



*Serving the Community since 1956*

Published by the Australian Asian Association of WA Inc.



## Jasmine's Story

We received a call from one of our support worker's requesting us to assist a family needing support with their daughter (we will call her "Jasmine") to access the community for activities. The family were aware of the good reputation we had established in the community for aged care services and requested we provide services to their daughter.

We had been discussing registering as a NDIS provider however, their request prompted us to finalise our registration as a Disability Service Organisation.

It has been a joy to support Jasmine and her family. Our Support Worker takes Jasmine to the pool and spends time assisting her to walk in the pool, do exercises and other activities she enjoys. The Support Worker reports that Jasmine's eyes light up and she becomes excited when she picks her up from school as Jasmine is aware that she will be taken to the pool where she enjoys spending time.

**As the saying goes ... a picture is worth a thousand words!**

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**Triple A Care**  
The Australian Asian Association of WA Inc



# SERVICES AVAILABLE FOR THE COMMUNITY

## TRIPLE A CARE:

### HOME AND CARE PACKAGES (HCP)

Funded by Department of Health and Ageing.

Contact Manil De Mel, 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

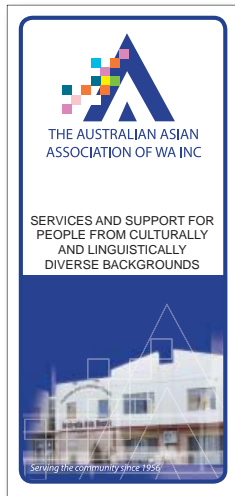
Office Hours:

Tuesday and Wednesday

10:00am to 2:00pm



## FACILITIES at AUSTRALIA ASIA HOUSE 275 Stirling Street, Perth 6000



### HALLS AVAILABLE

#### The Main Hall

seating capacity 190 people

- Stage
- Commercial Kitchen - Drinks, Fridge, Microwave
- Reverse cycle air conditioning
- Public Address System complete with music system
- Overhead Projector and Wide Screen
- 18 tables and 250 chairs

#### The Lesser Hall

seating capacity 40-60 people

- Wall mounted white board
- Reverse cycle air conditioning
- Tea making facilities/fridge
- 10 tables and 60 chairs

**Committee Room** seating capacity up to 14 people (for members only).




**FOR BOOKINGS AND INFORMATION CONTACT (08) 9328 1160**

## PRINTING AND PHOTOCOPYING FACILITIES

 <b>Colour A4</b>	
<b>Members</b> - 50 c	<b>Black and White A4</b>
<b>Non Members</b> - 70 c	<b>Members</b> - 10 c
	<b>Non Members</b> - 15 c

 <b>Colour A3</b>	
<b>Members</b> - \$1.00	<b>Black and White A3</b>
<b>Non Members</b> - \$1.40	<b>Members</b> - 20 c
	<b>Non Members</b> - 25 c

## AAA NEWSLETTER ADVERTISING COST PER ISSUE

 \$ 100 - FULL A4
 \$ 50 - 1/2 A4
 \$ 25 - 1/4 A4

Customise and Print your Newsletters, Flyers, Posters and Pamphlets in Colour or Black and White.

**LAMINATING AND SCANNING SERVICES ARE ALSO AVAILABLE!!!**

**FOR FURTHER DETAILS AND TO BOOK YOUR PRINTING TIME  
CONTACT (08) 9328 6202**

## President's Message

*Dear Members*



*Welcome to our news magazine. I am happy to inform you our members of the progress and achievement at The Australian Asian Association.*

*As you are aware the Triple a Care has expanded its services to include the NDIS which has been operational since December 2017. The programme supports people with disabilities and their families. In August this year we had our first Quality Audit, and I am happy to report that we have successfully complied with all the 6 National Standards for Disability Services. Our Home Care Packages (HCP) has also grown extensively, as we now offer packages ranging from Levels 1 - 4. The Commonwealth Home Support Programme (CHSP) provides minimal support to older and frail people who have been assessed by MY Aged Care at home.*

*My sincere thanks to the coordinators of the above services, for their dedication and commitment to maintain and deliver programs to a high standard.*

*The Olga Ramasamy Hall is undergoing refurbishment and improvement to the facility. Thanks to the Lottery west grant. The renovations include improving the acoustics, additional reverse cycle air conditioning, improved lighting and general décor of the hall. The hall will soon be ready for use by the members and the ethnic community.*

*For further information kindly contact the office on 9328 6202 during office hours.*

*We are also conducting English language classes for newly arrived migrants and computer skills to improve job opportunities.*

*I also wish to inform you that we have introduced a pro bono legal service that is available at 275 Stirling Street. Any one requiring legal advice can phone the office on 9328 6202 to fix an appointment as prior notice is required to arrange a meeting. In order to bring our members and youth together I invite you to participate in the various cultural functions that will be organised at AAA, in the near future.*

*There is more work to be done and we look forward to your support and cooperation.*

*WE wish you and your families the very best.*

*Kind regards*

**Marlene Burnaby**

*President Australian Asian Association*

## The Australian Asian Association of WA Inc. OFFERS LOW PRICES FOR

### GRAPHIC DESIGN

We custom design and create Logos, Business Cards, Annual Reports, Newsletters, Flyers, Posters, Advertisements and Pamphlets that will represent your business and displays the appropriate message with high impact. Our simple approach is the key to your satisfaction.



### WEBSITES DESIGN

If you need a website quickly to attract customers or showcase your services; one that is branded with your look and feel and has 10 or less pages of content than this is the service for you.

\$250 + GST Homepage / Landing Page  
Up to 5 custom other pages





Staff were hosted to an appreciation luncheon in July 2018 to acknowledge the work done in the community.



**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 the importance of carers and their role and uphold the Charter of Rights and Responsibilities.

1. Carers must be treated with respect and dignity.
2. The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.
3. The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
4. Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

**Birthday Celebration of Mrs Rajalakshmi**



**Social Group outing to Araluen Botanic Park**



## Disability Support Services (NDIS/WA NDIS/Dept Of Communities, Disability Services)

We commenced services in December 2017 with one client and have steadily increased in numbers. In August 2018, Department of Communities conducted a Quality Policy and Procedure Audit to assess compliance with the National Standards for Disability Services and Triple A Care met all 6 standards in our very first Disability Service Audit. A great team effort and thank you to all our staff who helped to achieve this outcome.

### COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

The Commonwealth Home Support Programme is funded by the Commonwealth Government and will also support the former HACC clients who have transitioned to CHSP as of 1st July 2018. CHSP is a minimal service for people over 65 years and for (Aboriginal and Torres Strait Islander people aged 50 years and over) to assist them to live at home with formal support.

New clients requiring services need to register with My Aged Care. You may contact the My Aged Care Contact Centre on 1800 200 422. If you wish Triple A Care CHSP (Australian Asian Association) to provide the service, it is very important you inform My Aged Care of your preference.

We have promoted Home Care Package services to CHSP clients requiring more support. These clients were assessed by the Aged Care Assessment Team (ACAT) for eligibility and once assigned a Home Care Package, successfully transitioned to Triple A Care Home Care Packages (HCP).

This has ensured continuation of services without disruption for our clients with the same support worker continuing to provide the support.

### HOME CARE PACKAGES (HCP)

Triple A Care provides services under Home Care Packages for levels 1 - 4 (including nursing care). We can tailor make the package to suit your needs. We provide all formal support required for a client to live at home. Clients need to be assessed by an Aged Care Assessment Team (ACAT) and join a national queue to be assigned a Home Care Package. Once the package is assigned by My Aged Care, you need to select a provider of your choice. If Triple A Care/Australian Asian Association can be of assistance, please contact the Coordinator.

### RESPIRE SERVICES

In partnership with the Commonwealth Respite and Care Link Centre (CRCC) we have provided in-house respite services to a number of people in the community. If you need respite services, please contact CRCC by contacting 1800 052 222. If you need Triple A Care (Australian Asian Association) to provide the service, please inform CRCC of your choice.

**For further information about any of our services, please contact the Triple A Care Coordinators, Dushy - 9328 7688 or Manil - 9328 3435 or visit our website: [www.aaawa.org.au](http://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 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](http://www.aaawa.org.au)**

## WANTED REGISTERED NURSES



Australian Asian Association requires **REGISTERED NURSES** to provide home care for Level 3 and 4 - Home Care Package Clients.

We would require Registered Nurses who speak one or more of the languages from the following countries: India, Sri Lanka, Burma, Malaysia, Pakistan, Iran, Spain and Russia.

Please forward your Resume with Certificates of Qualifications and Police Clearance to the email address below:

**HCP Coordinator Manil De Mel**  
Tel: (08) 9328 3435  
Email: [HCP.Coordinator@aaawa.org.au](mailto:HCP.Coordinator@aaawa.org.au)

## TRIPLE A CARE SURVEY SUMMARY – MAY 2018

Triple A Care actively pursues feedback from all our consumers in order to improve our services and this is reflected in the survey published below.

Clients receiving HACC and HCP services from Triple A Care were recently encouraged to complete a survey to provide a rating and feedback on various aspects of the programme based on their experience and level of satisfaction.

The summary of the surveys are as follows:

- Clients surveyed: 100
- Responses received: 83
- **Response Rate: 83 %**
- To the question of whether the current services and supports meet the client's needs, the response was:  
57.0 % - Strongly Agree  
3.0 % - Agree
- With regards to being treated with privacy, respect and confidentiality by their support worker  
73.0 % - Strongly Agree  
27.0 % - Agree
- When asked whether the support worker is punctual and professional when carrying out the services and supports, all clients responded positively with a response rate of  
71.0 % - Strongly Agree  
29.0 % - Agree
- 100 % of the clients agreed that the support worker communicates clearly and effectively with a majority of clients strongly agreeing  
77.0 % - Strongly Agree  
23.0 % - Agree
- To the question of whether the client felt supported by the support worker to make decisions about their life and what things impact on them  
29.0 % - Strongly Agree  
24.0 % - Agree  
47.0 % - Not Applicable / No response
- The response of clients to the question of whether they are happy with the services from Triple A Care, 100 % of the clients responded that they are happy with the services  
76.0 % - Strongly Agree  
24.0 % - Agree

The survey also included the following questions relating to the Centre Based Day Centre programme and below is a summary of the responses:

- Agree that Programme Coordinator and Carers are well prepared for the CBDC sessions:  
Strongly Agree 67.0 %  
Agree 33.0 %
- Agree that CBDC sessions are well organised:  
Strongly Agree 58.0 %  
Agree 42.0 %



- Agree that Carers are helpful and encouraged Participation in Group Activities:  
Strongly Agree 67.0 %  
Agree 33.0 %
- Agree that Meals are well planned and culturally Appropriate:  
Strongly Agree 61.0 %  
Agree 36.0 %  
No response 3.0 %
- Happy with the Transport facilities:  
Strongly Agree 75.0 %  
Agree 25.0 %
- Agree that Activities are interesting and suit Individual needs:  
Strongly Agree 58.0 %  
Agree 39.0 %  
No response 3.0 %

### Summary:

All clients who took the survey responded that they were **happy and satisfied** with the services and support provided by Triple A Care through the HACC and HCP Programme.

Management have considered some of the feedback given by clients such as ensuring that support workers are adequately trained for High Care Clients requiring Medication administration and have organised Training accordingly.

Management have also taken into consideration clients requesting help with acquiring additional services by providing information Packs detailing steps to be followed.

Feedback from the Centre Based clients mentioning that they would like more games and equipment like chairs have also been taken into consideration and actioned.

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

*“Support worker is very punctual, friendly and Caring and look forward to her coming every fortnight.”*

*“Support worker is wonderful and reliable. Works on her own initiative as to what needs to be taken care of.”*

*“I am very appreciative of the support that I receive. Thank You.”*

*“I highly recommend my support worker.”*

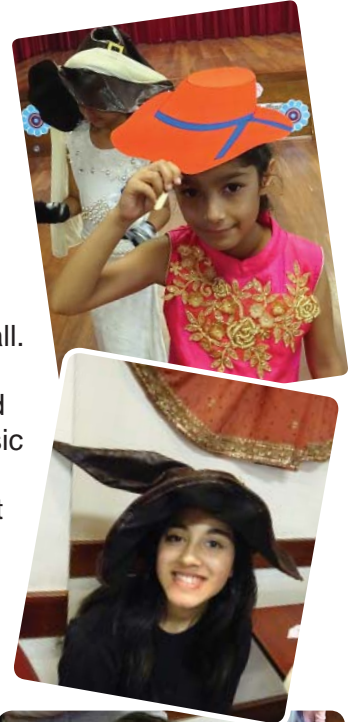
# MOTHER'S DAY

Mother's Day is a celebration for honouring and thanking mothers for their influence on society. It is one of the important dates that comes around each year and offers a chance for people across the world to celebrate and acknowledge a mother or mother like figure in the family for their influence on family life and society.

- M - is mother for Meals
- O - is mother for Ointments
- T - is mother for Teaching
- H - is mothering Hearing
- E - is mother for Eternal
- R - is mother for Right

Mother's Day was celebrated at The Australian Asian Association on the 6th of May at the Olga Ramasamy Hall. We had invited all mothers and grandmothers from various ethnic communities and as expected it turned out to be a colourful and fun filled afternoon with music and games. All the mothers present participated in the games, Bingo and enjoyed the afternoon Tea that followed. The young children presented various cultural dances and everyone joined in.

**A big thank you to all donors who contributed prizes for function. WE hope to have this every year.**



# AAA CHILDREN'S DISCO 2018

Friday 23<sup>rd</sup> November  
5.00pm - 8.00pm

Australia Asia House  
Olga Ramasamy Hall  
275 Stirling Street, Perth 6000 WA



11-15 years old

Pizza and soft drink will be provided

Entry \$5

If you have any queries, please contact Balwinder or KC on 08 9328 6202

## MOTHER'S UNION KNITTING/CROCHET GROUP

4<sup>th</sup> Friday  
of Each Month

Commencing  
31<sup>st</sup> August 2018



VENUE: The Australian Asian Association of WA Inc.  
275 Stirling Street, Perth 6000

COST: \$5 per session (light refreshment will be provided)

If you have any queries, please contact Balwinder or KC on 08 9328 6202