



**SAMAA**  
South Asian Muslim Association  
Of Australia Inc.  
[www.samaa.org.au](http://www.samaa.org.au)

**Mission Statement:**

*"To evidence the Islamic spirit of love, compassion and charity in providing a range of services to the aged of South Asian Muslims in NSW that best meet the physical, spiritual, cultural and emotional needs of the individuals, their families and the Muslim community"*

SAMAA | [Quarterly Newsletter](#) | January - March 2016

# Independent commissioner to handle aged care complaints

From 1 January 2016 all complaints about Government funded aged care services are handled by the new Aged Care Complaints Commissioner.

Ms Rae Lamb, supported by a team of 150 people in multiple sites across the country, will be working to resolve complaints and ensure people receiving aged care are well cared for and protected.

"The elderly and their families can have confidence any complaint about aged care services funded by the Australian Government will be treated fairly," Ms Lamb says.

"It is often best to raise a complaint directly with your service provider, as this can bring quick results. But if you don't feel comfortable with that, or are unhappy with the result, call us."

The implementation of the independent organisation separates any complaints people may have about their or their loved one's care, from the Department of Health



**Ms Rae Lamb is the new Aged Care Complaints Commissioner.**

who fund and regulate aged care.

An independent complaints system was recommended by both the 2009 Walton Review and the Productivity Commission's 2011 report, Caring for Older Australians.

Minister for Aged Care, Sussan Ley, says "older Australians have a right to receive quality services and be treated with respect, whether they are in an aged care facility or their own home".

"This change will strengthen the aged care complaints process, and is now completely separated from the regulation and funding of aged care."

The Aged Care Complaints Commissioner handles and investigates

any complaint relating to a Government subsidised residential or home-based aged care service.

Any person can make a complaint to the new Commissioner, including care recipients, family members, friends, staff, volunteers, or professionals.

Complaints can relate to any aspect of services including care, choice of activities, discrimination, catering, communication or the physical environment.

Contact the Aged Care Complaints Commissioner on 1800 550 552 or through the website:

[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

*Source: DPS news*

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# Uniting Care Serving SAMAA Elders

SAMAA representatives have held several meetings with leading aged care service provider Uniting Care to finalise programmes and services for SAMAA elders.

A team of Uniting Care lead by Mr Steve Teulan, Director of UnitingCare Ageing NSW.ACT met SAMAA team members on 1 Nov 2015 and briefed them of various UnitingCare programmes aimed at CALD (Culturally and Linguistically Diverse) groups such as South Asian Muslims. Subsequent meetings were held to finalise services and programmes.

To begin with, a 'Wellness day' is expected to be organised at Bankstown on 17th March which will serve as an EXPO day, UnitingCare presenting a preview of their services.

The second 'Wellness day' is ex-



pected to be held at Blacktown two weeks after the first, tentatively the 31st of March. S

AMAA will soon start referring elders to UnitingCare for Home

Care Services. Regular social support programme is expected to 2 take off which will provide SAMAA elders regular opportunity to come together in engaging various healthy ageing programmes.

## Seniors still fear another GFC

Fears of another Global Financial Crisis (GFC) still affect the way many over 50s invest their retirement funds, a new report has shown.

Nearly 46 percent of people said they were concerned they could be hit by another major fall in financial markets, according to a report by National Seniors Australia and Challenger.

The report compiled by the National Seniors Productive Ageing Centre and titled Outlook for Australian seniors' retirement plans? Mostly sunny, with possible late rain showed seniors had concerns and were more cautious with their investments than they were before the GFC.

The report also found only 2.4 percent believe the GFC was a historical 'blip' and continue to invest

all their retirement savings in the market for long term growth.

"It's understandable those who've lost their life savings in the share market slump should be wary of investing in shares again but it's also concerning that many people also don't have a plan for their financial future," National Seniors chief executive Michael O'Neill says.

"While many people believe they will be alright financially, one in five also expects to rely on Medicare and the government to provide for their health and aged care needs."

The report, which was based on about 2,000 survey responses, revealed that whilst most over 50s were resigned to share market volatility, 39 percent said they have no specific plan for expenses later

in life.

Less than half said they were currently using a financial adviser and two out of five were not using a formal budget to manage their household expenses.

"But this report also puts to bed the widely-held notion that many Australians who are retired – or who are about to retire – are profligate with their super and want to take it as a lump sum and spend it fast on non-essentials," Mr O'Neill says.

"Instead, the goal for 78 percent of people is to provide income for the rest of their lives – and many draw down on their super as conservatively as the rules allow.

"Most people look forward to their retirement but being prepared for future health and lifestyle needs will help them enjoy it a lot more, according to." *Source: DPS news*



# SAMAA Events

## Past Events

### Picnic to Blue Mountains

On Sunday 11th October SAMAA Elder's visited the Leura Gardens Festival 2015 at Blue Mountains. The trip was organised by SAMAA and funded by the Multi-cultural NSW. Elders enjoyed the picnic throughout the day. During

the bus journey, they entertained themselves by singing songs and cracking jokes. At the gardens, they appreciated the natural beauty of very colorful flowers at various gardens. They also enjoyed live music by Penrith City Band at lunch

time. Elders were served biryani followed by dessert and tea/coffee. SAMAA volunteers continued to cater for all their needs throughout the day and brought smiles to the elders who were grateful to SAMAA for a great picnic day.



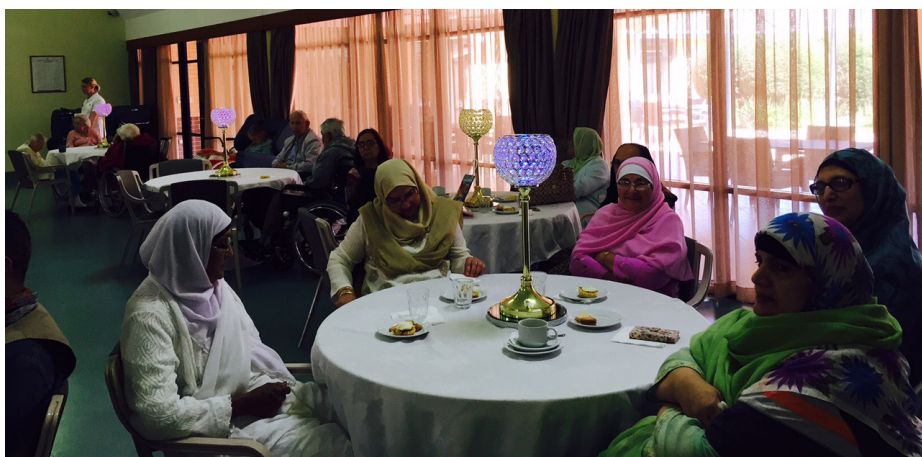
### Well-Being Day

Summit Care organised Well-Being Day for SAMAA elders at their Aged Care facility in St Marys on 15 Sept 2015.

The theme of the day was 'Spring-time in South Asia'.

It included a presentation, South Asian music, lunch, health check ups and a few activities such as trivia, craft and painting.

Elders enjoyed the day with much enthusiasm.



### Don't Worry

At age 20 we worry about what others think of us;

At age 40 we don't care what they think of us;

At age 60 we realize that they haven't been thinking of us at all.

# SAMAA Events

## Upcoming Events

SAMAA is on course of arranging multiple events in coming months to keep our elders entertained.

A few of these events are sponsored by Multicultural NSW under Multicultural NSW Grants Pro-

gram-Support. Please see below the details of these events.

### Harbour Cruise

We all pride ourselves for having the best harbour in the world. February is the ideal time to explore the beautiful harbour and SAMAA is organising a lunchtime cruise on Sunday 21 Feb 12 Noon to 3 PM.

A 90 seater luxury boat has been hired to make this experience comfortable for the elders and other guests.

The Multicultural NSW grant makes it possible to offer heavily subsidised rate for the elders while others would pay a highly negotiated price in enjoying the company of community elders.

Pearl Gourmet Halal Buffet Menu will be served as the guests will be entertained with South Asian music & songs. The cruise will of-

fer an exceptional opportunity for bringing together SAMAA elders, volunteers and community guests in supporting a great community event.

Please ring Mrs Robina Yasmin on 0468 409 786 to confirm your seat.

Contribution \$50,  
Elders (65+) \$20

### Qawwali Night

A Qawwali night will be held at Civic Centre, Hurstville,

A Qawwali group, The Fanna-Fi-Allah will perform the famous qawaalis of past few decades to entertain the South Asian Muslim elders who will enjoy the unique experience, rarely seen in Australia. The Fanna-Fi-Allah has become a leading representation of Sufi Qawwali music in many Western countries. With their rich

rhythmic grooves, soaring vocal melodies and the bright intensity of their live performances, Fanna-Fi-Allah urges us to lift our hearts in exaltation and devotion to the Divine. Fanna-Fi-Allah embodies an authentic continuation of the ancient tradition of Sufi music. Key members of the group have spent over 20 years in dedicated study with the masters of this classical art-form in Pakistan and India

and Australian wing of the group will perform to entertain SAMAA community.

Join SAMAA to enjoy this very special evening at

6 PM Saturday, 2 April 2016 at Civic Theatre, MacMahon Street, Hurstville, NSW 2220

Contribution : \$35 per head, \$15 (Elders 65+). Light meal, tea, coffee included

### Jashne Buzurg 2016

The annual event of Jashne Buzurg will be held at Bowman Hall, Blacktown on 8 May. The event will bring together Parliamentarians, health experts, representative

from aged care agencies and providers, community leaders and a large number of SAMAA elders, volunteers and community members. As usual, it will be a day

packed with information, entertainment and activities to promote cause of SAMAA. We will continue to update you about the event.

### Obituary

SAMAA Elder Begum Amir Bano left us for heavenly abode on Monday 23 Nov 2015 at 77 years of age. The mother in law of Sydney businessman Mr Mushtaq Ali, late Amir Bano lived in Sydney for well over 20 years and regularly

attended SAMAA events. She was the most affectionate mother of her only daughter Mrs Noor Jahan, wife of Janab Mushtaq Ali. Both Mr Mushtaq Ali and Mrs Noor Jahan served their mother with utmost sincerity during her sickness.

Mr Mushtaq Ali runs a successful business M&N Printing Ser-

vices at Ingleburn in Sydney and have regularly sponsored SAMAA events by donating SAMAA souvenirs such as tea mugs and water bottles.

At SAMAA we pray for maghfirat of the marhooma and convey our heartfelt condolences to the family.



# Annual General Meeting



SAMAA held its Annual General Meeting on 1 November 2015, electing its Office Bearers and its Executive Committee Members.

SAMAA welcomes the new Members who have joined our illustrious Team.

The Annual Report was presented, highlighting the activities of the year 2014/15. The Report covered SAMAA's Volunteering Services, several Events for Elders, the vital role of its Volunteers and Community Members and its co-ordination efforts with major Service Providers.

An Action Plan is being prepared for 2016, which will ensure that clear objectives are laid out for the coming 12 months & which SAMAA Executive Committee will continue to monitor.

SAMAA has engaged in a commitment to the South Asian Muslim community in fulfilling a great community need. All SAMAA officials have pledged to dedicate 2-3 hours a week towards various SAMAA Tasks.

Such dedication from SAMAA

Team Members will help SAMAA achieve all of its Objectives.

SAMAA team is committed to working towards all of our Goals

& Objectives.

It is hoped that SAMAA will continue to widen & enhance its range of Services to our Elders.

## اُمید ابھی کچھ باقی ہے

اُمید ہے ایسی بستی کی جہاں جھوٹ کا کاروبار نہ ہو  
دہشت کا بازار نہ ہو  
جینا بھی دشوار نہ ہو  
مرنا بھی آزار نہ ہو  
یہ بستی کاش تمہاری ہو  
یہ بستی کاش ہماری ہو  
وہاں خون کی ہولی عام نہ ہو  
اس آنگن میں غم کی شام نہ ہو

اُمید ابھی کچھ باقی ہے  
اک بستی بسنے والی ہے  
جس بستی میں کوئی ظلم نہ ہو  
اور جینا کوئی جرم نہ ہو  
وہاں پھول خوشی کے کھلتے ہوں  
اور موسم سارے ملتے ہوں  
بس رنگ و نور برستے ہوں  
اور سارے ہستے بستے ہوں

جہاں مُصاف سے انصاف ملے

دل سب کے سب سے صاف ملے

اک آس ہے ایسی بستی کی

جہاں بھوک سے روٹی سستی ہو۔۔۔!!!

# Healthy Tips For SAMAA Elders

By Dr Ahad Khan

- Have regular Health Check-ups with your G.P.
- 'Religiously' take the Medications as directed by your G.P.
- Report any Side-effects to your G.P. promptly.
- Side effects can be - Dizziness / loss of Balance / Drowsiness / vomiting / diarrhoea / constipation / Headaches / shortness of breath / sleep disturbance, etc.
- Let your G.P know, if you are taking any Medications in addition to the ones prescribed by your G.P., as Medications can inter-act with each other & can cause deleterious effects.
- Sometimes, after an admission to a Hospital, you may be discharged on either fewer Medi-

cations / additional Medications / altered Medications or altered doses. They may discharge you on 'Generic' brands of the same Medication, but with a different name. All this can be very confusing to you. So, always make an Appointment to see your G.P within 3 days of Hospital Discharge.

- Always insist from the Hospital Doctors, a DISCHARGE SUMMARY LETTER before you are sent Home - this Summary will state your Diagnosis / Investigations done / Therapeutic Interventions / Discharge Medications / Follow-up Plans. Do not leave the Hospital without this Discharge Summary Letter. If they say that a Discharge Summary Letter will be posted to your G.P., say this - "I want at least a brief hand-written let-

ter, stating my Diagnosis & the Medications that I need to take - just these 2 things are what I need now. " ( more often than not, the G.P. either receives the Discharge Summary Report 2 to 3 weeks after Discharge & sometimes it does not arrive at all ! )

- At your Visit to your G.P within 3 days of Hospital Discharge, ask your G.P to arrange the Referral/s to the Specialist/s.
- Another reason that you should see your G.P within 3 days of Hospital Discharge, is the fact that they only give you only a 3 days supply of Medications !
- When you are sent Home on certain Medications, just take those Medications only. Do not add to that list of Medications, what Medications you were taking prior to Hospital Admission.



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## Donate to SAMAA

Most of the services provided by SAMAA are funded through your contributions.

SAMAA has the privilege of having tax deductibility status which means you can claim your donations to SAMAA in tax. Of course, you also earn reward from Allah SWT for serving a noble cause.

Bank: ANZ

A/C Name: South Asian Muslim Association of Australia Incorporated.

BSB: 012- 081

Account Number: 4877-20869

Please notify SAMAA via email of the contribution made so that we can send you the receipt for tax purposes.