



*Serving the Community since 1956*

Published by the Australian Asian Association of WA Inc.

TRIPLE A CARE acknowledges and appreciates the time taken by our clients and family members to encourage us by writing personally to thank us for the services provided during a very challenging year.



## LETTERS FROM TRIPLE A CARE CLIENTS

***“TO ALL THE MEMBERS OF TRIPLE A CARE,***

*I am writing to you on behalf of my Hodgson family to give my words of appreciation.*

*Thank you for all your excellent care for my mum Sheera and Dad Ralph Hodgson.*

*Thank you for all your supports and services.*

*Thank you with all my heart especially your thoughtful wishes, birthday cards.*

*It's meant the world to them and to me personally. It's amazing that an organisation will acknowledge their client's birthday.*

*I wish you all the best and successful future.*

*May God bless you all.*

***WITH A HEART FULL OF GRATITUDE.”***

***FLAVIA HODGSON***

*“This is just to let Dushi and Staff know, that I'm very happy with the service provided by these two girls – Ann H and Pawyohtoo. They are very polite and humble and refused to acknowledge thank you from me, they said it is their job. But people like me with many health issues appreciate the help and people who are providing this service.*

*Thank you to all the Staff as well. Have a Blessed Day.”*

***GURDEV GILL***



## VICE PRESIDENT'S MESSAGE

I am happy to inform that the various programs organised by The Australian Asian Association at the AGONIS Centre in Gosnells is growing and expanding with grants received from The Office of Multicultural Interests. We have participants from Iraq, Iran Indonesia, Afghanistan, Somalia, Eritrea, Burundi, India and Sri Lanka.

We have classes in swimming at the Cannington Leisureplex every Tuesday with swimming instructors from the Royal Life Saving society, who have structured lessons for ladies from multicultural backgrounds. The lessons are for beginners who progress to a more proficient level. The classes provide them with an opportunity to better integrate into Australian culture. Language is no barrier as lessons are delivered by experienced swimming instructors working with multicultural communities. Similar classes are organised with multicultural driving instructors and Learning to Drive classes are organised both North and South of the river. These classes enable the women to secure their drivers licence and function independently in the family.

We also have an experienced sewing instructor who has devised a program for beginners. It is interesting to observe how well they have followed her instructions and guidance and have completed/ finished garments. I sincerely thank our volunteers who have given their time.

We look forward to your support.

**Marlene Burnaby**  
Vice President

## SERVICES AVAILABLE FOR THE COMMUNITY

**TRIPLE A CARE:**  
HOME AND CARE PACKAGES  
(HCP)  
(08) 9328 3435

COMMONWEALTH HOME  
SUPPORT PROGRAMME (CHSP)  
(08) 9328 7688

DISABILITY SUPPORT  
SERVICES  
(08) 9328 7688

**EMERGENCY RELIEF:**  
Perth - (08) 9328 6202  
Gosnells - (08) 9300 9156



## THE AUSTRALIAN ASIAN ASSOCIATION



**ORGANISE CLASSES  
IN ENGLISH,  
SEWING,  
CITIZENSHIP,  
LEARNING TO DRIVE  
AND SWIMMING**

**AT THE AGONIS CENTRE  
(GROUND FLOOR)  
2232 ALBANY HIGHWAY**

**THE CLASSES ARE  
ORGANISED  
EVERY TUESDAY  
FROM 9.30AM TO 12.45PM**

Government of Western Australia  
Department of Local Government and Communities  
Office of Multicultural Interests

## NDIS CODE OF CONDUCT

-  **Respect the rights of the person**  
Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions
-  **Deliver services competently**  
Provide supports and services in a safe and competent manner with care and skill
-  **Prevent violence, neglect, abuse and exploitation**  
Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability
-  **Respect privacy**  
Respect the privacy of people with disability
-  **Act with integrity**  
Provide supports and services with integrity, honesty and transparency
-  **Take action on quality and safety**  
Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
-  **Prevent sexual misconduct**  
Take all reasonable steps to prevent and respond to sexual misconduct.

**Australia Asia House,  
275 Stirling Street, Perth WA 6000  
P: (08) 9328 6202 M: 0409 101 118 E: president@aaawa.org.au**



# TRIPLE A CARE STAFF CHRISTMAS LUNCHEON AND AWARD CEREMONY 2022



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.

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)



# TRIPLE A CARE SURVEY SUMMARY – JUNE 2023

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

## The responses to the questions in the survey for Home Care (HC)

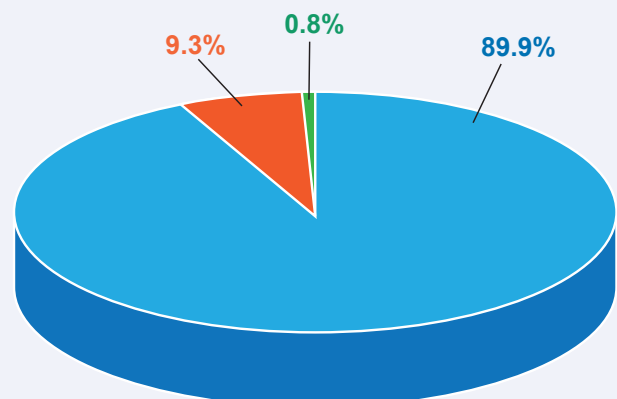
The summary of the surveys are as follows:

**Clients surveyed: 150**  
**Responses received: 124**  
**Response Rate: 83%**

- Do staff treat you with dignity and respect?  
97.6% - Always  
2.4% - Most of the time
- Are your Cultural/Spiritual needs met?  
91.8% - Always  
8.2% - Most of the time
- Do the staff complete tasks according to the Support Plan?  
93.5% - Always  
6.5% - Most of the time
- Do staff follow up when you raise any concerns with them?  
90.6% - Always  
9.4% - Most of the time
- How often do the staff come on time?  
87.6% - Always  
9.9% - Most of the time  
2.5% - Some of the time
- Does the Support Workers maintain infection prevention and control for eg: Hand hygiene, use of gloves etc.?  
95.1% - Always  
4.1% - Most of the time  
0.8% - Some of the time
- Do you participate in making decisions about what services you get?  
84.7% - Always  
14.4% - Most of the time  
0.8% - Some of the time
- Do you get the services you need?  
90.2% - Always  
8.9% - Most of the time  
0.8% - Some of the time
- Do you participate in reviews?  
83.5.0% - Always  
14.0% - Most of the time  
2.5% - Some of the time

- Do your services help you to live the best life you can?  
89.3% - Always  
9.0% - Most of the time  
1.6% - Some of the time
- Is the information you are given about services easy to understand?  
84.4% - Always  
13.9% - Most of the time  
1.6% - Some of the time
- Do you get value for money?  
86.9% - Always  
13.1% - Most of the time
- Do you trust your service provider to do the right thing by you?  
91.1% - Always  
9.9% - Most of the time
- Is your right to privacy and confidentiality respected?  
93.5% - Always  
6.5% - Most of the time
- Are you aware of your rights and responsibilities?  
96.8% - Yes 0% - No
- Is the information you are provided adequate to make decisions?  
92.7% - Yes 1.0% - No
- The overall response to the survey is summarised as follows:**  
89.9% - Always  
9.3% - Most of the time  
0.8% - Some of the time  
0.0% - Never

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



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

- "I feel happy about the service you are giving". (R.K)*
- "Appreciative and thankful". (C.T)*
- "Excellent and satisfactory service always". (R.B)*
- "They are very good; kind and they understand my dad's situation". (D.D)*
- "I am so happy my wound is healing, and dressing is done at home". (K.T)*
- "The kindness, respect & thoughtfulness that we get means the world to us". (V.S)*
- "The management and the support staff do a good job". (A.P)*

**The responses to the questions in the survey for Group Social Support (GSS):**

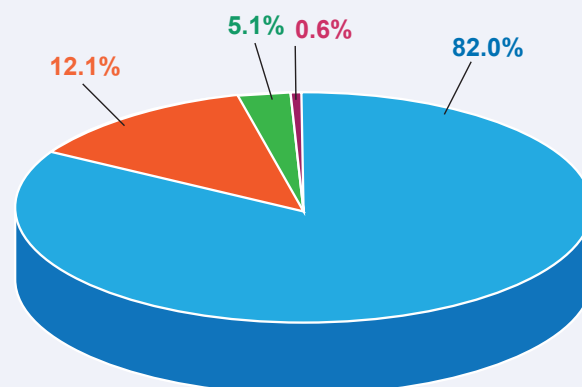
The surveys results as follows:

**Clients surveyed: 70**  
**Responses received: 50**  
**Response Rate: 80%**

- Do staff treat you with dignity and respect?  
 91.1% - Always  
 7.1% - Most of the time  
 1.8% - Some of the time
- Are your Cultural/Spiritual needs met?  
 79.2% - Always  
 17.0% - Most of the time  
 1.9% - Some of the time  
 1.9% - **Never**
- The activities I attend are meaningful and support my interests and goals.  
 72.7% - Always  
 21.8% - Most of the time  
 5.5% - Some of the time
- Do staff follow up when you raise any concerns with them?  
 82.7% - Always  
 15.4% - Most of the time  
 1.9% - **Never**
- Transport facilities are satisfactory.  
 81.6% - Always  
 5.3% - Most of the time  
 10.5% - Some of the time
- Does the Support Worker maintain infection prevention and control?  
 83.3% - Always  
 12.5% - Most of the time  
 4.2% - Some of the time

- Do you participate in making decisions about Group Activities?  
 69.4% - Always  
 8.2% - Most of the time  
 20.4% - Some of the time  
 2.0% - Never
- Meals are well planned and culturally appropriate.  
 86.5% - Always  
 11.5% - Most of the time  
 1.9% - Some of the time
- Group Social Activities are well organised.  
 74.5% - Always  
 17.6% - Most of the time  
 7.8% - Some of the time
- Is the information you are given about services easy to understand?  
 84.9% - Always  
 11.3% - Most of the time  
 1.9% - Some of the time  
 1.9% - **Never**
- Do you trust your Triple A Care to do the right thing by you?  
 87.0% - Always  
 7.4% - Most of the time  
 5.6% - Some of the time
- Is your right to privacy and confidentiality respected?  
 90.4% - Always  
 9.6% - Most of the time
- **The overall response to the survey is summarised as follows:**  
 82.0% - Always  
 12.1% - Most of the time  
 5.1% - Some of the time  
 0.6% - **Never**

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



Continued ▼



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

- “The services that we get here are good”. (V.S)*
- “That I can rely on them to provide a good service each time”. (C.K)*
- “I’m happy with everything we do here. I know it’s difficult sometimes to take us out, but they do everything in their ability to entertain us and try their best to cater for our needs”. (J)*
- “We get the opportunity to meet up with everyone (Laugh/Talk)”. (Anonymous)*
- “Meals are good”. (Anonymous)*
- “The best thing is the recreational opportunity given to old people like us”. (L.K)*
- “Everything is good”. (J.S)*
- “Good exercise and recreational activities. Some recreational activities help to maintain and improve our memory”. (Anonymous)*

**Feedback and suggestions:**

- “Going out more often”. (Anonymous)*
- “Outings more often and information sessions”. (Anonymous)*
- “Outside speakers for health tasks”. (H)*
- “By introducing new methods of activities”. (L.K)*

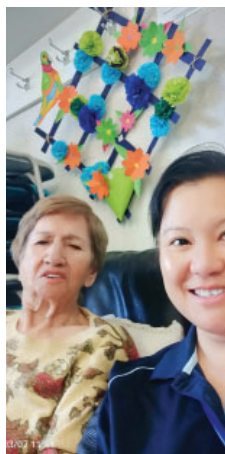
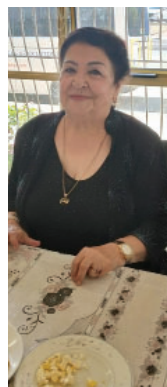
**Summary**

The majority of our consumers who participated in the survey and gave their opinions said that they are very happy and satisfied with the services and assistance offered by Triple A Care through the NDIS, CHSP and HCP Programme. There are a few areas that can be improved, and these will be dealt with as part of our ongoing continuous improvement.

**TRIPLE A CARE ACTIVITIES IN PHOTOS 2023**

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

**TUESDAY GROUP ACTIVITIES**



### WEDNESDAY GROUP ACTIVITIES



### THURSDAY GROUP ACTIVITIES



### NDIS ACTIVITIES



# Charter of Aged Care Rights

Triple A Care upholds the Charter of Aged Care Rights to our Consumers who have the right to:



Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission

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.

## SERIOUS INCIDENT RESPONSE SCHEME (SIRS)

As of 1/12/2022 the following Serious Incidents must be reported within 24 hours to the Aged Care Quality and Safety Commission.

1. Unexpected death
2. Psychological or emotional abuse
3. Unlawful sexual contact or inappropriate sexual conduct
4. Neglect
5. Stealing or financial coercion by a staff member
6. Missing consumers
7. Unreasonable use of force
8. Inappropriate use of restrictive practices

## CODE OF CONDUCT FOR AGED CARE WORKERS

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, supports and services in a safe and competent manner.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
7. Provide care, supports and services free from:
  - all forms of violence, discrimination, exploitation, neglect and abuse and
  - sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
  - all forms of violence, discrimination, with care and skill. exploitation, neglect and abuse and
  - sexual misconduct.



### 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.

**FOR FURTHER DETAILS CONTACT (08) 9328 6202**