 %
Disagree 8.0 %
Strongly Disagree 5.0 %
- Agree that Activities are interesting and suit Individual needs:
Strongly Agree 61.0 %
Agree 33.0 %
Disagree 2.0 %
Strongly Disagree 4.0 %

The overall response to the survey is summarised as follows:

- Strongly Agree 71.0 %
- Agree 25.0 %
- Disagree 3.0 %
- Strongly Disagree 1.0 %

■ - Strongly Agree ■ - Agree ■ - Disagree ■ - Strongly Disagree



Feedback and suggestions:

“We would love to have more speakers on health and other Informative issues. We would love to go for overnight tours as well as local cruise, etc.” -A.B

“Maybe we need speakers every now and then (eg) dietician, health.” - K.J

“Some to tours/trips away from Perth City CBD.” - M.K-T

“Consult with clients regarding food.”

“Organise overnight trips and more picnics.” - G.K

Given below are some of the comments written by our consumers:

“It is the best service for me and mark it not to be missed”. - Z.G

“I miss the program when I cannot attend, my thoughts are there. I say to myself that I must attend next time”. - S.K

“All programs are well organised and delivered. Thank you, all staff of Triple A., Well done”. - H.B

Summary:

All our consumers who took part in the survey responded that they are generally very happy and satisfied with the services and support provided by Triple A Care through the CHSP, HCP and NDIS Programmes. There are a few areas for improvement, and they will be addressed as part of our ongoing continuous Improvement.





TRIPLE A CARE ACTIVITIES PRIOR TO THE COVID-19 PANDEMIC

SOCIAL SUPPORT GROUP/CENTRE BASE DAY CARE/ NDIS ACCESS TO THE COMMUNITY





Charter of Aged Care Rights

Triple A Care upholds the Charter of Aged Care Rights.



Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

Our Consumers have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have their identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about their care and services in a way they understand;
6. access all information about them, including information about their rights, care and services;
7. have control over and make choices about their care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of their daily life, financial affairs and possessions;
9. their independence;
10. be listened to and understood;
11. have a person of their choice, including an aged care advocate, support them or speak on their behalf;
12. complain free from reprisal, and to have their complaints dealt with fairly and promptly;
13. personal privacy and to have their personal information protected;
14. exercise their rights without it adversely affecting the way they are treated.

SERVICES AVAILABLE FOR THE COMMUNITY

TRIPLE A CARE:

HOME AND CARE PACKAGES (HCP)

Funded by Department of Health and Ageing.

Contact Brian D'Monte, HCP Coordinator on **(08) 9328 3435**

Office Hours:

Monday, Wednesday and Friday

9:00am to 5:00pm

COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

Funded by the Commonwealth Government.

Contact Dushyanthi Fernando, CHSP Coordinator on **(08) 9328 7688**

DISABILITY SUPPORT SERVICES

We are a registered NDIS provider and specialise in in-home and community-based care. We are committed to delivering flexible services with a focus on client choice and control for people with disabilities.

Contact Dushyanthi Fernando, CHSP Coordinator on **(08) 9328 7688**

EMERGENCY RELIEF:

This service is supported by Lotterywest.



Available to those who find themselves in a crisis situation.

- AAA Perth 275 Stirling St, Perth
(08) 9328 6202
Office Hours:
Tuesday and Wednesday
1:00pm to 3:30pm
- AAA Gosnells Community Lotteries House
Suite 3/2232C Albany Hwy, Gosnells
(08) 9300 9156
Office Hours:
Tuesday and Wednesday
10:00am to 2:00pm



FOR FURTHER DETAILS AND TO BOOK YOUR PRINTING TIME

CONTACT (08) 9328 6202