

MiCare

Magazine 2021

VOLUME 4





Welcome to volume 4 of MiCare Magazine!

This morning (26th April 2021) copies of historical documents landed on my desk for archiving. Coincidentally I noted that the first of our Dutch organisations was formally registered as a Charity on the 26th April 1971. That makes us 50 years old this year and we plan to celebrate.

They were assured of the moral and financial support from a united Association of all Dutch-Australian organisations in Victoria. We have come a long way since then. Over the years there have been mergers with other organisations to bring us to MiCare as we are today. We have a proud history which we plan to share with you later in the year.



I have been around long enough to have met most of the original members of the founding organisation listed below. I recently had morning tea with the founding chairman, Mr Ton Westerveld, who at 96 is still sprightly and intensely interested in what is happening at MiCare.

It is an exciting time at MiCare. We are about to finish Stage Two of the building at Avondrust and soon invitations will go out for a function to mark both this occasion and our 50th year. Afterwards, tours of the new facility will be organised. We hope to start admitting new residents to this wonderful, innovative building from early July 2021. The Board of Directors and Executive Managers will meet at the end of May to review our strategic directions and are looking forward to sharing these with you.

It all started with the Holland Australian Retirement Foundation Incorporated. The original committee members are listed below.



- Mr. A.G.(Ton) Westerveld - Chair.
- Mr. R.Kerstjens - Vice- Chair
- Mr. J.A. van der Toorren - Treasurer
- Mr.Bannink - Secretary
- Mr. Ch. Spaan, Rev. J.C.Alexander, Mr.H.L.Richardson, Mrs.C Lier,
- Mr.L.Schoenmaekers, . Mr.F.DeGrood, Mr.A.Wiegmans.

TRUSTEES:

- Mr. Siegmund Emanuel Kleerkoper (Company Director)
- Mr. Cornelius Ignatius Tesselaar (Company Director),
- Mr. Henricus Wilhelmus Roozen (Company Director)

They were the pioneers who operated with no staff, manuals, instructions, finance or government funding but hope for the future.



Petra Neeleman
Executive Director



MiCare completes 50 years!



ENTRUM FOUNDATION OPENS WITH \$500 DONATION



The photo shows the president of the Holland Australia Retirement Foundation (Vic.) Mr. A. G. Westerveld making his speech of acceptance at the ceremony on board the container ship Abel Tasman, which marked the opening of the Fund with a cheque for \$500 from the Nedlloyd handed over by Captain J. N. de Rooy (left). On the right Mr. N. Meester, a director of Sea-ridge Australia Pty. Ltd., the managing agents of the Abel Tasman, who organized the ceremony, listens intently. After sketching Abel Tasman's association with the early history of Australia and the Abel Tasman...

Bestuur Retirement Foundation



Foto toont zegen van de vijftien personen die tezamen het eerste bestuur vormen van de Holland Australia Retirement Foundation.
Links naar rechts, bovenste rij: A. Wagmans (St. Gregorius Dutch Male Choir), secretaris; Mevr. C. Lier...



Martin Jonkers Senior



Opening 1st Nursing home at PWA



Opening of Princess Margriet Lodge



Last PWA Board before merger



John Scholtes (front) with son Adrian and daughter Judy



DACA Fenna Vaartjes



DACA Benoit Gruter



DACA Judy Overbeek



1st DACA Committee



DutchCare Ype de Bruin



DutchCare Menno van Ruyven



DutchCare Ignatius Oostermeyer



Working in aged care Julie Baker's story



Julie's last day at Ilkeston General Hospital, Derbyshire

Hi, my name is Julie Baker and I'm a Nurse. I am also the Facility Manager at Prins Willem Alexander Lodge (PWA) in Queensland. My life began in the United Kingdom in God's country, Wales.

I started my nursing career in Queen Alexandra Royal Army Nursing Corps in 1979. After qualifying as a State Enrolled Nurse I married and left the service after 4 years to have my first child in 1982. I came to Australia in 1989 after having my second child to start a new life with my family in Sydney. As a State Enrolled Nurse in Australia I found it difficult to adjust to the constraints placed on my practice, so I proceeded to gain a Degree in Nursing from the UWSN (University Western Sydney Nepean)

We moved to Queensland in 1998. While working for Queensland Health, I continued studying and gained post graduate qualifications in Health Management and Advanced Nursing as well as a Master's Degree in Advanced Practice. I worked in Q Health for 10 years, my last position being a Clinical Nurse Consultant in Geriatrics, however, I realised that if I wanted to make a difference in the way older people are cared for I needed to get into aged care. That was 14 years ago. My first position outside Q Health was as a Care Manager with RSL Care which gave me



... if i wanted to make a difference in the way older people are cared for I needed to get into aged care.

a solid foundation in aged care. I loved every minute of working with the Elders but first and foremost I am a dedicated clinician who advises on best practice.

I came to MiCare in 2019 as Facility Manager at PWA. I have the privilege of leading some extraordinary staff who work tirelessly to assist Elders to live life to the fullest, and would never consider trading this for anything else. Striving for excellence is what we do best and working in partnership with the Elders is how we do it. I hope that gives you some insight into who I am and what I do. I look forward to meeting with some of you around the traps.

"Care more than others, Think wise. Risk more than others think safe. Dream more than others think practical. Except more than others think possible." Howard Schultz.

Julie Baker
Facility Manager - Prins Willem Alexander



16 Days of Activism Creating a Safe, Respectful & Inclusive Workplace



(From Left to Right- Front Row)- Severina, Despina, Koos, (Back Row) Violeta, Sarah, Sanaz

On the 25th November 2020, MiCare joined in with millions of people and organisations around the world to raise awareness and take action to end Gender-Based Violence. The 16 Days of Activism Campaign began on the International Day for the Elimination of Violence Against Women (25th November) and concluded on International Human Rights Day (10th December).

During the 16 Days of Activism, key messages of equality and respect were highlighted through conversations about MiCare's commitment to a Safe, Respectful & Inclusive Workplace. Key messages included:

- The commitment of leaders and staff to equality and respect;
 - Workplace conditions that support equality;
 - A culture free from sexist and discriminatory attitudes and behaviours;
 - The integration of gender equality into core business.
 - A workplace that supports staff and stakeholders who experience violence;
- The campaign also gave staff the opportunity to participate in a number of online events that included an EAP Awareness Session, discussion about Gender and Sexuality in Aged Care, Reflective Practice session on Leadership & Equality, Creative Expression through Visual & Digital Art and the launch of MiCare's Family Violence Policy.

Workplaces play an important role in responding to family violence by providing a safe and supportive working environment that may particularly help employees experiencing family violence.

Through our work in the Safer & Stronger Communities program, the MiCare Workplace, Equality & Respect project has been working closely with Women's Health Services, Family Violence Networks and Multicultural Community Groups to increase awareness and prevent Family Violence.

To learn more about the 16 Days of Activism against Gender-Based Violence, visit the Respect Victoria Website.

To learn more about any of the topics discussed during the 16 Days of Activism campaign, visit the Event Resources page on MiNet.

A big thankyou to everyone that participated and shared their learnings to make this campaign a huge success for MiCare. We look forward to bringing more events for staff to take part in 2021.

Violeta Peterson
Strategic Engagement Coordinator



Volunteering during the Pandemic

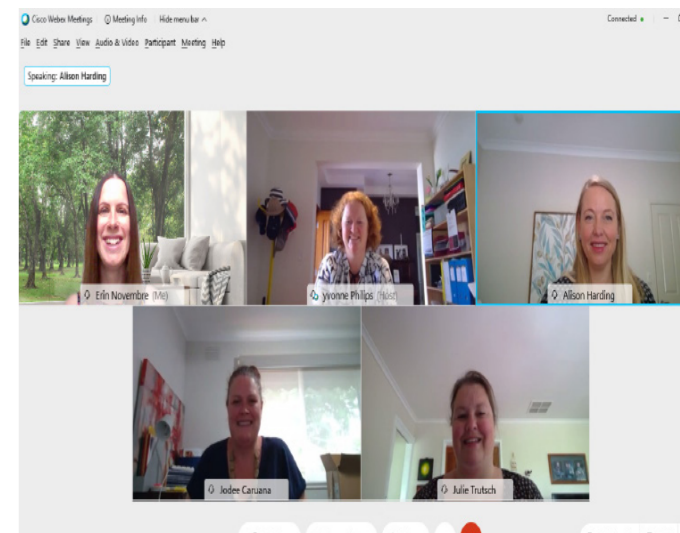


Volunteer Team in Sunshine

The pandemic has profoundly limited the scope of many lives and has cut many of us off from variety. We have been alone in our homes seeing the same people every day and foregoing social events.

During the pandemic period, we first experienced shock and then acceptance. We came to appreciate the good things we get from friends, family, pets, nature and society. Our volunteering practices changed immensely in 2020 in that we had to be creative and resourceful in the "new normal".

The Volunteer Coordination team made regular calls to our volunteers and also to the Elders who were, and still are, in our visiting programs. The team were on top of their game and were great in keeping in contact so that nobody felt isolated. Thank you to all our volunteers throughout Victoria and Queensland, who during most of 2020 have wisely moved the face-to-face visiting to virtual only; calling our Elders and clients on the phone, using FaceTime, Skype or sending cards and little gifts. Thanks to our dedicated volunteers, many in our communities continued receiving the companionship they needed. Special acknowledgements are extended to our volunteers for reaching out to those who are most vulnerable. To all other volunteers at MiCare, a big thank you for being so understanding with all the lockdowns, not being able to come into our homes but still keeping in touch as much as you could.



Volunteer Team meeting on Zoom during COVID restrictions in 2019

Without all of your understanding and eagerness to start volunteering again in a safe way, we could not have bounced back and flourished like the way we did! It clearly shows we are taking care of each other. So again a very big THANKS to all of you.

Yvonne Philips
Manager - Volunteers



A test of times and show of resilience



Our Elder Jackie enjoying her time with MiCare staff

It has been 12 months since we were first made aware of COVID-19 and began preparing for a new way of working safely in the community. While everyone was worried about getting COVID-19, most of our carers were worried that if they got infected, they would infect our Elders as well.

As an aged care provider, MiCare took numerous precautions such as staff COVID training, restricted rosters, screening, and pandemic care plans. We tried to plan for the worst but hoped for the best.

Throughout this pandemic we were overwhelmed with the resilience displayed on a daily basis from our carers who did not take any chances with their health. Many, without being asked, changed their routine and habits to ensure they did not take on further risk or potentially expose themselves to the virus. They gave up social engagements, minimised their movement within the community, and reduced their physical contact with people. In July 2020, there was a sense of frustration when Victoria went into a second strict lockdown which involved the introduction of PPE (surgical masks and face shields) for Home Carers. This made it extremely difficult for them to perform basic domestic assistance tasks which at times took a physical toll. Our carers did not complain nor did they refuse to work.



Sarah from the Home care Team

They simply soldiered on, helping some of the most vulnerable members in our community – our Elders. Over the past 12 months, I became increasingly proud of our team of Home Carers. Each one of them ensured that our 700 Victorian Home Care clients were safe and well supported during the pandemic and the strict lockdowns. Their passion for their job and dedication to their clients is inspirational and a testament to why we all appreciate working at MiCare.

Teraez Fogarty
Team Manager Home Care

The Power of Resilience



Independent Living Clients - Valerie, Johanna, Violet, Frank, Denise, Ron and Lee

What does it mean to have resilience? Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress—such as family and relationship problems, serious health problems, or workplace and financial stressors.

Resilient people are aware of situations, their own emotional reactions, and the behaviour of those around them. Another characteristic of resilience is the understanding that life is full of challenges. While we can't avoid many of these problems, we can remain open, flexible, and willing to adapt to change. There may come a time when it all feels a bit much having to attend to the maintenance of the family home- attending to the garden, fixing the leaking tap, painting the house etc. But how resilient do we need to be? Residents who have moved to retirement living have often said that "I wish I had moved to a retirement village years ago". Maybe it's time to consider the next stage of life and investigate one of our relaxed independent living communities.

Resilient people are aware of situations, their own emotional reactions, and the behaviour of those around them.

Darren Schier
Retirement living Manager (Vic)

If you would like to find out more about **MiCare independent and retirement living** please contact Darren!



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Settlement Services Toy & Food Drive



Polarbaw Family

Covid-19 has impacted on many people, in many ways, since its arrival in 2020. It has reminded us of the importance of human connection, especially for those socially isolated by restrictions put in place to combat the virus.

We have, however, witnessed (through online platforms and the media) many good news stories of people creating connections; checking in on their neighbours, friends and family and creating inventive ways to connect with others; across balconies in Italy, music or dance performances on roof tops. In our everyday lives, we have welcomed connection via online meetings, both personally and professionally. At MiCare our Settlement Services staff worked tirelessly throughout 2020 to



(From Left to Right) Jackie, Hlee, Fedao, Anni, Poni & Tomia (front)



Brothers excited after receiving their toys

remain in contact with clients in Greater Melbourne; who were experiencing some of the strictest lockdowns in the world. Our staff connected with clients via phone calls and through online groups. Yet we know that some people struggled or were lonely. As 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 Toy Drive. This saw 10 case workers delivering over 475 presents to clients across Greater Melbourne. Items included toys, books, small electrical goods, linen,

dignity bags (toiletry items and hand bags) and nappies. These items were delivered to clients of various ages and from various ethnic backgrounds. On receiving a dignity bag one woman was nearly brought to tears expressing, "I haven't had anything nice in a long time". We are very grateful to, and would like to thank, the individuals and organisations who contributed to this chain of caring and connection; beginning with those individuals who donated the goods, to the amazing organisations that gather and distribute donated goods (Share the Dignity, Refugee and Asylum Seeker Toy Drive, Mentone Grammar and Good 360) and all of those people who helped organise the day.



Gifts arranged in the hall

Redlands Art Project



Mercedes attending the Redland's Art Project Master Class

Twenty Elders from different cultural backgrounds are currently engaged in a unique therapeutic experience at Prins Willem Alexander Lodge. The end result will be paintings which will reflect the rich life experience and history of each individual which will be shared with the Redland community in Queensland at the end of the project.

One of the important aims of the project is to immerse Elders in a pleasurable, creative and meaningful art experience in a supportive non-critical environment, where they can communicate and display their creation regardless of their abilities, cultural and linguistic heritage. The project coordinator, who is a qualified counsellor, provides therapeutic, emotional and psychological support to participants if needed. As this is an individual artistic effort, each Elder works during the entire painting process with a designated volunteer who has attended a professional artistic workshop. The role of the volunteer is to assist each Elder instil meaning and expression in his or her masterpiece.

One of the important aims of the project is to immerse Elders in a pleasurable, creative and meaningful art experience...

This pilot project has been financially supported by MiCare, Redlands Art Development Fund and by Prins Willem Alexander Lodge's Business Suppliers such as PFD Food Services (Nestle, Simplot and Primo), SSS Australia and Plena HealthCare. The project will conclude in September and a public exhibition of the final Elders' paintings will take place in October 2021.

Mercedes Sepulveda
Cultural Service Adviser and
Project Coordinator

Infection Control Best Hygiene Practises



Infection control has never been so important as in these COVID times. We all need to be vigilant about stopping the spread of potential sources of infection at work or at home.

Infectious diseases can be caused by a variety of different agents including bacteria, viruses, fungi, parasites and mites and can be spread directly from an infected person or from the environment by:

- breathing in airborne germs from pathogens released through droplets in coughing, sneezing, singing and breathing heavily
- touching contaminated objects or eating contaminated food
- touching, or by sharing personal items, clothing or objects through skin-to-skin contact
- contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed to another person's body via cuts or abrasions, or through the mucus membranes of the mouth and eyes.

Bacteria can occur naturally on our skin and in the environment and do not cause any harm until they find the perfect environment to grow and cause infection in our bodies via cuts, wounds, respiratory and urinary tract infections. This can be particularly dangerous if the bacteria have become resistant to antibiotics making the disease harder to treat. Viruses such as COVID-19 and Influenza can only live and grow inside a living host and cannot survive for very long periods outside their host cell. COVID-19 is particularly contagious and transmission can occur in crowded & inadequately ventilated spaces such as

Bacteria can occur naturally on our skin and in the environment and do not cause any harm until they find the perfect environment to grow...

gyms, offices and places of worship, just to name a few. We can stop the spread of infection through some very simple personal hygiene practices:

- Wash your hands often with soap and water for at least 20 seconds. You can use an alcohol-based hand sanitiser if your hands are not visibly dirty.
- Cover any cuts or abrasions with a waterproof dressing
- Wear gloves if you are handling body fluids or equipment containing body fluids, touching someone else's broken skin or mucus membrane. Wash your hands after removing the gloves.
- Do not share towels, clothing, razors, toothbrushes, shavers or other personal items
- Take antibiotics as prescribed

Wearing masks and keeping a social distance of at least 1.5 meters is also important in stopping the spread of the COVID-19 virus but most of all keeping our bodies fit and healthy helps to build up resistance to any infectious agents.

Karen McCauley
General Manager - Quality, Risk & Compliance

Animal therapy at Residential Age Care



(On top) - Our Elders Margo, Martje & Swanny with Malibu. (Below) Our Elders Janette, Janny, Margot, Martje & Bea along with Debra (standing)

Anyone who has spent time with an affectionate dog or have felt a cat nuzzle against their arm knows the positive influence animals can have on people. A pet companion or having regular animal interactions can bring numerous benefits to Elders especially those who live in residential aged care. At MiCare, we are committed to The Eden Alternative™ which means we continuously work to ensure Elders have a vibrant community where children, pets and plants are part of daily life. In February, Malibu the adopted 6-year-old miniature therapy pony paid our staff and Elders a visit. Malibu and his owner, Lou, from Horsing Around, had come to visit us a number of times and has now become an old friend to many of the Elders at Overbeek Lodge. Malibu provides companionship, support and love to seniors living in aged care homes. He has been specially trained in basic obedience and socialization, and knows how to interact with seniors, especially those with limited mobility. He has become a bit of a celebrity and has a loyal fan following from residents at Overbeek Lodge and other aged care homes.

He has become a bit of a celebrity and has a loyal fan following from residents at Overbeek Lodge and other aged care homes.

His quiet and placid nature makes Elders feel quite comfortable in stroking and patting him. In addition, his small stature is not intimidating to residents. In between visits we asked Malibus owner, Lou, what was the best part of her job and she said, "I love my job! Seeing the positive impact Malibu has on residents is beautiful and it's something that keeps me going and knowing what we're doing is a good thing for the elderly." Malibu lives with Lou on the family farm in Wandin, Victoria. Thank you Lou and Malibu for coming to visit us again! We cannot wait for the next visit.



Malibu warming up with our Elder

Debra Blake
Lifestyle Coordinator



General settlement & Community Services Story



We work with eligible clients to provide a range of services, including Casework, information, advice, advocacy, and referral to specialist service providers

Community education through workshops, offering information and education on life in Australia

Group work that involves educational, social and/or recreational activities

Community development to work

If you would like to learn more about MiCare Community & Settlement Services in Victoria, please free to contact us!

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MiCare team ready for their Toy & Food Drive

The year 2020 had presented us with unprecedented challenges in the way we work and support our multicultural communities. The pandemic had disproportionately affected people from refugee and migrant backgrounds and for many the pandemic has accentuated pre-existing disadvantage. Despite these challenges, we have all operated together to respond to new way of working. Motivated to ensure multicultural communities remained safe, engaged, and could access the support they needed, our team quickly mobilised to the remote working environment. This included the use of the various online communication platforms to deliver casework, capacity building, and education activities. Through our casework, we saw increased complexity with issues such as significant job losses among migrants and refugees, and challenges in accessing information and services. We shifted from providing in-person assistance to online support. The impacts of digital exclusion as evidenced through our casework, capacity building and education activities were significant, including disruptions to education, limited ability to access employment and related financial support, and increased social isolation. The impacts of digital exclusion as evidenced through our casework, capacity building and education activities were significant including disruptions to education, limited ability to access to



MiCare staff member, Tamala, putting together the face mask and information packets for Karen community members

employment and related financial support, and increased social isolation. One of the programs we undertook, in partnership with the Tibetan community, CoHealth and Maribyrnong City Council, aimed to empower individuals to participate via digital platforms in a series of educational videos (accessing MyGov and other digital platforms) in the Tibetan language. This project is a demonstration of how the team quickly adapted and found creative ways to address emerging issues.



MiCare Life saving training at Altona Beach

The COVID-19 pandemic has shown us that ethno specific community associations and their leadership are important. These trusted entities play a pivotal role in keeping their communities safe, connected, and informed. Under the Local Partnership programs funded by the Stategovernment MiCare engaged bicultural workers to support hard-to-reach communities to access to the relevant pandemic information, supports and critical services.

I wish to thank staff, community members, and leaders of the ethno specific community associations for their inspiring leadership and resilience. I also want to acknowledge the tremendous support provided to community through all our stakeholders, including government, philanthropic, local organisations and business.

Despina Haralambopoulos
General Manager Community Services

Parenting in a new culture



The Parenting in a New Culture program was organised in association with the Spectrum Migrant Resource Centre to help families build parenting skills and improve family functioning. Participants were from Africa, namely DRC Congo, South Sudan, Eritrea and Ethiopia. The program, which targets new arrivals in Australia, was carefully designed for migrant families to help their children thrive in Australia and discuss the challenges they face. In this context, both the elders and children learned more about the culture of their new host country.

The sessions laid emphasis on parenting strategies using practical tools. The parents discussed the different stages of a child's development and were given information about the various family services they can access. In addition, Australia's legal and education systems were covered.

The program, which targets new arrivals in Australia, was carefully designed for migrant families to help their children thrive in Australia and discuss the challenges they face.

The program spanned 6 weeks with an online session conducted every week. It was well attended and concerns were freely raised. During the course, various materials were provided together with referral pathways. The program ended with a wonderful celebration at the Victoria State Rose garden at Werribee Park. The participating families thoroughly enjoyed the day out and enjoyed the games and food together.



Stories from

our volunteers



Before the pandemic I have been visiting Lore for a year. Amidst the uncertainty and the general chaos that last year's events, I also gave birth to my daughter, Nena. Despite the lockdowns and looking after a new born I was determined to keep in touch with Lore. I was not sure how I would go about it but I phoned Julie in the volunteer's team and she gave me some great ideas to keep in touch with Lore including letters and online video calls. It may not be the same as seeing Lore face-to-face but it was something better than nothing. When we were able to safely go back to face-to-face visits I found out that both Nena and Lore share the love of German nursery rhymes! I thought that was a very heartwarming and cute coincidence. I am very happy that Lore and I managed to keep in touch.

- Eva, VIC Volunteer



Although I managed to stay in contact with my family and friends in 2020, I found it hard to stay connected with Christina whom I visited regularly. I was disappointed and frustrated not to be able to see her in person during the lockdown period because of all the restrictions, however, I continued to drop flowers and cards at the aged care facility where she lives. I was always thinking about her. We reconnected as soon as I was able to. When I saw her again she said "You are my friend and I want you to visit". I hope to do so throughout 2021.

Jennifer, QLD CVS volunteer



Aldo and I first made contact over the phone during the first lockdown in Queensland, which was a little different from my expectations of being a social support volunteer. We would spend up to an hour on the phone every couple of weeks getting to know each other, chatting about everything. Anyone who knows Aldo will tell you there is nothing he enjoys more than a good yarn. He's a real talker and I really enjoy listening, so we definitely are a good fit.

As time went by and lockdown was lifted, it was lovely to put a face to the voice and finally get to meet each other in person. Neither of us is Australian born and we tend to share stories and experiences of our native European countries and reflect on our good fortune of calling Australia home.

Nowadays when I pop in for a visit, Aldo, being a coffee connoisseur, has a barista quality long black ready, even with a little barista biscuit on the side. We may be at different stages in life, and our lives maybe taking us in different directions, but for those few hours that we spend, enjoying a cuppa and great conversation, we both relish in the basic human need of social connection.

Laura - QLD Volunteer

Get in touch with our MiCare family!

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Thank you from the MiCare family!

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.

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