

MiCare Annual Report

2021



MiCare
Helping you live in your world.





Our Elder Helga with Overbeek Lodge's Resident Dog Rosie

Our Vision

To support the journey of the migrant throughout their life.

Our Mission

To enable migrants to have comfortable, enjoyable, dignified and meaningful lives.

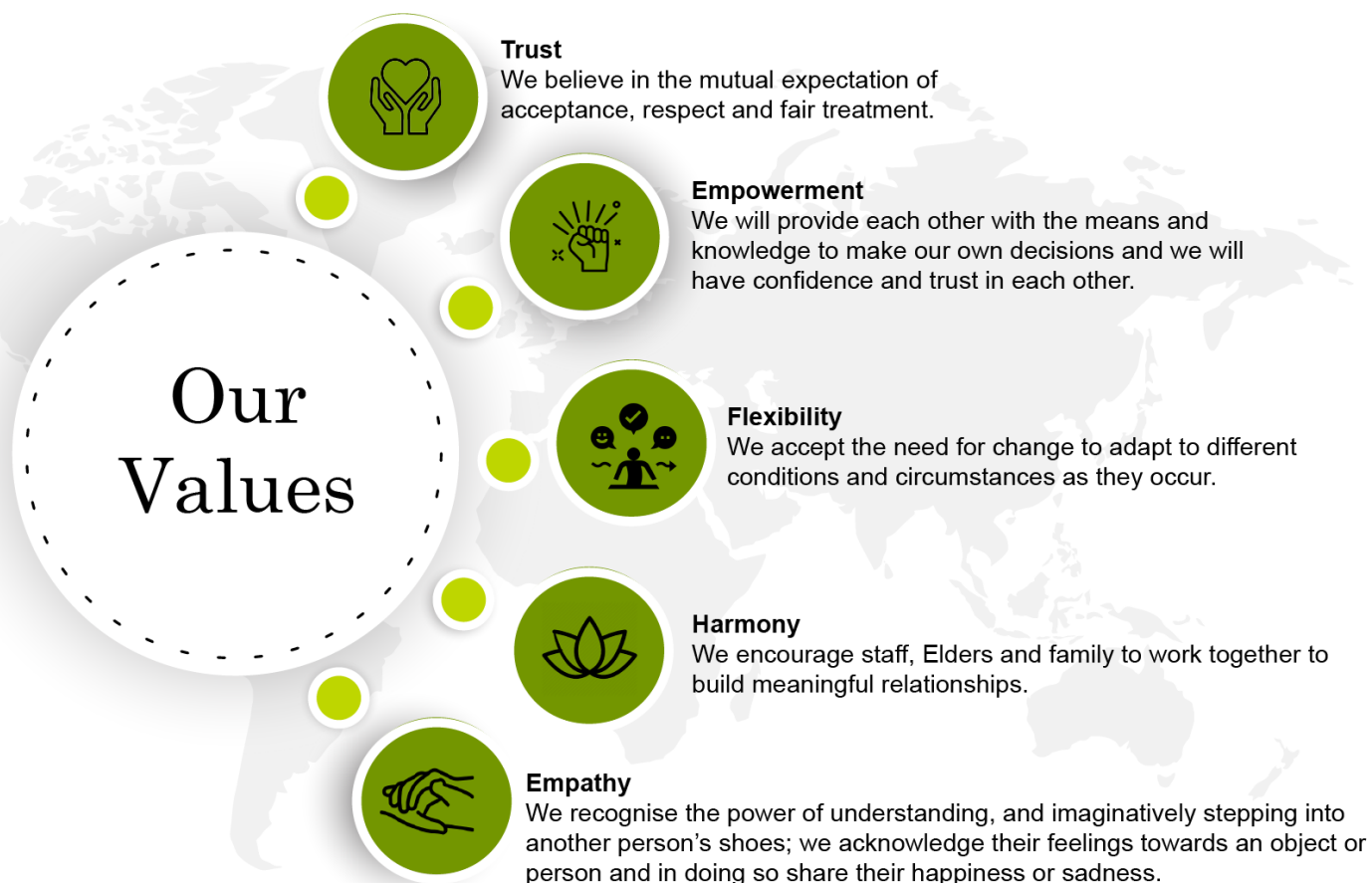
Purpose of our work

At MiCare we value relationships that we have with each other, the clients we serve, and their families. We believe the closer the relationship, the more we want to help someone. Sharing their life's journey is a privilege, we should respect that privilege and always honour the person. We become part of their story. For some, all they have left is their story and we should embrace, validate, and respect it.



Our Values

Our Elder Herman with MiCare staff member Lidia



People & Culture the Future in Aged Care

There are many great stories about people in aged care - personal care workers, nurses and managers, as well as families who have a total commitment to Elders. The staff are the heroes of aged care; they are the ones who take the majority of risks by continuing to work in an environment which is extremely difficult and continues to be challenging.

Many staff in aged care have not adequately been recognised financially for their qualifications and extraordinary commitment. It is heroic, it is unselfish, it is dedication to those in their care. We celebrate and recognise that commitment.

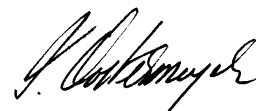
Workforce and capability is crucial; however, this has to go hand in hand with continuing education.

It is now recognised that the aged care sector was not necessarily prepared for COVID-19. But who was? Certainly not government nor the experts who suddenly emerged on the COVID-19 Stage.

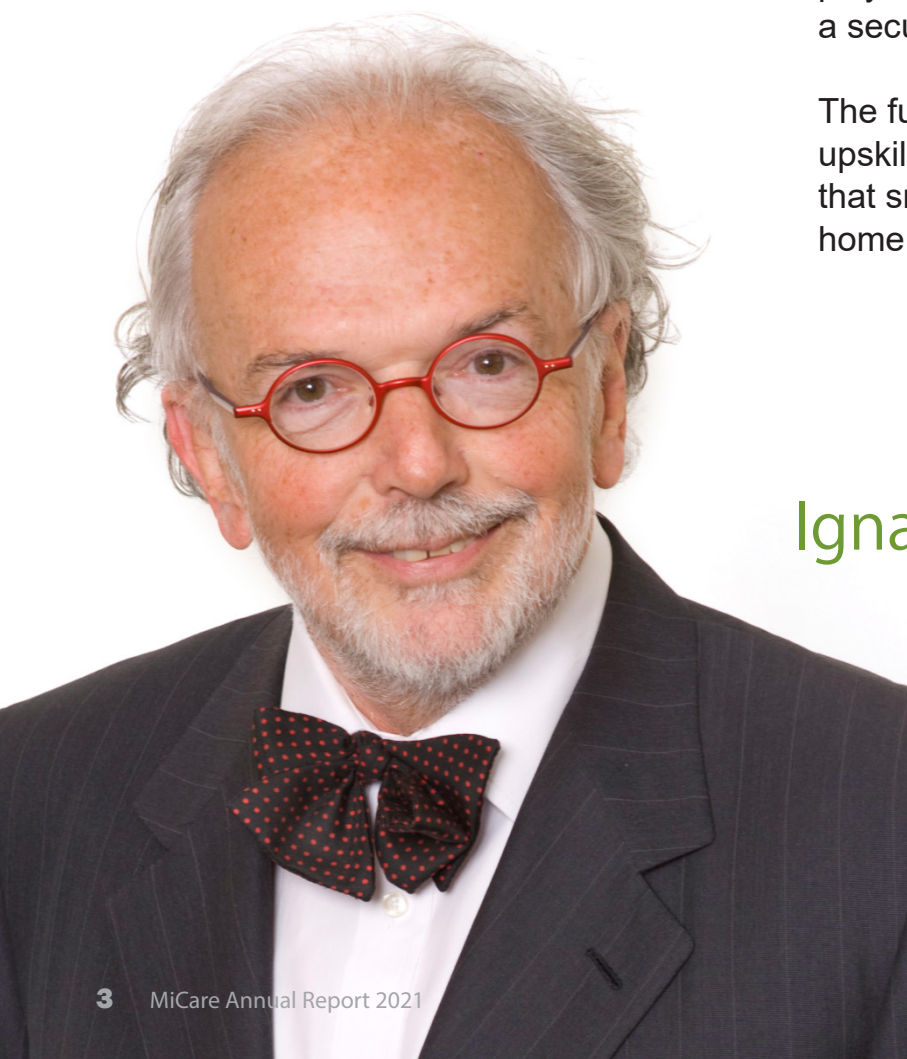
MiCare stepped up, increased training and has been COVID-19 free to date. This is an exceptional achievement and I commend all those involved.

MiCare also recognises that its workforce is committed and has played and continues to play a major role to ensure its facilities are a secure haven for Elders.

The future is what is important. Apart from upskilling the workforce, MiCare recognises that smaller residential care home(s) and home care itself are the best way forward.



Ignatius Oostermeyer
Chairman



Thank you MiCare Family

We are not only thankful to our staff for stepping up during this year to keep our Elders safe but also the Board of Directors. Due to the changes of the Royal Commission Report our Board revisited a number of requirements and responsibilities and have worked through many of these including clinical governance and safety. Most of this happened remotely, through web meetings, (a steep learning and sometimes a real challenge when internet was uncooperative!) and of course there was the normal Board responsibilities to take care of!

Whilst MiCare services have many volunteers working alongside staff, COVID-19 meant that they were unable to be in our facilities most of the year. We missed you! However, many found ways

of helping out, phoning clients instead of visiting, sewing masks and gowns, and sending thoughtful cards and letters to both staff and Elders. If COVID-19 was good for anything, I think it was great for building community spirit even if the community couldn't get together.

Finally, it was good to receive positive feedback from the various departments' representatives that visited us during the lockdowns. They told us that our facilities were well designed to meet the needs in lockdown, we were able to isolate people in their room, households could be isolated, staff worked in only one household and we have hospital grade filters on the air-conditioning units and our rooms allow for windows to be opened. These are the things that are being mooted as changes required in future developments. A busy, expensive year for the organisation however we have reserves to cover the loss.

Wonderful news that Avondrust Lodge's new building has been finished and we were granted the additional 48 bed licenses – all we need now is the celebration and tours for everyone. One day! Some Day!! I promise!!!

We hope that you were also able to keep clear of COVID-19 and thank you for your continued interest in and support of MiCare.



Petra Neelman
Executive Director





The Heart of Retirement Living in Victoria



From left to right: (Top) Franks 90th with Denise & Ron; Morning Tea at 741; Cathy & George;
(Bottom) Maree's birthday with Jackie; Frank & Valerie; Beverly & John's 60th Anniversary

We convey our heartfelt thanks to the residents of our Independent Living Units for their extra patience and care during these trying times of lockdowns. The care, concern and support from both residents and MiCare staff have been, quite honestly, very emotional. Meals have been delivered anonymously; offers have been made to drive or take others shopping or having a cuppa and chatting. These gestures and expressions of care have been vital to the health and well-being of many residents.

The COVID-19 pandemic has exposed us to an environment that many of us never thought possible.

Individuals react to situations and circumstances differently. For some, the pandemic has had little effect and for others it's been traumatic. For many the need for belonging and connection to community has been vital to navigating through these strange times. In this way, our independent living villages have provided a safe and secure environment within a supportive and caring community. Your caring is amazing.

Thank You

~ Darren Schier

For more information about our villages and to arrange an inspection of our units, please call or email
Darren on 0433 997 338 or darren.schier@micare.com.au.



Prins Willem Alexander's Village spirit



From top (clockwise) : Our handmade art display; Marie with her art; Emmy displaying her knitting; (Below) Home-made Poffertjes; Hans entertaining everyone; Our Volunteers Minnie, Elly & Ali

Prins Willem Alexander Village's (PWAV) community spirit was showcased on our open day held in May this year. The day enabled our local community to reacquaint themselves with the Village after a year of restrictions and lockdowns. For others it was an opportunity to look into the future and see how our independent retirement village may suit their lifestyle.

Many of our residents stepped up to volunteer on the day! There were village craft stalls, art displays, a fabulous Dutch bakery stall, specialty Dutch and Latino food, guided tours of independent living units and the aged care home, and let's not forget the very popular poffertjes stall!

Our open day was about opening the doors and giving visitors a taste of life at Prins Willem Alexander Village. Quality, affordable independent living units were available, both two and three bedroom homes. Guided tours

revealed a coffee shop, pool and gym, community recreational building, park access and support facilities -all located in a secure, manicured garden setting. The interest in the village was strong with two units sold on the day and over 60 expressions of interest. While all of this was on offer, the large crowd was being serenaded by the one and only Hans van der Drift, who generously donated his time.

Hans has been an important part of our village entertainment heritage for all of 50 years! The day was capped off with Elders from our aged care home joining in at the coffee shop, sharing the moment and creating memories! A September springtime fair is just around the corner - we can't wait!

Thank You

~ Lifestyle team

Volunteers staying in touch

Volunteers have gone above and beyond to keep in touch with their clients. We have heard lovely stories of volunteers delivering cakes and flowers to front doors, riding bikes to Aged care homes and waving through windows.

Volunteer week was a chance for coordinators and volunteers to catch up after such an unusual year. Volunteers were excited with the functions and the opportunity to attend and socialise with everyone. It was wonderful to be able, as the Volunteer Coordination team, to connect with everyone.

Some thank you notes from volunteers in regards to volunteer week:

“

Lovely to see you today.
Thank you for coming to
Geelong and spoiling us!
Hartelijke groeten en tot ziens

Jeannette Johanson

”

“

Thank you so much for a
great morning tea and your
gifts very much
appreciated.

Ria Upton

”

“

Thanks you very much for the
morning tea yesterday, you
did a fantastic job. They all
enjoyed it,
Groetjes
ADA

”



with clients during COVID -19



MiCare Volunteer - Carmen

Carmen is one of our many wonderful MiCare volunteers. Ordinarily, she would visit 3 lovely clients on a regular basis, but unfortunately owing to the Covid lockdowns in Melbourne, she has had to amend her program and now telephones her clients instead.

Carmen speaks with each client around 3 times a week, sometimes more. Some days even a couple of phone calls in a day!

These phone calls have meant so much not only the clients, but to Carmen as well. During the calls, they have told stories, shared memories, cried, laughed, joked and just had everyday conversations with each other. Most importantly they have supported each other during these challenging times and made a difference to each other's lives.

~ Caitlyn Macleod
Social Support Coordinator (VIC)

// Thank you very much for the lovely get together this afternoon. It was great to finally meet you and put a face to the name. I also enjoyed meeting the other volunteers and sharing our 'volunteering' stories. It was like Christmas all over again when I got home and opened the gift bag. You are very kind and thoughtful to have given us all these gifts. I can assure you they will be put to good use by myself and family. I hope the rest of the volunteer week goes well for you.

~Sue Neumann //



MiCare Volunteer - Sue



MiCare Volunteer - Belinda

// I've been visiting Audrey for five months now, with the aim of not just being a general visitor, but also to help her write letters to her many friends and family around the world. As she has Parkinson's disease, it has become too difficult for her to write and so she has needed a scribe! We were faced with the initial difficulty of not having any addresses, as all the envelopes of her Christmas and birthday cards had been thrown away accidentally and her address book was missing. Fortunately her niece was

eventually able to put a list together and so we started our compositions. We had lovely conversations deciding on the content and reliving past experiences so that we could include references to those memories in the letters. Audrey would talk, I would write, we'd review and revise, and then they were off!

Sadly, months went by and I was starting to worry that perhaps the addresses had been wrong. Unfortunately there were very few new ones left on the list. Until last Friday. We were actually in the middle of another letter when the carer came in with a delivery! It was a long, newsy reply from friends in England which brought tears to both our eyes.

Audrey read out the whole letter with such joy. I left that day feeling inspired and very proud that I have helped Audrey still feel connected to her world.

Amazing support from our Volunteers and the Volunteer Team Staff – Thank you.

~ Belinda Rodman **//**

// For a few years I had been looking for a volunteer opportunity that would suit my busy life. Being a mother of two & a full-time employee, I do not have a lot of time on my hands but what I did have is a desire to give back to the community, particularly to those who needed help the most. Finding something suitable was not easy, until I came across MiCare and their Community Visitor Scheme, which offered me the opportunity to not only give companionship to an elderly lady, but also to use my mother tongue (Spanish).

It has been almost a year since I started volunteering for MiCare, and I cherish every visit with Ana, who has become a friend. We talk about many things: home, books, gardening, family, we share cooking tips, happy memories, and an hour goes by without us noticing. I have been living away from home for a long time now, but my love for the Spanish



MiCare Volunteer - Pia

language has never diminished and I miss it every day. Visiting Ana allows me to give companionship to someone who needs it, which fills my heart, but the cherry on top is being able to do it from the comfort of my beloved mother tongue (Spanish).

~ Pia **//**



Thanking our Cultural Liaison Officers

In late 2020, under the Local Partnership programs funded by the State government, we established a partnership with Brimbank, Melton and Wyndham City Councils, to engage a team of Cultural Liaison Officers (CLOs) to support hard-to-reach communities to access relevant COVID-19 health information, supports and critical services.

The ongoing situation with COVID-19, continues to exacerbate some of the barriers faced by our CALD communities. Our CLOs continue to play a vital role in ensuring the inclusion, health and safety of the community as a whole. Their leadership commitment and passion to keeping their communities safe, connected and informed has been inspiring to all. Thank you Ahmad, Alba, Fedaa, Jacqueline, Dal, Zo, Lontina and Esther.

Words from some of our CLOs



Ahmad – Afghan Community “Facilitating contact between government and emerging Australian communities is an important issue because of the communities we are coming from. We come from different geography, culture, language, society and religion”.

Alba - Iraqi & Syrian Community “Some people cannot communicate in English or only a little bit of English and so it’s hard for them to learn about restrictions. I help each community, whatever background, to understand what the Australian community is facing and the hard times we are in and to make sure they are good in themselves”.



Fedaa – Syriac Community “During lockdown some clients were asking for material aids, baby items and even food. It was really difficult because we had no face-to-face appointments to be able to provide that and it’s more challenging to link to services without these appointments”.

Jacqueline – Karen Community “When I was asked to work with the community as a cultural advisor, I was happy because I love working with the community. It is my passion and I have really enjoyed it”.



~ Violeta Peterson and Zoe Johnson

An Overview : Financials 2020- 2021

MiCare's Chief Financial Officer, Graeme Wickenden provides an overview of our Financials for 2020- 2021

From a financial perspective, and perhaps from a day-to-day living perspective, the 2020/21 financial year mirrored the previous financial year. COVID-19 again dominated headlines across the globe and for MiCare created many of the same financial challenges that we experienced in 2019/20.

MiCare entered the 2020/21 year with a well-developed plan for securing our financial sustainability, primarily by implementing a range of changes across residential aged care aimed at achieving efficiencies and cost savings. While we were successful in making significant improvements to our residential aged care homes, the financial benefits were largely offset by COVID-19 related costs.

Hence for the 2020/21 financial year MiCare reported a deficit of \$3.6m. This was a significant improvement to the previous year where the deficit was \$5.4m.

The improvement from the prior year is attributed to a solid performance in our home care area which achieved a surplus of \$2.7m, surpassing budget expectations by almost \$1.0m. The home care sector is currently subject to significant funding reforms and the prospect that similar surplus will be achieved in future years is uncertain. Home care was successful in growing revenue, particularly in the Commonwealth Home Support Program (CHSP) area, as well as prudently managing the provision of home care packages by maintaining expenses proportionate to income.

MiCare also has a conservatively structured investment portfolio managed by external advisors, and the portfolio returned income of \$1.1m, which was in line with investment markets across the year.

The performance of the home care area, and the additional funding government provided to aged care providers for COVID-19 support, largely explains the increase in MiCare's income in 2020/21 by \$2.7m. However, some of the government funding was to support our aged care workforce and was paid out to our employees immediately after MiCare received it.

Residential aged care has been particularly impacted by COVID-19 and the financial consequences have been significant – not only for MiCare but the sector generally. Workforce issues have always been a challenge in the aged care sector, but for residential aged care in 2020/21 the issues rose to new levels of concern. The introduction of the single site requirement, where residential aged care

Graeme Wickenden
Chief Financial Officer



workers could only work at one aged care home, while an appropriate response to limiting the spread of COVID-19, created major challenges. This resulted in inevitable gaps in rosters that were required to be filled by agency staff at pay rates well beyond what aged care funding provides for, and this significantly contributed to the deficits MiCare incurred across our four residential aged care homes.

We also experienced occupancy challenges in 2020/21 with families reluctant to place loved ones into residential aged care when they were unable to visit them due to lockdown provisions.

Many of the financial impositions COVID-19 created in residential aged care also manifested in our retirement living services, where again occupancy was impacted by people deferring decisions to sell their family home to move into retirement living due to the challenge of selling real estate during the lockdown.

Looking forward, MiCare's agenda to secure the financial sustainability of Residential Services is now well established. Reforms have been implemented at the three Victorian homes which will provide a financially sustainable service with no compromise to the care of our Elders. With vaccination rates increasing, and the impacts of COVID-19 predicted to stabilise, particularly in Victoria, once the workforce is able to return to normality, there is confidence that Residential Services will start to achieve improved financial outcomes. This optimism is further supported by the completion of the Avondrust Lodge second stage that provides an additional 48 beds in a home showcasing the latest in residential care design for the care and support of our Elders. We are expecting to start welcoming Elders into the new second stage in late October/early November 2021, and with this coinciding with the easing of lockdown restrictions in Victoria, we're confident there will be strong interest from families looking to place their loved ones into care.

Our refugee and asylum seeker support services performed well across 2020/21, with careful management of the funding MiCare receives to deliver these programs, and with full compliance to funding bodies through financial acquittals. COVID-19 also impacted the ability to deliver some of these programs, however most recently MiCare has been part of Australia's support to the deepening crisis in Afghanistan by supporting refugees.

MiCare's balance sheet remains strong, and a positive EBITDA of \$1.6m was achieved in 2020/21. Cash flow is monitored closely and MiCare's liquidity is within accepted limits. 2021/22 has started still in the shadow of COVID-19 and with the continued restrictions Australia has been living with, particularly in Victoria where the lockdown has been prolonged. However, there is cause for optimism across all parts of MiCare as the government response to combat COVID-19, at state and federal levels, are paving the way to the opening of society and the broader economy, and for MiCare to continue our program of achieving a more financially sustainable performance in 2021/22.



Petra Neelman
Executive Director

Income Statement

MiCare Ltd Income Statement 30th June 2021

	2020/21	2019/20
INCOME		
Government grants and subsidies	41,855,400	38,736,344
Resident fees	10,750,135	10,849,977
Bequests, donations & fundraising	72,424	133,494
Other operating revenue	3,276,090	3,529,598
Interest revenue	4,724	50,454
Other income	170,581	114,576
Total Income	56,129,354	53,414,443
EXPENSES		
Employee benefit expenses	38,443,499	37,228,825
Depreciation and amortisation	5,211,176	4,377,009
Food expenses	1,773,519	1,968,457
Recipient care expenses	7,242,222	5,894,711
Property expenses	2,645,059	2,829,434
Other expenses	2,833,382	3,539,296
Fair value movement on financial assets	(880,678)	22,897
Finance costs	2,503,414	3,005,213
Total Expenses	59,771,593	58,865,842
Surplus/(Deficit)	(3,642,239)	(5,451,399)

Balance Sheet MiCare Ltd

MiCare Ltd Balance Sheet 30th June 2021

	2020/21	2019/20
.....		
ASSETS		
Current assets		
Cash and cash equivalents	8,497,291	7,181,123
Trade and other receivables	1,005,698	606,961
Total current assets	9,502,989	7,788,084
Non-current assets		
Property, plant and equipment	121,290,740	109,776,915
Bed Licenses	1,240,000	1,240,000
Other financial assets	9,828,425	9,447,747
Total non-current assets	132,359,165	120,464,662
TOTAL ASSETS	141,862,154	128,252,746
LIABILITIES		
Current liabilities		
Trade and other payables	109,500,692	106,691,890
Interest bearing liabilities	250,000	425,706
Employee provisions	5,020,820	3,924,038
Total current liabilities	114,771,512	111,041,634
Non-current liabilities		
Interest bearing liabilities	20,530,308	6,758,021
Employee provisions	599,116	849,634
Total non-current liabilities	21,129,424	7,607,655
TOTAL LIABILITIES	135,900,936	118,649,289
NET ASSETS	5,961,218	9,603,457
EQUITY		
Retained earnings	6,348,923	6,348,923
Other contributed equity	(387,705)	3,254,534
TOTAL EQUITY	5,961,218	9,603,457

Thank you Prins Willem

Despite having a year of restrictions and lockdowns at Prins Willem Alexander Village, we have had some memorable highlights and touching moments with care staff and volunteers who have gone the extra mile!



On July 20th 2021, we celebrated Colombian Independence day in style! Two of our Colombian staff members, Marcela and Harry, donned their traditional costumes and performed the national dance the 'Cumbia'. Marcela, who is part of the lifestyle team and Harry, one of our homemakers, have music running through their veins. There was a stirring performance with Latino music drawing many out to dance! There were also special visits to many Elders who were not able to attend on the day.

With the swishing of her skirt and the tipping of his sombrero vueltiao (traditional hat), this action photo captures the Latino spirit, inspiring many to get up and dance on the day!



This last year has seen all of us heading back to basics. At Prins Willem Alexander Lodge, gardening has been wholeheartedly embraced! The picture of Elder Ruth McInnis captures the true enjoyment of being outdoors and preparing her seedlings ready for planting!

Jean Arthy and Ellen Rosenberg preparing their seedlings for our garden bed in the courtyard!



Alexander community



Prins Willem Alexander Lodge has been fortunate to develop a positive connection with our local florist. This family business kindly donated fresh flowers for Mothers' day. A working bee with Elders Anje, Joan, Jan, Ellen and Jann soon created some wonderful flower arrangements to be shared by Elders throughout the facility.

Every craft group needs a purpose, and at Prins Willem Alexander our village fair has kept our Elders busy! With another fair just around the corner our Elders Emmy, Ellen, Leila, Jenny, Merle and Marie have been working hard making cushions, knitting, creating artworks and painting handmade bags!



We had a picture perfect day for our garden high tea for Mother's day. In a touching gesture, members of the Brisbane City Campus Hillsong church hand-wrapped a gift for every Elder in the facility to celebrate Mother's day. Here are Elders Ellen, Martha, Jan, Jean & Millie sipping away at their tea.

Our care staff in traditional dress, Mercedes our Cultural Services Advisor, independent village volunteer Elly with Elders Noelle and Nelly, serving home-made poffertjes and independent volunteers from the village Minnie, Elly and Ali.



We can't say it enough, *Thank You* to our team and volunteers!

~ Lifestyle team & Cultural Advisor

Supporting Elders



Clockwise (Top) Sealink leaving Redland Bay; Glenda & Janna boarding the water taxi; Sealink at Redland Bay; Macleay island terminal view to Karra

QUEENSLAND

MiCare's home care team in Queensland has had a very busy and exciting year. We have a proud history of supporting veterans in Brisbane and the South Coast. With many new referrals, one of the challenges that we faced was implementing services to the veterans located on the islands off Redland Bay. This was because we had to coordinate our staff with ferry times and arrange transport around the islands.

However, thanks to the lateral thinking of our home care support team we have been able to ensure that the veterans receive the

support that they need, when they need it. It is satisfying to know that we are enabling people to live the lives that they value, wherever that may be.

MiCare would like to thank both the support team and our team of direct care staff, for their commitment and hard work in making this happen.

Thank You

~ Heather Catherwood



in their homes

Justin teaching our Elder Jenny

VICTORIA

The past 12 months in Victoria have been a time of expansion with the increase in government-funded home care services. We have recently established an office in Warragul and expanded our Assistance for Care and Housing into Southern Gippsland. It has had its challenges, however, with COVID-19 impacting on service delivery, whether by limiting some service types or finding creative ways to address social isolation. The home care staff have been very flexible in maintaining the support for the people they care for in a COVID-19 safe way, even though many have also had the responsibilities of home schooling.

MiCare appreciates the commitment of all team members. Everyone's role is vital to maintaining high standards of care and client satisfaction.

One program that has proven to be very successful has been the iPad project. With all home care staff upskilled in cyber security, they have been able to teach people how to safely navigate the internet. Many are now enjoying on-line shopping and learning about areas of interest. As MiCare's clients are predominantly from migrant backgrounds, the project has enabled people to connect with their relatives overseas through apps such as Skype. Our culturally specific and multicultural social support groups have been able to continue throughout lockdowns and many new interests have emerged and been shared via this platform.

To all our staff, we say or supporting so many people in our community!

Thank You

~ Heather Catherwood

Giving Drive



From Clockwise (Top) - Our Team at MiCare - Jackie, Htee, Fedaa, Anni, Poni & Tamla; Left to Right- Violeta, Kate, Htee, & Fedaa; Lian & James

MiCare Community Services staff worked tirelessly throughout 2020 to remain connected to clients in Greater Melbourne, whilst experiencing some of the strictest lockdowns in the world. Staff connected with clients via phone calls and through online groups, yet we know that some people struggled or were lonely.

When restrictions eased in Victoria, MiCare saw this as an opportunity to give and to connect. With a few weeks of careful planning, on the 15th December 2020, MiCare held the Giving Drive. This saw 10 MiCare case workers delivering over 475 presents across Greater Melbourne to families and individuals of various ages and ethnic backgrounds. Items included toys, books, small electrical goods, linen, dignity bags (toiletry items and hand bags) and nappies. On receiving a dignity bag one woman was nearly brought to tears saying “I haven’t had anything nice in a long time”. After months and months of lockdowns experienced by those living in Victoria, the ability for clients and MiCare staff to connect in

person albeit outside of people’s homes, was an important moment for everyone.

We would like to thank our partner organisations for their generous donations. Thank you to Share the Dignity, Refugee and Asylum Seeker Toy Drive, Mentone Grammar and Good360 for your generous donations in supporting MiCare to support individuals and families.

The Giving Drive was a true team effort. It reflects the team’s spirit, motivation and commitment to making a difference to the lives of so many – even in the most challenging of circumstances.

To our team we say thank you for being the special people that you are and for all that you do to improve client outcomes as well as the broader work of MiCare.

Thank You

~ Jane Ashton



From Clockwise (Top left) - Sarah; Sanaz with toys; Toys arranged in the hall for distribution; (Below) Fedaa & Sanaz; Jamie, Rachel & Judie

The many faces of MiCare



From Top - Our program- Parenting in a new culture; Our Elder Hugh with therapist Titus; Our Elders enjoying morning tea, scone, jam and cream; Our Elder Jim; Our Elder Jean with her memory box; Celebrating Christmas in July



From Top - Our staff receiving gifts for Aged care employee day; Our Elder Pauline receiving her Vaccine dose; Robbert with fresh water crocodile; MiCare resident Sue with manager Darren; Ted Neil's 100th Birthday; Staff chat on R U Ok day; Zoom concert during lockdown

Get in touch with

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our MiCare family!

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Thank you from the MiCare family!

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Your support of MiCare and our mission is appreciated by those who need it most, such as clients within our social support groups, residents in our homes and to the people with our joint partner settlement projects.

None of our work would be possible without our incredible staff, volunteers, donors and supporters. Thank you for your ongoing dedication and support in helping MiCare improve the quality of life for the many migrants and refugees we support. Thank you for being a very important part of our growing MiCare family.



How you can contribute

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We sometimes need help so we can help others that rely on us. Ways in which you can contribute:

- donating
- volunteering
- becoming an associate member

For general enquiries and information please feel free to call us on 1800 MICARE (1800 642 273), email info@micare.com.au or visit www.micare.com.au



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