

Consumers:

Consumer A

I am 72 years old and grew up in a poor family in China. My wife and I decided to migrate to Australia to reunite with my children in 2012. At the same time, I was diagnosed with prostate cancer. My family was devastated, sad and scared of what I was about to face.

We contacted the Chinese Community Social Services Centre to ask for help. The next day, a Case Manager from the Centre visited us and assessed our situation. She then develop plans with us and arrange care services for us. After the first visit, she rang and visited us again for a few times to make sure that we are doing alright. A thousand words cannot express our family's gratitude to the Centre.

Consumer B

I was an elderly patient who had undergone six surgeries. Every time when I got discharged from the hospital, I struggled to manage at home by myself. My son and daughter-in-law are working so they have no time to attend to me. I could not book for my medical appointments because I do not speak English, and I was too weak to attend medical appointments alone. My children are busy all the time thus could not help me with these. Consequently, I have missed a lot of medical appointments and my health has deteriorated.

Now, under the CCSCI Home Care Packages Program, your staff help me to book medical appointments and accompany me to attend those appointments. I feel relieved now knowing that I can rely on your services. Your staff also helped me to buy a shower stool and repair my electric scooter with the funding from the Australian Government. I am amazed by the kindness shown by your staff. I would like to thank the Chinese Community Social Services Centre for your help.

Consumer C

Whenever I call the Chinese Community Social Services Centre, they always have staff talking to me in my language. CCSSCI staff are always friendly, enthusiastic and helpful. This makes me comfortable talking to you.

I have suffered from incontinence for years, and had trouble resourcing the correct continence products. I then sought help from my Case Manager. She gave me a lot of good advice, and also contacted a few companies to send me samples of their products for me to try.

A few years ago, I have purchased a denture cost over \$4,000 with the subsidy from the Australian Government. However, it does not fit now. My Case Manager helped me to find a Community Health Centre in Fitzroy, and I only needed to pay \$100 to get it fixed. The denture fits me well now and I can enjoy eating.

My leaking roof has been bothering me for a long time. My Case Manager followed up with the Housing Office to send someone to fix it. It is fine now.

Earlier this year, when I took the tram, I accidentally left my handbag on the tram. I rang my Case Manager to seek help. She immediately contacted the relevant local authorities to find my bag. She also sent a home care worker to accompany me to collect my bag.

The Home Care Worker sent by the Centre is capable and work diligently in helping me with the household chores. She can speak Cantonese, Mandarin and English. She is passionate about taking care of elderly person like myself.

Consumer D

My wife used to cook for me but after she passed away, I struggled a lot in preparing for my own meals. CCSSCI organised a Home Care worker to help me to cook. She also taught me to cook some basic dishes which I really enjoyed. It was fun and I have started to love cooking.

Family Carers of Our Consumers:

Carer A

I wish to take care of my mother for as long as possible however, I have my own family to take care as well. At one stage, I feel that I can no longer cope with being a carer. I have no leisure time for myself and the stress caused me sleepless nights. I applied for the Home Care Packages Program and a Home Care Worker from CCSSCI comes three times a week to look after my mum. I can now go out with friends and join a dancing group. I really enjoy these.

Carer B

My mum suffered stroke when she was getting old and needed help with her daily activities. The CCSSCI Home Care Packages Program provided personal care assistance, transportation to medical appointments, rehabilitation and even helped to solving housing issues. The caring attitude of their staff had touched my mum deeply. I will never forget the support of CCSSCI staff when I was grieving after my mum has passed away. The Case Manager brought a CD player to play my mum's favourite music during the funeral service.

I thank the staff of CCSSCI for their diligent and heartfelt service. Our family will never forget what they have done for us. They made us feel more than a family member. From the bottom of my heart, I would like to say CCSSCI is the home of Chinese migrants.

Home Care Workers:

Home Care Worker A

I think Chinese elderly living in Australia are blessed. With the support of the CCSSCI HCPP Services, they can enjoy their twilight years. For me, to have the opportunity to contribute to this service is very meaningful.

Home Care Worker B

While providing services to the elderly, I like listening to their valuable life experience and philosophy, e.g. how to face adversity with a positive attitude, turning the negative to positive. Also throughout the years, we have developed close relationships and are as close as family.

For people with dementia, we have to make extra effort to provide services to them. Sometimes, they will also become irritable and unhappy, making caring for them a harder task. It makes me realised that life and death, ageing and illness, are the natural path of life.

Today when I serve my elderly consumers, I have also becoming more caring, considerate and patience. I have actually experienced the saying – 'it is more blessed to give than to receive'.

Enquires:

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Website: <https://homecaresociety.org.au/>

Carer Gateway
Phone: 1800 422 737
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