

Services Manager's Report



There are always great challenges, rewards and excitement working with the Maltese Community to provide much needed aged care services, and while working together with families, management, staff and volunteers.

MACASA is now well and truly settled in its new location in the Cheltenham Community Centre. Our partnership with the management and staff of the City of Charles Sturt provides the opportunity to work closer with various groups that meet regularly at the Cheltenham Community Centre.

The integration of our administration office and the Kitchen addressed the issues of distances travelled by our volunteers on the delivery runs and the day-to-day administration of our services. MACASA moved to Cheltenham in May 2009, and this year was able to secure another three-year lease to 2014 with the City of Charles Sturt.

In May 2011, MACASA was appraised under the new Common Standards for the services it provides under the Home and Community Care (HACC) program. Under the HACC program MACASA is funded to deliver high quality, affordable and accessible services for the well-being of eligible older Maltese people, younger people with a disability, and their carers. The HACC Program is a key element of the Australian Government's aged care policy and its vision for a world-class community care system.

The appraisal was conducted over two days; and months of planning and preparation needed to be undertaken beforehand. Thank you to all the staff, volunteers and clients who assisted the appraisers with their interviews. We rated very well and are very happy with our performance. We pride ourselves on our continuous improvement approach to our policies and services.

Word of mouth regarding the quality of our culturally-appropriate hot meals is spreading, and I constantly receive praise and referrals to service outside our normal delivery areas. Unfortunately, due to a lack of volunteers and resources, we can't always assist outside the western suburbs; however, it is MACASA's vision to expand and deliver services to other areas with the continued support of its volunteers.

Our Kitchen prepared approximately 17,000 meals this year, and our volunteers delivered nearly 8,000 of those meals. The rest of the meals were provided to Henley and Grange Community Centre, Coinda Neighbourhood Centre at Marion, Maltese residents at Melita House in Regency Green Multicultural Aged Care Facility, our monthly Activity Group clients at Cheltenham, our frozen meal program, and many more clients who visit the Cheltenham Community Centre on a regular basis.

The introduction of a new single menu in January was very successful with our clients. MACASA continues to provide a four-week rotating menu, and it still offers a choice from two main meals every day. We pride ourselves on the quality of our service and delivered meals program to the frail and elderly in our community.

MACASA also provide the services of monthly activity groups, social support, domestic assistance and transport. The monthly activity group program continues to expand in

numbers. The southern monthly lunches moved from Hackham West to St Mary's this year, and the new location is proving much easier for the Maltese clients. The new venue is Strings Bistro inside Racquets SA on South Road (opposite the old Mitsubishi site).

Two Health Information Programs were run in November 2010 and May 2011 providing valuable health information. Our guest speakers were Silvio Iadarola from the Aged Mental Health Care Services and Clara Tait from the Asthma Council, respectively. MACASA thanks the Maltese Guild of South Australia for providing a venue for this program.

A number of full-day excursions have taken place during the year. Thanks to the Multicultural Communities Council of SA for providing the funding for two 'Carers Day Out' excursions visiting Victor Harbor, Goolwa, Hindmarsh Island and Hahndorf in November 2010 and February 2011. The 'Carers Day Out' provided much needed respite from their normal day-to-day activities.

Following the success of these day trips, I received many requests to run other excursions for the Maltese Community in general. Due to the high demand, the MACASA Board approved further social activities for our Maltese clients. The first of many was a Murray River Cruise on the Barrangul Showboat in May. We then ventured to Pryors on the Fleurieu for a Cabaret-style show by hosts Peter and Rhonda on their magnificent 5-acre property in July. Two more trips are planned for the rest of the year – one in September and the other one in November. These day trips are very popular with our Maltese clients and will continue next year.

I wish to thank a number of groups, without whose continued support MACASA's services to the community would not be possible. In particular, I would like to thank the MACASA Management Committee, all of whom are volunteers, the dedicated Office and Kitchen staff who continue to go the extra mile, and all our wonderful volunteers who freely give generously of their time to ensure the continuity of our vital services.

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