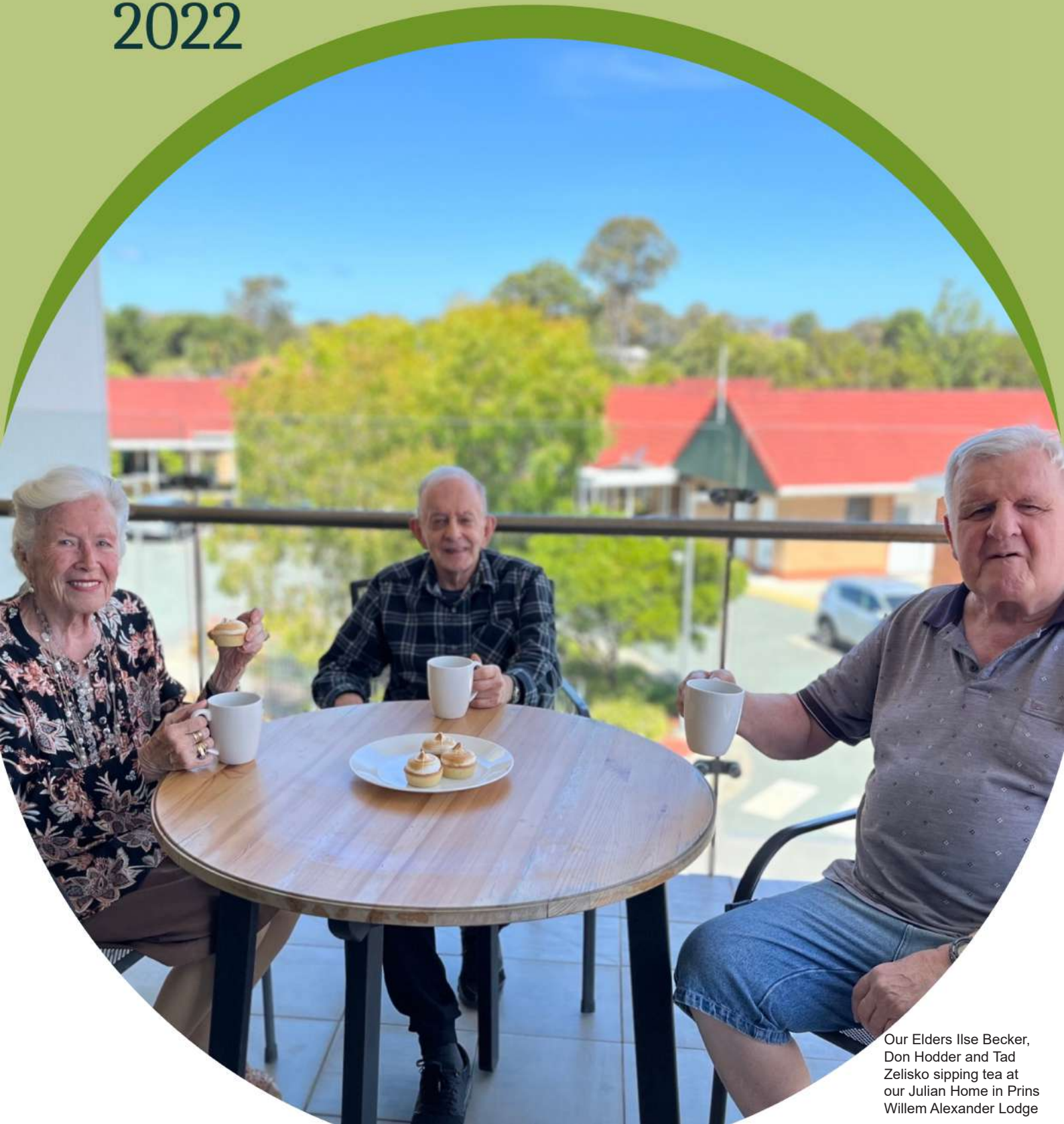




MiCare  
Helping you live in your world.

# MiCare Annual Report 2022



Our Elders Ilse Becker, Don Hodder and Tad Zelisko sipping tea at our Julian Home in Prins Willem Alexander Lodge

# The challenges and future of aged care

Just when we thought it couldn't get any more challenging in aged care, we found that it did. COVID-19 has turned our world upside down and although the general community is finding ways to live with COVID-19, in aged care, we are still trying to protect our Elders by employing additional measures to ensure their safety and wellbeing.

This comes at a financial burden to each aged care provider and unfortunately there has not been the recognition needed by funding bodies to meet these increasing costs. This has left us with another financial loss for this financial year. The Board and senior staff have spent endless hours trying to implement strategies to improve our situation. Put simply, it comes to this, we have high costs associated with COVID-19, staff are worn out and many are leaving the sector, we try to recruit but the

workforce pool is small and we are ever reliant on alternative options which increase our costs further. In saying all of this, I wish to reiterate, that many staff in aged care have not adequately been recognised financially for their qualifications and extraordinary commitment. I have said it in the past and will say it again, it is heroic, it is unselfish, it is a commitment to those in their care and we celebrate and recognise that commitment. I wish we could do more and because of this, we continue to lobby government to increase our funding for many reasons, but importantly to financially compensate our staff in the way in which they deserve.

During these challenging times, MiCare continues to grow and our services in the migrant and refugee space have expanded. We attract funds in all sorts of areas, to assist young people in education, help recently arrived migrants to navigate their new life in Australia, support people in domestic violence and provide services to facilitate child safety.

We acknowledge that the breadth and spread of work we do is dependent on our staff, volunteers, community partners and all our supporters. MiCare provides a much needed service model in our current environment. On behalf of the Board, I wish to extend our thanks to all those who keep the MiCare values at heart and support us in every which way they can.



Ignatius Oostermeyer  
Chairman





# *Strength of MiCare during tumultuous times*

We live in tumultuous times and in all my time in this role (31 years) I haven't seen more challenges than we have faced in recent years. It has been building for some time, but without a doubt, COVID-19 really brought everything to a head. We acted quickly and were able to stay free of COVID-19 during the most critical times of the pandemic but since the general community has been learning to live with Covid-19, it has entered into our residential homes. This has created a huge strain on our financial position which you will see in the reports. We are all working hard to mitigate future losses, but the situation is very much dependent on workforce and sufficient government grants.

On a daily basis I am amazed and gratified at the resilience and commitment shown by our staff who have displayed enormous strength in their daily efforts to provide care and support to our Elders.

In saying this, I wish to acknowledge all our staff who consistently show their devotion to their chosen vocation by providing a range of services whether it be to those with housing needs, to combat social isolation and loneliness, to assist those with additional needs or to provide a listening ear and support.

I am sure you will agree that our people are a critical part of our success. I never tire of thanking all those who make MiCare the pivotal organisation in migrant services that it is. The MiCare family is a big one so I hope I capture everyone by recognising the commitment of the Board who work continuously, our volunteers who donate more than just their time, community groups we work with, individuals who share our mission and the wider circle that help us make our vision possible.

The next year is potentially going to be another difficult year but I am heartened to be working with all of you to provide the best we can to the people we serve.



A handwritten signature in blue ink that reads "Petra".

**Petra Neelman**  
**Executive Director**

# About MiCare

## 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.



## Our Purpose

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.



MiCare Volunteer Willy

# Our Values

## Trust

We believe in the mutual expectation of acceptance, respect and fair treatment.



## Empowerment

We will provide each other with the means and knowledge to make our own decisions and we will have confidence and trust in each other.



## Flexibility

We accept the need for change to adapt to different conditions and circumstances as they occur;



## Harmony

We encourage staff, Elders and family to work together to build meaningful relationships.



## Empathy

We recognise the power of understanding, and imaginatively stepping into another person's shoes; we acknowledge their feelings towards an object or person and in doing so share their happiness or sadness.







## Women Empowerment and Safety

From left to right: Theresa Ssali, Sarah Chong, Liliane Akimana

MiCare has always been committed to promoting women's empowerment and safety. Over the past year we have held and participated in several events such as 16 Days of Activism 2021, #Respect is and Callitout campaign.

Last year, MiCare created the 'Together we can, Together we rise' campaign involving community leaders from the Burundian Cultural Ladies of Victoria, African Women's and Families Network, Fijian Community Association of Victoria and South East Somali Women's Group.

Our campaign involved community members

talking about what respect means to them with the hope of challenging and changing attitudes that drive gender stereotypes, discrimination and bias.

MiCare also had the pleasure of attending several International Women's Day events such as the one hosted by the Burundian Cultural Ladies of Victoria in partnership with the African Women's and Families Network. Together we stand united in breaking the bias and promoting gender equality for all women.

*~Sarah Chong – Team Leader Women's, Empowerment and Safety*

Below from left to right Lilian Akimana, Samantha White, Theresa Ssali, Sarah Chong, Sylvia Coombe and Faduma Mussee







## Random Act of Kindness

De Tantes Café- Prins Willem Alexander Village

The Tantes Café and Bea's Winkel at Prins Willem Alexander Village have been running for 17 years. In many ways they are the hub of the village and a great place to catch up with elders, their families and friends.

The Café and Bea's Winkel are places of fun and happiness. The volunteers try their utmost to get to know their customers, serve them delicious coffee, cake and lunch, or offer some retail therapy and share a bit of time with them.

Several volunteers give their time each week to keep these places running. Over the past year, one of the volunteers has randomly been chosen as "Volunteer of the Month" and presented with a delicious box of chocolates and a beautiful rose by the Support Group of Prins Willem Alexander Village.

These roses are home grown by Gerard who is a resident in the Redlands area. None of the volunteers has met Gerard but those volunteers who have received a rose are very appreciative of his beautiful gift

Last week, Vic Leggatt, the brains behind "Volunteer of the Month", had all the volunteers sign a card for Gerard who was given a gift in gratitude.

Gerard was so overwhelmed with the gift that he had difficulty in finding words of appreciation. Instead, he immediately went out into his garden and picked a huge bunch of roses to place in the coffee shop for everyone to enjoy. Thank you, Gerard!

As we all would agree the chocolates are also a great hit with the volunteers and they say a huge thank you to Vic Leggatt for his generous donation of chocolates and the photos. It's these wonderful acts of kindness that really lift spirits and keep everyone spurred on. We love you!!

*~ Volunteer -Janette Hemelaar*

MiCare volunteer Nicki along with Vic







## Syriac Women's Group

The MiCare Migrant Services Team works with individuals and community groups who have come to Australia as migrants or refugees. Settling into a life in a new country can take years, and adults and children often move at different paces when finding their way in new environments and cultures. Working alongside the Syriac Women's group and discussing issues that were important to them, the women of the group expressed a particular interest in learning more about how to better relate to teenagers in the family.

MiCare partnered with Drummond St. Family Services to tailor and deliver a workshop series on this topic.

The focus of the sessions was on understanding and fostering healthy relationships with teenagers/young adults. After participating, most of the women felt they had gained a better understanding of the teenage/youth developmental stages, learned practical tips to assist in the everyday, and came away with a feeling of not being so alone, knowing other families have similar experiences. All of the participants said they would recommend the workshop to a friend.

*~Jane Ashton and Rachel Phillips -  
Migrant Services*

Above and below: Syriac Women's Group engaging in a workshop on Parenting teens, with guest presenters from Drummond street services.







## My Artistic Golden Brooch

From right to left: Petra, Julie and Mercedes

What a year we have had at Prins Willem Alexander Lodge! There have been so many achievements but one that really stands out is the exhibition of Elders' art works at Capalaba Art Gallery in July/August. This came after completion of a project called My Artistic Golden Brooch.

My Artistic Golden Brooch was partially funded by the Redland Regional Arts Development Fund (RADF) and MiCare. It could not have been achieved without the support from the management team, lifestyle team, volunteer services and staff who gave up their personal time to assist the Elders who participated.

With patience, perseverance and commitment to the project the achievements were evident in the smiling faces of the Elders when their efforts were displayed for all to see. A special thanks must go to the local Redlands' artist Tania from Tania's Arthouse in Cleveland, who provided a full day's training to the project's volunteers to equip them with the knowledge and techniques to support each Elder.

The project engaged Elders residing at MiCare Prins Willem Alexander Lodge in Birkdale and was a unique and therapeutic art experience for each participant, with an outcome of 17 unique paintings.

Elders were immersed in a creative and meaningful art experience in a supportive and harmonious environment, where they comfortably communicated and displayed their creativity, regardless of their abilities, cognitive stages and cultural and linguistic heritage. Each Elder worked individually with a designated volunteer at the Elders' pace until completion of their pieces of art.

The Elders at Prins Willem Alexander Lodge are so talented: we are very fortunate that they choose to live at our facility.

*~Mercedes Sepulveda - Cultural Services Advisor*





Our Elder Emmy created this art 'Special tulip'



Our Elder Delia created this art 'Tree of hope'



Our Elder Delia created this art 'Majestic and wonderful landscape'



Our Elder Ron created this art 'Beautiful Blossom'



Our Elder Libardo created this art 'The little hope'



Our Elder Jan created this art 'Laetitia'





*Our Elder Susanne*

# Market Day at Prins Willem Alexander Village

Our Spring Fair was held on Wednesday 14th September 2022. Johnny the Rockstar starred again, his music creating a wonderful ambience. The residents enjoyed tapping their feet and singing along to all the well-known melodies.

We were very fortunate to have several stalls set up near the Martin Jonker's building. The independent residents were major contributors, cooking the ever-popular poffertjes which were loved by all.

The craft stall showed off residents' creative talents with their incredible dolls, as well as beautifully made hand and carry bags, craft and artwork. Over the last few months, the Elders have been busy sewing, painting, and knitting for the fair. The Elders' craft stall was well supported by all, and their efforts genuinely appreciated.

At the market, the coordinator of 'My Artistic Golden Brooch' project, Mercedes Sepulveda, displayed the recent artworks of the Prins Willem Alexander Lodge Elders which had been exhibited at the Redland Art Gallery. Elders were immersed in a creative and meaningful art experience which provided a supportive, caring and harmonious environment displaying their creativity, regardless of their abilities, cognitive stages and cultural and linguistic backgrounds.

Each Elder worked individually with a designated volunteer at the Elders' pace until the completion of 17 unique pieces of art. The market audience was impressed with the paintings as well as a booklet which highlighted the processes and the positive impact this initiative had on each Elder and volunteers who were involved in the project.

No village fair would be complete without Dutchy the Baker who continues to support the village bringing with him a large range of delicious Dutch treats. The coffee shop had a busy day serving customers with lovely treats. Bea's Winkel also proved popular with customers.

The village fair provides the chance for unexpected friendships to develop, social networks to be created and for Elders, volunteers, and families to connect with each other in a relaxed and friendly environment. Contributors to the craft stall were able to see their items for sale, work in the stalls and be proud of their work. For MiCare overall, the village fair lets our Elders, volunteers and staff connect with the community.

All in all, a wonderful day supported by a fantastic team of volunteers and staff.

*~Vicky Kowaltzke - Village Concierge Prins Willem Alexander Village*







Our Elder Marie at her stall



Our Elder Susanne making Poffertjes



Scentsy stall at market day



Johnny playing music



Plants stall at market day



# *An Overview : Financials 2021- 2022*

## **MiCare's Chief Financial Officer, Graeme Wickenden provides an overview of our Financials for 2021- 2022**

There's no question that the 2021/22 financial year will be remembered by those working in the aged care sector as the most challenging year in recent history. With the ongoing lockdowns and restrictions required in response to COVID-19 and MiCare's commitment to protect our Elders and employees, we incurred significant costs that were not anticipated at the commencement of the financial year. The closure of international borders and the resultant workforce crisis put enormous pressure on our employees, who must be acknowledged and thanked for their continued commitment to ensuring our Elders are well cared for under extraordinary circumstances.

However, the workforce shortages meant there was a high dependency on agency staff to fill vacant shifts, and this came with a very significant financial impost. When combined with the COVID-19 occupancy challenges, a financial precipice resulted and MiCare, along with about 70% of other aged care providers, incurred deficits well beyond what was anticipated for the year.

The Government's decision to deregulate the allocation of bed licences from 1st July 2024 further impacted MiCare's results as this required writing-down the \$1.24m in bed licences MiCare was carrying in the balance sheet – directly impacting MiCare's net result.

Hence for the 2021/22 financial year MiCare reported a deficit of \$8.6m. This compares to the 2020/21 year deficit of \$3.6m. The financial accounts provide greater insight to the results by separating the non-cash items of depreciation and the bed licence write-down, along with interest income and expense, to show MiCare achieved a surplus excluding these items of \$0.6m.

Recognising the need to address the workforce crisis, MiCare established MiStaff- a program aimed at developing trainees who will ultimately become MiCare employees and reduce our dependency on agency staff. Early indications give rise to optimism that MiStaff will be part of the solution to MiCare's staffing challenges.

The introduction of the new residential aged care funding instrument: Australian National Aged Care Classification (AN-ACC) commencing from October 2022, provides MiCare with some potential uplift in income, although our modelling supports broader sector modelling that the AN-ACC funding is insufficient to support the mandatory staffing levels attached to it. Accompanying AN-ACC is the introduction of additional reporting requirements by providers that underpins the star rating system to be in place from December 2022.

We continue to support the new aged care peak body, ACCPA, and their advocacy to Government to address the funding shortfall that is crippling the sector and denying aged care workers a level of remuneration reflective of the expertise, empathy and responsibilities that are inherent in their care giving roles.

Many of the financial impositions COVID-19 created in residential aged care also impacted 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 – particularly in Victoria during the first half of the year. The early months of the 2022/23 financial year has seen some easing of this, with more enquiries being received and



improving levels of occupancy across most of the villages.

Our refugee and asylum seeker support services performed well across 2021/22, with careful management of the funding MiCare receives to deliver these programs, and with full compliance to funding bodies through financial acquittals.

Despite the financial challenges of 2021/22, MiCare was able to commence the repayment of the \$19m bank loan the NAB provided for the Avondrust Lodge redevelopment project. At 30th June 2022 the loan had been reduced to \$15.5m. MiCare acknowledges the support of the NAB and the confidence they continue to exhibit for the future of MiCare.

Looking forward, MiCare's priority is to secure the financial sustainability of Residential Services by improving occupancy levels and reducing the dependency on agency staff. Although both have arisen from COVID-19 imposts, MiCare is developing innovative approaches to address these and remains confident that with the easing of the pandemic and the restrictions

resulting from it, MiCare is well placed to continue providing the care and support that is inherent in our history and is the basis for our future. The Government is providing aged care providers with the opportunity to recover some of the COVID-19 related costs incurred during times they were in a COVID-19 lockdown. MiCare expects to recover a substantial amount of the eligible additional costs incurred during the outbreak periods. These funds will be reflected in the 2022/23 financial accounts.

MiCare's balance sheet continues to be acceptable, and a positive EBITDA of \$0.6m was achieved in 2021/22. Cash flow is monitored closely and MiCare's liquidity is within accepted limits.

As now seems to have become the norm, sector reforms will be a focus across 2022/23. In particular, the introduction of AN-ACC has consumed much of MiCare's attention in the first quarter of 2022/23, and this will continue for many months as we adapt to a completely new residential aged care funding instrument. MiCare is embracing new technologies to equip our workforce with the tools required to manage under these sector reforms – both in Residential Services and Home Care. We are also establishing new partnerships in new areas of service that we are confident will contribute to the future financial success of MiCare.

As an agile and responsive organisation, we believe we are well placed to produce significantly improved financial outcomes while maintaining the highest levels of care and support to the people that call MiCare their home or rely on one of our many support services.

*Graeme Wickenden*  
*Chief Financial Officer*



# Income Statement

## MiCare Ltd Profit and loss Statement 30th June 2022

	2021/22	2020/21
<b>INCOME</b>		
Government grants and subsidies	45,296,689	41,855,400
Resident fees	10,408,190	10,750,135
Bequests, donations & fundraising	77,261	72,424
Other operating revenue	3,339,330	3,276,090
Interest revenue	2,767	4,724
Other income	188,056	170,581
<b>Total Income</b>	<b>59,312,293</b>	<b>56,129,354</b>
<b>EXPENSES</b>		
Employee benefit expenses	41,266,165	38,443,499
Depreciation and amortisation	5,284,566	5,211,176
Food expenses	1,927,378	1,773,519
Recipient care expenses	8,361,615	7,242,222
Property expenses	3,169,151	2,645,059
Other expenses	3,589,623	2,833,382
Fair value movement on financial assets	395,609	(880,678)
Finance costs	2,645,490	2,503,414
Impairment of bed licences	1,240,000	0
<b>Total Expenses</b>	<b>67,879,597</b>	<b>59,771,593</b>
<b>Surplus/(Deficit)</b>	<b>(8,567,304)</b>	<b>(3,642,239)</b>



# Balance Sheet MiCare Ltd

## MiCare Ltd Balance Sheet 30th June 2022

	2021/22	2020/21
<b>ASSETS</b>		
<b><i>Current assets</i></b>		
Cash and cash equivalents	8,316,328	8,497,291
Trade and other receivables	809,776	1,005,698
Total current assets	9,126,104	9,502,989
<b><i>Non-current assets</i></b>		
Property, plant and equipment	117,924,229	121,290,740
Bed Licenses	0	1,240,000
Other financial assets	9,932,816	9,828,425
Total non-current assets	127,857,045	132,359,165
<b>TOTAL ASSETS</b>	136,983,149	141,862,154
<b>LIABILITIES</b>		
<b><i>Current liabilities</i></b>		
Trade and other payables	115,151,508	109,500,692
Interest bearing liabilities	15,764,521	250,000
Employee provisions	4,881,375	5,020,820
Total current liabilities	135,797,404	114,771,512
<b><i>Non-current liabilities</i></b>		
Interest bearing liabilities	3,229,167	20,530,308
Employee provisions	562,664	599,116
Total non-current liabilities	3,791,831	21,129,424
<b>TOTAL LIABILITIES</b>	139,589,235	135,900,936
<b>NET ASSETS</b>	(2,606,086)	5,961,218
<b>EQUITY</b>		
Other contributed equity	6,348,923	6,348,923
Retained earnings	(8,955,009)	(387,705)
<b>TOTAL EQUITY</b>	(2,606,086)	5,961,218

# About MiCare



In determining the diversity of MiCare, a few indicators relating to Elders, clients, staff, and religious affiliation.

The data collected is from the Organisation's services internal data and from the Residents Select S

## Residential Aged Care



Elders in Residential Aged Care are from 28 different countries of birth.

Main countries other than Australia are The Netherlands, Greece, Italy, UK, China, and Germany.



17 different languages are spoken amongst them; main languages other than English are, Dutch, German, Greek, Italian, Mandarin Spanish amongst other.

Clients are affiliated to 18 different religious beliefs, being the main ones being Church of England, Catholic, Greek Orthodox, Christian, Anglican, and Uniting Church. Significant number of clients stated practising their own beliefs as well as other beliefs.



## Home

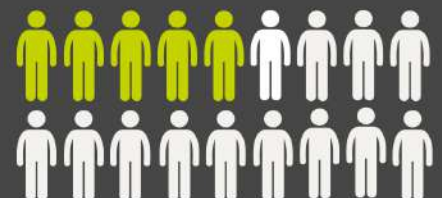
1365 Clients – Veterans & Home Care clients.

Clients are from 42 different countries of birth.

The majority are from Greece, The Netherlands, Italy, UK, China, and Burma. 44 languages other than English are spoken amongst them. The main languages are Greek, Dutch, Italian, Arabic, Karen, Spanish and Mandarin.

## MiCare

The staff data is based only on 35% of total number of staff (787).





volunteers are considered. The quantitative data includes country of birth, language/s spoken

software.

## Care Services



of the total number of clients were identified with 21 different religious affiliations. The major religious denominations are Greek Orthodox, Catholic, Cristian, Buddhist, Church of Christ, and Muslim.

## Staff

This data reflects that Staff are from 38 different countries of birth, and they speak 40 different languages.

9 different religious affiliations practised amongst them.

Significant number of staff are bilingual, many trilingual other quadrilingual and Penta - lingual (5 languages).

## Migrant Services

Migrant Services Programs includes data from Settlement Engagement and Transition Support (SETS), Humanitarian Service Program (HSP) and Community Employment Connectors Program (CECP).

1160

Clients have been assisted by SETS client service and the SETS Capacity Building Teams

Most clients are from Afghanistan, Burma, Ethiopia, Iraq, Congo, Eritrea, Tibet, and Somalia.

Community Employment Connectors Program Team has assisted

1377 clients and job seekers.



Hi!

嗨

Hola!

The main language groups are Amharic, Arabic, Bengali, Burmese, Congolese, Dinka, Dari, Farsi, Filipino, Hindi, Karen, Kachin, Lisu, Oromo, Persian, Punjabi, Singhalese, Sinhala, Somali, Swahili, Tamil, Tagalog, and Tigrigna.

## Volunteer Team

296

active registered volunteers



35 different countries of birth. Amongst them, 28 different languages are spoken.







Left to right: Helen and May

# Social support Groups

Our popular social support groups are back! After a long lock down, seniors can't wait to come back and meet with each other.

At MiCare, we run 19 groups each week - 2 Out and About Groups, 3 Online groups (knitting, digital literacy program, exercise class), 4 Café Bazaars and 10 Social Support Groups.

Locations include Bentleigh East, Carnegie, Carrum Downs, Frankston, Kilsyth, Knox, Monash, Oakleigh and Rye. We have supported over 200 seniors from different cultural backgrounds.

The top languages spoken by our participants are Greek, Chinese, Russian, Dutch, Italian and Bosnian.

The majority of seniors are between 75 and 90 years of age. 43 participants are aged between 90 and 99.

Here are some of the feedback we received from our clients:

"Very happy with program and staff. I am happy to attend program because I live alone and feel isolated."

"I always look forward to coming every Monday."

"I have not travelled much outside my home since COVID-19. I am still isolating at home due to health reason/issues. I welcome facilitator's welfare call for updated information and to talk."

"I live alone and it is important for me to have social connections and feel part of the community."

"I feel it's very important to get out of the house and socialise and connect with people of my own language."

"Wonderful staff who look after us".

*~Angela Ng - Program Development Manager*





Social Support group meeting face to face



Our client Anna





## Avondrust Lodge Stage Two

*Elder's Room at Avondrust Lodge.  
This is for representation purpose  
only*

Stage two of Avondrust Lodge was completed in 2021. The finished building now provides accommodation for up to 120 Elders.

Due to COVID restrictions, communal areas such as the café, adjacent seating, billiard's table, and the retirement resident's shop and lounge have not yet been able to be fully utilised. The main entry on the ground floor is however light filled, open and spacious and provides a welcoming space for Elders, their families and visitors and staff.

Each of the ten residential areas over three levels accommodate 12 Elders in spacious individual rooms with ensuites. Each individual room includes a bay window, quality furnishings and furniture such as built in wardrobes, matching bedside tables and overbed tables. A dedicated display cabinet outside each bedroom enables each Elder to display items of special significance and also provides an orientation cue for each elder. An overhead x-y hoist in each room assists with transfers between any point in the bedroom or bathroom and an unobtrusive underfloor system connected to the nurse call system in the

memory support area enables staff to be immediately alerted if one of the elders has a fall.

Each of the 12 rooms opens into a home-like communal lounge/dining area. An adjacent kitchenette accommodates preparation of main meals, and snacks and hot drinks are available for Elders and their families. All clinical areas such as treatment rooms, pan rooms and staff spaces are either located adjacent to but outside the Elder's living areas or discreetly concealed behind retractable doors.

The property and retirement living team continue to work together to refurbish the units at Avondrust, Beatrix, Princess Margriet and Prins Willem Alexander Villages.

Residents have continued to move into the villages and enjoy the companionship of like-minded people. A temporarily converted unit at Avondrust has enabled the retirement village residents to continue to be able to shop for Dutch produce and meet together for coffee and activities during the aged care construction and after COVID rule relaxations.

*~Angela Roennfeldt- General Manager  
Property*





*Elder's Room at Avondrust Lodge. This is for representation purpose only*



*Dinning area at Avondrust Lodge*



*Outdoor space at Avondrust Lodge*



# Cyber Security at MiCare

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~Graeme Wickenden

At the time of writing this article, the major news story of the day was the cyber attack on Optus where an estimated 9.8 million Optus customers had their personal information stolen, including passport and driver's licence details – with the obvious implications for identity theft. Optus customers have been warned to be alert for cyber scams, including phishing, emails and text messages. A mass exodus of Optus customers is also expected

The threat of a cyber attack at MiCare is a constant one – as it is for all organisations – and we are continually looking at ways to maintain the security of the MiCare network.

There are five main protections MiCare has in place:

1. Email filtering solutions that safeguard user's inbox with a multi-layered email security strategy that includes gateway defense, data protection, business continuity, AI-based inbox defence, and automated threat detection and incident response.
2. Antivirus software that also uses AI technology to again mitigate risks on a user's computer and the MiCare servers. It is constantly scanning data and will isolate and warn IT of any issues.
3. Firewalls that inspect all traffic traversing the network as it comes in from the internet.
4. Splitting of the MiCare network to make it more difficult for any cyber criminal to gain full access to the entire MiCare network.

5. Multi-factor Authentication (MFA) to stop password leaks that would assist cyber criminals accessing the MiCare network. MFA means that users need to use their username, password and a one-time code to gain access to their MiCare computer.

Cyber security is an ever-evolving science. As cyber criminals develop new nefarious (albeit ingenious) ways to gain unauthorised access to an organisation's network, we must do all we can to prevent this.

However, the most important prevention against any cyber attack is the awareness and alertness of users in identifying suspicious activity, such as unusual emails or text messages, and not responding to these, or clicking on links within the message. If you receive an email that is in anyway unusual – even if it appears to have been sent by someone you know – forward it immediately to IT requesting that they investigate it. It is always best to be safe rather than sorry in these matters.

From a technology perspective MiCare is deploying all possible resources to protect our systems and data, but user alertness is ultimately fundamental in minimising the risk of a cyber attack on our network.

Please be ever vigilant!!!



# MiCare Volunteer Interview



GERDA VAN DER VOORT

## Q. Why did you get into volunteering at MiCare?

A girlfriend and some other volunteers from Dutchcare persuaded me to join when there was a big volunteer recruitment drive. I joined with thirty other volunteers. I started volunteering in June in 1992. I had spare time and already visited elderly in the community, so thought it would be a wonderful thing to do, as I had a lot to give someone.

## Q. A rewarding moment or highlight in your volunteering role?

Being able to visit five clients each over a ten-year period. I have also visited short term clients over my 30 years of volunteering when needed. I currently have one client now that I have been visiting for many years and we have a lovely friendship. I love that I have been able to visit clients for such a long time.

## Q. What volunteering means to you?

Volunteering to me means being there for someone to talk to and being a great listener. Volunteering is a two-way street and I find it extremely rewarding as well. When I see my clients happy, it makes me happy too, so we both benefit from the visits and connection.

We usually share stories, reminisce about South-West of Holland as my client is from the South of Holland.

## Q. Your greatest strength?

Listening and patience

## Q. Brief summary of yourself family, year of migration, language spoken, years as a team leader.

I was born in the Netherlands, I had four children in 7 years, I migrated to Australia in 1960 and lived with family for 10 days, before moving to Clayton. I am also the treasurer for the MiCare Friendly visiting program at MiCare. I have been on thirteen cruises, travelled back to Holland thirteen times, the last time being in 2019. My husband worked extremely hard to provide for our family and I was a homemaker. I helped at my children's school in the tuck shop, sewing for fetes for sale and have also been a volunteer at meals on wheels. I have six grandchildren and six great grand children. In my spare time I love going to aqua aerobics three times a week and run a couple of Dutch card groups in Carnegie and Endeavour Hills where we play Klaverjas.

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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



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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