



MiCare

Helping you live
in your world

ANNUAL REPORT 2019

Our mission, vision & values


Our Vision

To support the journey of a migrant throughout their life.

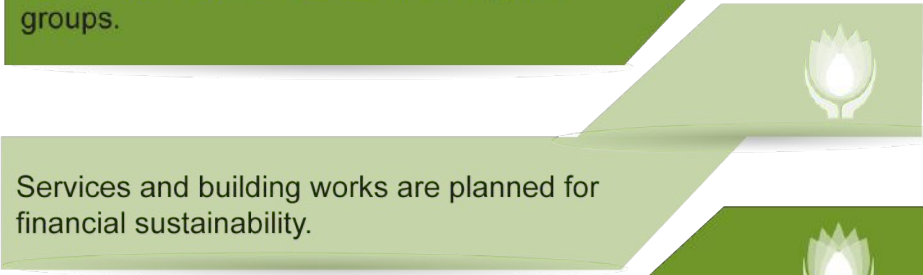
Our Mission

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


Our Commitments



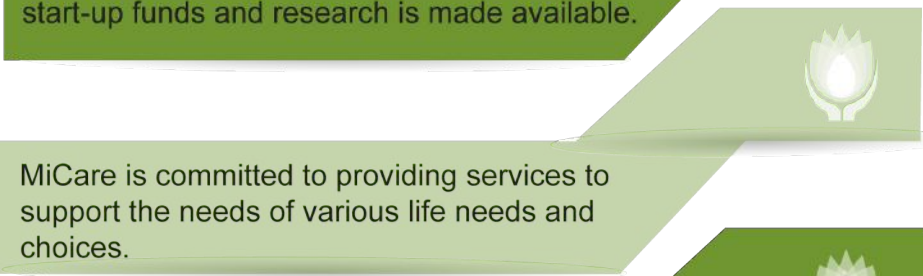
We will advocate on behalf of all migrant groups.



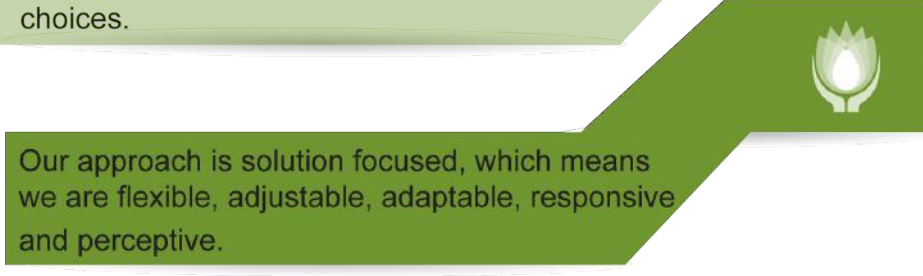
Services and building works are planned for financial sustainability.



Innovation is sought and funded by MiCare, start-up funds and research is made available.



MiCare is committed to providing services to support the needs of various life needs and choices.



Our approach is solution focused, which means we are flexible, adjustable, adaptable, responsive and perceptive.



Overbeek Lodge Resident, Johanna (left) with Lifestyle Assistant, Jenny (right)

Our Values



Empowerment

We will provide each other with the means and knowledge to make our own decisions.



Harmony

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



Trust

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



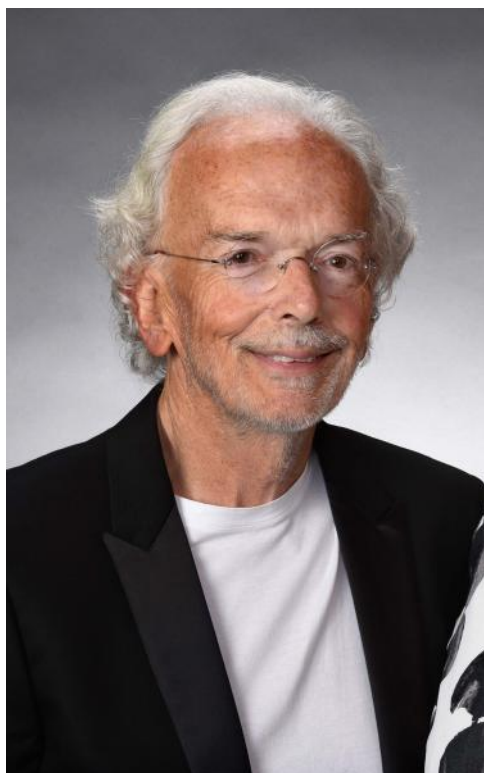
Flexibility

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



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.



MiCare has a long history of innovation and advocacy for some of the most vulnerable people in our society and this year marked a new approach, not one we chose, nevertheless one we participated in. The experiences of the Royal Commission into Aged Care has strengthened our resolve to 'speak up' about the important issues we face. We have been at the front end of events and know that we must own our failings but also celebrate our achievements.

At MiCare, we concentrate on connections, relationships and the community. We strongly believe that we need to work 'with' people and not 'for' people such as our Elders and newly arrived migrants, refugees and asylum seekers. We need to take heed of the notion of 'working together' and to recognise the significant work of staff who are otherwise unrecognised, namely personal care workers.

'...strengthened our resolve to 'speak up' about the important issues we face. We have been at the front end of events and know that we must own our failings but also celebrate our achievements.'

To this end, I am pleased to say that work has begun on the establishment of an 'Association of Professional Care Workers' and MiCare has agreed to support its development. We need to be mindful that in order to achieve and succeed, our approach needs to be one of collaboration and cooperation, with all our staff at all service areas and levels on board and working together. We also have to empower staff, our Elders and family, by endorsing a culture where those involved 'speak up'.

I am very proud to say that we are well underway in the redevelopment of Avondrust Lodge at Carrum Downs in Melbourne and expect to see the first stage completed by March 2020. Our building program is on track and we have much to look forward to in subsequent years.



Ignatius (above, right) with Gerard Mansour, the Commissioner for Senior Victorians, at a MiCare board dinner.

All these achievements are not possible without efforts and support of our entire MiCare family. I would like to acknowledge and thank the members of the Community Advisory Committees - their input is invaluable. I would also like to thank the auxiliaries who tirelessly work to support MiCare in its many endeavours. More broadly, I thank all our staff, volunteers, the executive and the Board for their ongoing work and commitment. MiCare will continue its utmost to ensure we provide care consistent with our dedication and culture that empower the individuals in our care. We have learnt a lot this year and take on board these learnings to improve all aspects of our services.



Ignatius Oostermeyer

Chairman

Petra Neeleman

Executive Director



This financial year has been exceptional for MiCare and the aged care industry as a whole. Without a doubt, the Royal Commission into aged care is playing a huge role in focusing on the problems within aged care, which it is designed to do.

This has left little room to showcase the highlights and achievements in the last 12 months, but now we are moving forward with renewed passion. We are listening to our Elders, residents and clients and consistently hearing how our approach on integrating support and relationships are central to their experience. Soon we will have a new software platform which will make it easier for you to give us this feedback.

We are constantly building relationships with our



(Pictured above, from left to right) Staff Yvonne, Carola, Lonneke and Executive Director, Petra, at PWA personally delivering tulips to Elders.

staff and earlier this year, we undertook the massive exercise of training almost 800 staff in the new aged care standards, Eden approach and cultural intelligence. You can read more about this on pages 6-7 of this annual report.

We continue to grow and develop and are expecting that stage 1 of the redevelopment of Carrum Downs aged care residential home will be completed by March 2020. We hope to begin the construction of Noble Park aged care residential home in 2020.

'...we are fortunate to have a sturdy foundation: solid leadership, strong teamwork and extraordinary support.'

The Community Advisory Committees continue to provide valuable feedback; staff continue to provide important and much needed services and volunteers continue to support the many services we operate. We need each and every one of you and we thank you all for your much appreciated dedication to our cause.

In the next 12 months we expect to see more changes in the way services and programs are funded. The Board continues to provide leadership in our rapidly changing sectors and we thank the members for their generous commitments.

We have also spent time this year working on how to stay connected with our communities and build new relationships, especially with those recently arriving to Australia. We are committed to supporting the most vulnerable within our communities and to stay true to our mission which is to enable migrants to have comfortable, enjoyable, dignified and meaningful lives.

All that we do is underpinned by our values which are Trust, Empowerment, Flexibility, Harmony and Empathy. We are in interesting times but despite the challenges, we are fortunate to have a sturdy foundation: solid leadership, strong teamwork and extraordinary support.

Thank you to all of you for contributing and being a part of the MiCare team. I hope you will enjoy reading the annual report largely from the perspective of our Elders, clients, families, staff and volunteers, each with their unique and insightful life stories related to MiCare.


Petra Neeleman

Executive Director



Supporting and working together with our staff

Staff members (from left to right) Hiyu, Carla and Connie at the two day training session at Knox Club, Melbourne.

Strengthening our people

MiCare recently held a number of two day staff training and information sessions for all our Victorian and Queensland staff.

At MiCare, we believe in supporting each and every one of our staff members by providing them with an open platform to learn, freely communicate and collaborate with others within the organisation. As such our Executive Director, Petra Neeleman, and members of The Senior Management Team conducted a 2 day training and information session which took place between May and July.

These sessions were a great opportunity for staff to

come together to share their ideas and expand their knowledge base in a variety of key areas. MiCare is dedicated to The Eden Alternative, creating a vibrant community where children, pets and plants are part of daily life for all Elders across MiCare's residential homes. The philosophy behind this is to improve the wellbeing of Elders and those who care for them by transforming the communities in which they live and work. It essentially focuses on relationships and empowering Elders to make their own decisions.

MiCare's IT Manager, Jamie Neeleman, led the discussion that centred on key topics including confidentiality, integrity and availability in regards to organisational information. Staff learned how to identify ransomware, 'phishing' and social engineering. During Jamie's discussion staff were able to have all of their computer security and general IT queries answered.

Cultural intelligence was an important topic that was also presented. MiCare’s General Manager Business Development, Penni Michael, led the cultural intelligence reflective discussion. As of 2019, MiCare’s staff speak over 30 languages and come from over 34 cultural backgrounds. The aim of the cultural intelligence discussion was to encourage staff to think more deeply about their own cultural awareness, expand their knowledge and extend their skills.

Staff were each given a self-reflective individual piece in which they were able to identify areas of improvement in their approach to addressing and combating their own biases as well as others’. The second day of the training focused on the new Aged Care Standards and how the Eden Alternative helps to express these. One of the topics that was discussed within the ‘learning circles’ was Principle 2 of The Eden Alternative: “An Elder-centred community commits to creating a Human Habitat

‘Staff discussed the importance of creating a human habitat for Elders and how we can promote Elders’ wellbeing through various lifestyle activities and events.’



Andy (pictured above) wanted to give the courtyard benches at Avondrust Lodge a ‘fresh’ new look so we provided him with some paint to do just that!

where life revolves around close and continuing contact with plants, animals and people of all abilities”. Staff discussed the importance of creating a human habitat for Elders and how we can promote Elders’ wellbeing through various lifestyle activities and events.

As a highly inclusive and culturally diverse organisation we hope to hold similar staff training and information sessions on a regular basis. Our commitment to show our support for staff was further highlighted at our recent Aged Care



Avondrust Lodge Elder, Trudy (pictured above, left) on the intergenerational Easter activities day with Elders and some of our staff’s children.

Employee Day celebrations which were held across all MiCare sites in both Victoria and Queensland. Aged Care Employee Day is an official day to thank, honour, recognise and celebrate the hundreds of thousands of people who work in the aged care industry across Australia.



Staff from social support groups and community engagement (from left to right), Simran, Geraldina, Avi and Jenny, celebrating Aged Care Employee Day with cupcakes made by our MiMeals kitchen team.

Our kitchens located in Queensland and Victoria prepared cakes and cupcakes as part of our thank you to all of our staff within aged care and settlement services for their dedication and caring work.

Lyn Nguyen
Social Media Co-ordinator



Becoming Eden at Prins Willem Alexander Lodge

Lifestyle Co-ordinator, Tania (above, left) and PWA Elder Beryl (above, right)

Creating a community

Elders, families, friends and staff are encouraged to take an active role in our community at Prins Willem Alexander Lodge.

The Eden Alternative is a philosophy of care that emphasises meaningful relations and puts the Elder at the centre of their own care. Elders, families, friends and staff are encouraged to take an active role in our community at Prins Willem Alexander (PWA). It helps remind us that while loneliness, helplessness

and boredom can happen to any of us, these feelings are more prevalent as we age, as we are less able to leave our homes to go out into the community. It focuses on relationships and empowering Elders to make their own decisions. Simply put, this is all about Elder directed care. Fortunately, the new aged care standards are completely in line with Eden.

So what does this mean for PWA? Well, for the most part it will mean strengthening some of our current practices, such as care staff working closely with the same group of Elders, encouraging Elders to engage in the home life as they would like and providing lots of opportunities for the community to be part of the home.

The changes that you may notice is in staff uniforms. We are keen for staff to wear everyday clothes which encourages relationships where no one person has more authority than another. We

want there to be as few obstacles as possible in establishing meaningful relationships. Staff will still be easily identified by their name badges so this should not be a problem.

Another initiative that is being explored is hosting a mum and bub group. We are currently talking with Redlands City Council to propose a playgroup session at Prins Willem Alexander so that the children can spend time with the Elders. Laughter from children is very invigorating and can lift the spirits of



The PWA Lifestyle program regularly integrates animal interactions such as the recent ponies interaction (pictured above) which is a very popular activity among Elders. Pictured above is resident Elder, Cornellis.



MiCare's Executive Director, Petra Neeleman (above) personally delivering tulips to PWA Elders.

'...the balconies and courtyard were filled with Elders and their families and friends, staff... singing and dancing along to the music.'

all involved.

Our Lifestyle Team, headed by Tania, PWA's Lifestyle Co-ordinator, organises group activities, concerts and the like for entertainment and engagement and we try to hold these in the courtyards when we can. We recently held a 'blast from the past' 70s themed concert with entertainer Issi Dye, who put on a very delightful and energetic

show. The balconies and courtyard were filled with Elders, their families and friends, staff and other visitors who were intermingling, singing and dancing along to the music. Much of this fanfare brought back nostalgic memories for both Elders and many of the staff.

Regular close contact with animals on a daily basis, delivers moments of lightheartedness through touch, amusement and the chance to nurture. Like animals, plants are also another key component of The Eden Alternative. Sometime ago our friends at TNB Tulips in Monbulk, Melbourne, donated beautiful tulips to staff and Elders at PWA. Elders along with staff worked side-by-side and gathered these tulips into bouquets to be placed in vases.

Our Executive Director, Petra Neeleman, along with some of our other staff dressed in traditional Dutch attire, personally delivered these bouquets to each Elder.

Prins Willem Alexander Lodge is a warm and welcoming community and many thanks must be extended to the volunteers, staff, family members and those involved within the home in both small and significant ways.



Facility Manager at Prins Willem Alexander Lodge, Julie Baker (pictured above)

Julie Baker
Facility Manager Prins Willem Alexander Lodge





MiCare financial overview

MiCare's Frankston Multicultural Café Bazaar group (From left to right, clockwise) Peter, Eugenia 'Winnie', Patricia, Dimitri 'Jimmy', Irene, George, Fé, Basha, Social Support Facilitator, Dominique, George, Community Inclusion & Participation Officer, Eliana and Clarita 'Claire'.

Financial Overview

A year in review - MiCare's financial overview for 2019.

From a financial perspective, 2018/19 has been quite a rollercoaster. While the accreditation challenges in residential aged care imposed significant costs on the organisation, we also saw the home care part of the organisation grow significantly. Additionally, the decision to appoint investment advisors to manage a conservatively structured investment portfolio that is compliant with aged care legislation, has proved to be successful with MiCare's investments providing

positive returns during a year of record low interest rates. A significant negative impact on the result was the decision to not proceed with the development of a retirement village at our Carnegie site due to unsustainable cost pressures, which accounted for \$664k of the overall result of a \$2.1m deficit.

Although aged care continued to provide financial challenges, there was a substantial increase of almost \$10m that MiCare received in ingoing contributions from residents entering retirement living and residential aged care. This bolstered MiCare's balance sheet and has been particularly beneficial as we commenced the redevelopment of Avondrust Lodge at Carrum Downs. At the time of writing, the \$35m redevelopment project is well advanced and Stage 1 is due to open in early 2020. To date this project has been able to be

financed from MiCare’s reserves and resident ingoings, however a NAB loan facility has been established that will be drawn upon in the coming months. It is intended that MiCare will maintain the investment portfolio and utilise the NAB loan facility, thereby taking advantage of the current low interest rates.

Hence MiCare’s balance sheet at 30th June 2019 is very strong. There is no debt except for a \$4.2m Commonwealth Government zero real interest loan (i.e. interest is paid at the prevailing inflation rate). A cursory glance at the balance sheet however does suggest that the current asset ratio is low. This is due to Accounting Standards requiring ingoings from residential aged care and retirement living to be treated as a current liability. In practice, aged care providers typically replace a departing ingoing with one of a similar amount. Adjusting for this technical requirement, MiCare has a current asset ratio of 1.8 – meaning the current assets are able to cover current liabilities 1.8 times, which translates as a strong liquidity position.

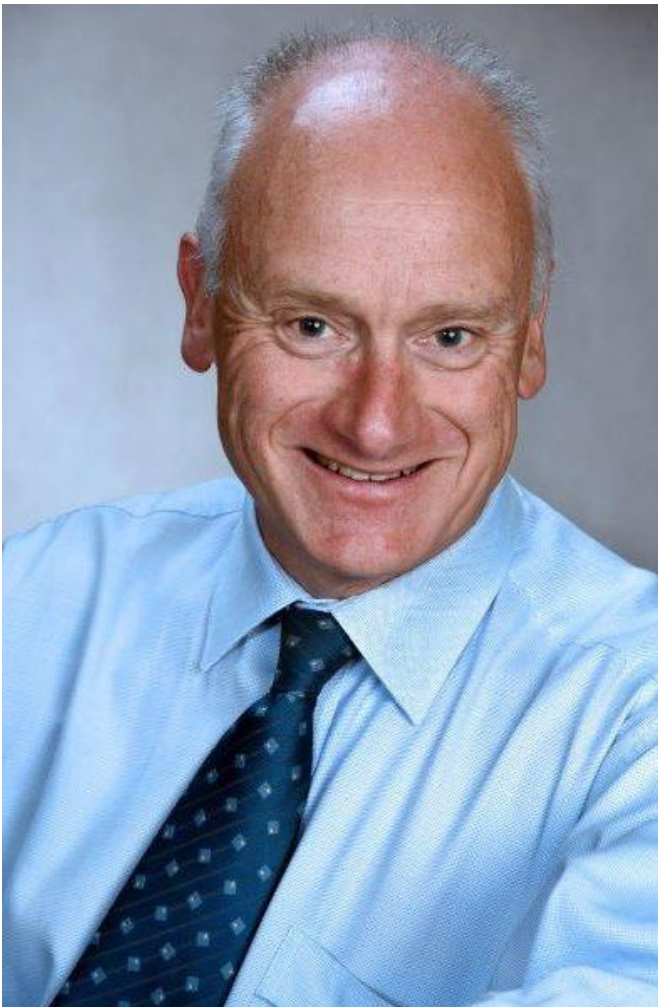


New window signage at our Carnegie office (pictured above).



Progress (pictured, above) of the Avondrust Lodge re-development project.

aged care homes to move towards a more financially sustainable position. However, with about half of the aged care providers in Australia reporting deficits, and disturbingly this trend is increasing, we appreciate this will be a significant challenge. But we are committed to providing exceptional care and support in a financially sustainable way. We also await the recommendations from the Royal Commission into Aged Care Quality and Safety and join our sector colleagues in hoping this will provide some financial relief to all aged care providers. The financial statements provide an important insight into the financial affairs of MiCare. However they do not recognise the amazing contribution of a committed workforce that go above and beyond every day to give amazing support to our Elders and clients. And very importantly, the statements do not show the incredible support our volunteers likewise provide. The generosity and commitment of our volunteers is inspiring as every day they make someone’s day that much better.



Graeme Wickenden (above), MiCare’s Chief Financial Officer

Looking forward, the financial challenges MiCare faces will largely be around managing cash flows related to the Avondrust Lodge redevelopment project and servicing the associated debt. There is also a commitment to review the operations of our

Graeme Wickenden
Chief Financial Officer

Income statement

MiCare Ltd
Income Statement
30th June 2019

	<u>2018/19</u>	<u>2017/18</u>
INCOME		
Government grants and subsidies	35,926,593	34,032,787
Resident fees	10,837,820	9,452,490
Bequests, donations & fundraising	153,511	245,788
Other revenue	1,240,370	611,949
Interest revenue	706,094	308,048
Fair value gain on financial assets	443,236	-
Total Income	<u>49,307,624</u>	<u>44,651,062</u>
EXPENSES		
Employee benefit expenses	33,244,911	29,461,076
Depreciation and amortisation	4,056,296	3,718,567
Food expenses	2,044,074	1,835,411
Recipient care expenses	5,009,240	4,507,676
Property expenses	2,687,962	2,423,885
Other expenses	4,066,288	2,977,220
Fair value movement on financial assets	-	1,356
Finance costs	259,683	456,916
Total Expenses	<u>51,368,454</u>	<u>45,382,107</u>
Surplus/(Deficit)	<u><u>(2,060,830)</u></u>	<u><u>(731,045)</u></u>

Balance sheet

MiCare Ltd			
Balance Sheet			
30th June 2019			
		<u>2018/19</u>	<u>2017/18</u>
ASSETS			
Current assets			
Cash and cash equivalents		10,949,036	9,569,261
Trade and other receivables		1,226,991	562,105
Inventories		33,239	33,240
Total current assets		<u>12,209,266</u>	<u>10,164,606</u>
Non-current assets			
Property, plant and equipment		93,497,066	89,188,576
Bed Licenses		1,240,000	1,240,000
Other financial assets		13,731,801	14,540,908
Total non-current assets		<u>108,468,867</u>	<u>104,969,484</u>
TOTAL ASSETS		<u>120,678,133</u>	<u>115,134,090</u>
LIABILITIES			
Current liabilities			
Trade and other payables		97,152,843	85,894,608
Interest bearing liabilities		250,000	3,416,450
Employee provisions		3,765,151	3,738,844
Total current liabilities		<u>101,167,994</u>	<u>93,049,902</u>
Non-current liabilities			
Interest bearing liabilities	Employee provisions	4,029,167	4,229,167
Employee provisions		426,116	739,335
Total non-current liabilities		<u>4,455,283</u>	<u>4,968,502</u>
TOTAL LIABILITIES		<u>105,623,277</u>	<u>98,018,404</u>
NET ASSETS		<u>15,054,856</u>	<u>17,115,686</u>
EQUITY			
Retained earnings		8,705,933	10,766,763
Other contributed equity		6,348,923	6,348,923
TOTAL EQUITY		<u>15,054,856</u>	<u>17,115,686</u>



Margriet Manor resident, Bev (left) with Lifestyle Co-ordinator, Marianne (right)

Promoting healthy ageing in residential living

Joy, laughter & empowerment

We encourage our Elders to enjoy every day, to celebrate what they are capable of doing at their age, rather than worry about what they can no longer manage.

Margriet Manor's resident in Kilsyth, Beverley ('Bev'), is a shining example of this.

Bev first came to live at Margriet Manor for respite care. She knew that eventually she would require permanent care, as she and her husband of 59 years, John, would not be able to care for each other.

It was initially hard to be separated from John. However, everything came into place soon after the couple sold their home in Mount Evelyn and



Margriet Manor residents (from left to right, clockwise), Dinnie, Marie, Wil, Helen, Lyle, Maria, Tony, Bev and Herman, at our Christmas in July lunch at Rose Cottage in Monbulk, Victoria.

John was able to purchase an apartment at 741 Retirement Village. It is the perfect set up as the village is located diagonally across the road from Margriet Manor.

Despite not being as mobile as she used to be, Bev is still as busy and active as she can be. She actively

enjoys life here at her home at MiCare.

She says she owes this to the amazing Lifestyle team, headed by Marianne, at Margriet Manor.

Marianne and her Lifestyle team put together a program of social activities in the morning and afternoon, five days a week. Lifestyle activities include games such as bingo, arts and crafts, cooking, cultural activity days such as Italian Day and traditional Dutch holidays, recreational outings, musical concerts, animal visits, horticultural activities, gentle exercise classes and Happy Hour. Since moving into the home she has quickly made new friends, including Rina, Nel and Wil. The group regularly plays Rummikub (a Dutch tiles based game) almost every afternoon.

Bev says recreational outings are her favourite type of Lifestyle activities that she looks forward to. The Lifestyle team include as many outings as possible.

“I think it’s good to encourage the Elders to be outside as much as possible, whether it’s going out to lunch or visiting an animal farm”, says Marianne.

We asked Bev what her favourite activity was. She replied, “oh gosh [laughs] there’s a lot going on here with activities. We have Marianne to thank for keeping us busy. It’s hard for us to all keep track sometimes. I love our regular visits to Rose Cottage. It’s a quaint little casual restaurant up in Monbulk.”

Marianne recently took the group of Elders for a Christmas in July lunch. Trips to Monbulk for lunch are one of the most requested activities from Elders at Margriet Manor. Bev also mentioned the recent RSPCA Victoria fundraiser the Elders were involved in. “It’s nice that staff give us opportunities to be hands on and contribute back to the community through activities like these and I think the other residents feel the same as well”, said Bev. Elders at Margriet Manor raised \$102 through the sale of cupcakes and they were awarded a certificate of appreciation from RSPCA Victoria.

Our Wednesday afternoon chair-based exercises at Margriet Manor is one of the growing popular activities. Bev says they are just simple chair exercises that are easy and nothing too strenuous for the residents. “You do what you can in these exercises and the staff cater to our pace so we are comfortable. It’s good that we do it as a group so we can encourage each other to keep going, keep

‘...I’ve always told my family from the beginning that if I had to ever go into care there’s no better place than here!’



Margriet Manor residents, (from left to right) Tony, John, Marie, Bev, and Kay with MiMeals Manager, Lindon, at MiMeals kitchen in Seaford, Melbourne.

Bev tells us she does not know what she would do without Marianne, the Lifestyle team and the rest of the supportive staff here at Margriet Manor. She says, “I’ve always told my family from the beginning that if I ever go into care there’s no better place than here!”.



Bev pictured with a fellow resident and her friend Marie (left) making cupcakes for the RSPCA Victoria fundraiser.



Bev on a recent animal farm trip with one of the resident bunnies.

Care at home & social support hand-in-hand

Culturally specific care & support

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We understand that people want to remain living at home and continue to socialise and be active within their community.

At MiCare, we recognise that people want to continue to live in their own homes. Accordingly we are committed to assisting people to maintain their independence and quality of life as they age.

Over the last year there has been immense growth and diversification in MiCare's home care and aged community services from 2018 transitioning into 2019. The Commonwealth Home Support Program at MiCare received additional funding enabling expansion into the north and western Melbourne metropolitan area.

Part of this funding was also for respite care to support the much-valued primary carers who are able to have reasonable breaks from their constant caring responsibilities.

Our organisation has experienced growth in Home Care Package client numbers both in Victoria and Queensland; many people who are using MiCare's services are from culturally diverse backgrounds, language and specific cultural understanding being of prime importance to them. This is why most of our staff speak another language and have a non-English speaking background. We recognise the need for our clients to be among people who speak their language which is why we try to match our staff to the language and cultural needs for each of our



PCA Debbie (pictured above, left) with Home Care Package client, Eveline (right).

clients.

We have been further building the language diversity of our staff and reinforcing the importance of culturally specific care through our staff-training program.

Whilst MiCare has supported over 600 veterans for some years in Queensland, the Veteran Home Care Program has been progressively expanding over the last twelve months in Victoria. It is such a privilege to care for those who have contributed so much in their lives.

We also realise that there are many older people who are quite isolated in the community. As such we recognise the importance of establishing regular social connections and social interactions. These are vital factors in supporting older people's overall wellbeing and healthy ageing.

Many older clients have developed new friendships, shared their hobbies and learnt new skills through these social support groups.

Currently our home care and social support staff are located in ten sites across Melbourne and Gippsland and two in Queensland - one in Brisbane and the other in Caloundra. We believe that having these on-site physical establishments will give us a better understanding of the communities we serve, the issues our clients face and the local services that are available to support people.



Beatrix Village resident and home care client, Corrie (left) with one of her long-term carers, Maryke (right).

This year MiCare has developed a number of new social support programs, led by our Program Development Manager, Angela Ng, and her dedicated social support and community engagement team. Some are culturally specific and others multicultural to link people with others through socialisation and activities.

‘...clients have developed new friendships, shared their hobbies and learnt new skills through these social support groups.’



Chair-based exercises at Oakleigh Multicultural Social Support Group.



Clients (from left to right) George, Fé and Salomé 'Sally' playing indoor lawn bowls

Our most recent addition has been MiHub in Carnegie in which we are currently adding the finishing touches to the space including signage in multiple languages. This is where we have both Chinese and Greek social groups.



Clients within one of our Chinese Social Support Groups (pictured above) at an outdoor event at Jells Park, Melbourne.

MiCare’s commitment continues to be supporting people to live their best lives at home and in the community.

Heather Catherwood
Home Care Manager

Relaxed retirement living with purpose

Moving to an independent or retirement living community can introduce a whole new lease on life!

All of a sudden, or so it may seem, we have arrived at an age and phase where there are new options in life, a time where we may have greater independence, or feel the need for a more simplified and relaxed lifestyle or secure environment. They may be by choice or from one of life's many unexpected events.



Beatrix Village residents Gerda (left) and Albert (right).

Independent Living: 'Life's a journey...'

Moving to an independent or retirement living community may be a part of this journey and can introduce a whole new lease on life. MiCare's choices for community living for independent seniors over 55 offer a relaxed lifestyle where you can choose to be as active, engaged and social as you like. The choice is yours!

The following are a few stories where residents from our four independent living communities - Avondrust Village, Beatrix Village, Princess Margriet Village, and 741 Apartments - share glimpses and precious insights into their life's journey so far. They also share the reasons on why they made the move to a new lifestyle with MiCare. Set in the foothills of the Dandenong Ranges, MiCare's Beatrix Village is located in Montrose, close to the shopping area. Gerda (pictured above, left) and Albert (right) have been residents at the village for two years and counting. The couple tells us that they love how the units at Beatrix Village still have a little patio and garden that requires minimal maintenance compared to their previous home. Albert is still able to store his woodcarving materials in the shed and Gerda is able to potter in

the little garden at their unit. They both still have a little open green space but not too much that it becomes a hassle!

'A genuine sense of belonging, security, assistance when needed, and no worries about home maintenance which means more time for us to travel when we want!'

Avondrust Village residents Cathy and George first joined the MiCare volunteers program in their early 60s and quickly integrated into the MiCare community. They made a few friends through their volunteering and interacted with others including volunteers, residents and staff.

We asked the couple what Avondrust Village offered that influenced their final decision to make the move: "A genuine sense of belonging and security", says George. The pair also mentioned the accessibility of community care services should they need them.

These services include personal care, laundry



Avondrust Village residents, Cathy (above, left), and George (right) with their rescue dog, Charlie.

services, nursing assistance, case management, aged care planning and meal delivery via MiMeals. In addition, the village is located next to Avondrust Lodge, our aged care home, to give them peace of mind, when the time arises.



741 Luxury Apartments resident Dawn (pictured above, left) with her cat, Jess.

741 Luxury Apartments located on Mt Dandenong Road, Kilsyth, is where resident, Dawn, and her cat, Jess, have been calling home for the last seventeen months. She tells us she did a great deal of research and 741 is "...the only one to tick all of the boxes!"

The beautiful aesthetics and modern clean lines of the luxury apartments as well as the sense of safety, security and community were what really sealed the deal for her. She says, "...it's a gated complex and having everything under the one roof was a big plus in that if you wanted to attend a social gathering in the community centre you didn't even have to take a step outside and battle the weather to attend."

A quick stroll down the street from our Kilsyth aged



Princess Margaret Village resident, Valerie (pictured above).



Beatrix Village residents (from left to right) Alie, Rie, Jackie, Lisa, Gerda, Albert, Thea and Lucia, on a group trip to Dandenong Markets.

care homes, Overbeek Lodge and Margaret Manor, is Princess Margaret Village, where resident Valerie has been residing since moving here six months ago after living in a large family home with a big garden that required much high maintenance.

We asked why Valerie chose to live at the village and she tells us it is the MiCare vision that drew her in. She says, "I liked MiCare's mission and vision as not-for-profit organisation and its dedication to helping migrants settle in our country." She also mentions great initiatives, such as the Friendly Visiting Program which was another great drawcard which led her to move into a unit in the village. These personal accounts from residents offer us a little insight as to why our retirement villages at MiCare offer Elders the chance to be part of a friendly, supportive community, while living in comfort and with a sense of security. Why would you want to retire anywhere else?

Darren Schier
Retirement Living Manager



Supporting new arrivals to gain their independence

Gaining identity, belongingness & independence

The Getting Moving Transport project's overall goal is to build the capacity of newly arrived community members from refugee and migrant backgrounds to use different modes of transport.

At MiCare, we support recently arrived refugees and family migrants in the first five years of settlement in Melbourne, Victoria. We provide community development services to assist those in need through the early stages of settlement. The Getting Moving Transport project is one of our information and life education programs established to help newly arrived refugees and migrants to gain their independence in society.

In a recent program, participants learned how to access three different modes of transport: driving a car, riding a bike and using public transport such as trains and buses. Through the program participants were able to increase their access to essential services such as healthcare clinics, recreational and leisure services and places and spaces within the Wyndham City zone and

beyond.

Participants in the program came from a variety of newly arrived community groups such as the Karen, Karenni, Kachin, Ethiopian, Eritrean and South Sudanese. In total, over 70 people, many of whom have recently arrived in Australia as refugees, participated in the program. Active involvement in the program presented them with a sense of inclusion.

Each of the three components of the program, were broken into different modules of learning. There was also a key focus on involving volunteers and community members in all aspects of the project. These new connections strengthened ties between all community groups, members, and service providers.



Victoria Police provided participants key information in 'Get Moving Driving' program including the role of the police and road rules.

project in their first language. The volunteers also had the opportunity to improve their own skills and acquire new ones including exposure to professional work environments and training courses such as First Aid.

For newly arrived migrants and refugees who have English as a second language and have not previously used public transport systems such as those in Melbourne, navigating their way around can be difficult. Over 40 community members took part in group information sessions and travel training exercises to learn how to navigate from Wyndham to core destinations that may be important to newly arrived migrants and refugees in their initial settlement period. Information sessions were provided on how to use Melbourne's public transport ticketing system, Myki, concessions, different types of transport, rights and responsibilities of travel, and infringements. The



Jackie (pictured above, right) who is one of the Karen volunteers in the project.



Participants at the bike program at Wyndham Park Community Centre in Werribee, Melbourne.

Volunteers involved in the project came to Australia as refugees. As such they shared invaluable personal experiences and insights with practical skills for all three modes of transport. All participants reported a renewed confidence in using specific transport whether it was driving a car, riding a bike, or using public transport. MiCare closely collaborated with partner agencies, and other stakeholders. Volunteers provided participants with assistance in different areas of the



Participants in the public transport project (pictured above)

participants were taken on several group excursions, which included travel training from a central place

in Werribee to Werribee Mercy Hospital, IPC Health, Royal Children’s Hospital, Royal Women’s Hospital, Sunshine Hospital, and The Royal Victorian Eye and Ear Hospital. We teamed up with the Wyndham Park Community Centre (Men’s Shed), Envision bicycle program and our dedicated and skilled volunteers to present the Bike riding project. The bike riding project’s twelve participants were provided with information and training in various aspects of owning, riding, fixing and maintaining a bicycle. As part of the project, the participants were provided a second hand bicycle and a new helmet.



Participants in the public transportation module were taken on several group excursions, including travel training from a central place in Werribee, to the Royal Melbourne Hospital (pictured above).



Participants in the public transportation module (pictured above) at Western Health Footscray office.

participants had their Learners Licence and were also assisted to access 10 free driving lessons to prepare them getting their Provisional licence. The driving lessons were provided by a driving instructor who could speak their language to further facilitate smoother learning. To date, three of the participants from the program have gone on to successfully get their Provisional Licence. This project was proudly supported by Wyndham City Council. MiCare would like to thank Wyndham City Council as well as WestJustice, Victoria Police and VicRoads for their much-appreciated support in this project. Thanks also to our committed staff and invaluable volunteers who helped make this project an immense success.

Jane Ashton
Settlement Services Program Manager

‘All participants reported a renewed confidence in using specific transports whether driving a car, riding a bike, or using public transport.’

Fifteen people from a variety of multicultural newly arrived communities were involved in the Getting Moving Driving program which provided a series of information sessions on buying a car, insurance, parking, infringements, role of the police, car registration and Victorian Road Rules. The sessions were presented by relevant service providers such as WestJustice, Victoria Police and VicRoads. All of the

Empowering communities

MiCare works with new and emerging community groups to help them build the knowledge and skills to fully participate and contribute to all aspects of life in their new homeland

With a strong community development focus, MiCare works to support and encourage refugee communities to identify local issues and concerns, and to plan tailored community-owned responses. Currently, we are working with the Syrian community in St Albans, Melbourne, to support a range of initiatives including health and wellbeing workshops, children's social activities and facilitating cultural activities such as a Syrian choir.



Participants (from left to right) Saba, Afnan and Manar in the Syrian choir that meet up every week to practise religious songs.

These activities take place at St Albans Community Centre every Thursday evening. Our aim is to help develop the knowledge and skills of this community so that it can fully participate and contribute to everyday life in Victoria.

Partnering with the Cancer Council of Victoria, Dr. Marion Pastor delivered a bowel cancer early detection workshop. Here participants were able to learn and have their queries answered regarding what bowel cancer is, whom it is likely to affect, symptoms, and how early detection is possible

'...to help develop the knowledge and skills of this community so that it can fully participate and contribute to everyday life in Victoria.'



Participants (from left to right) Amal, Margam, Thaeera, Maryam, Thikraa and Merai at a Cancer Council Victoria health workshop.



Children's and teenagers' social activities program segment (pictured above), via a home test called fecal occult blood test (FOBT). The Thursday evening program also includes a Syrian choir practice in which participants practise religious church songs as part of their ongoing involvement in religious ceremonies.

Group social gatherings are held for Syrian children and teenagers including the showing of the latest live-action film, *Aladdin*. It is an ongoing activity that offers the children an opportunity to mingle, laugh and enjoy a movie together with peers of similar ages and cultural and religious backgrounds.

We would like to acknowledge and thank our program partners, Brimbank City Council, Cancer Council Victoria, Australian Socio-Syriac Association Victoria (ASSAV), WestJustice, AMES and IPC Health. Thanks also to our volunteers and of course our dedicated staff including James Wight, MiCare's Youth and Communities Program Co-ordinator, and Fedaa Awlo, MiCare's Program Support Worker/Case Manager, for all their persistent support, efforts and enthusiasm to making this program an ongoing success for all participants.

Lyn Nguyen
Social Media Co-ordinator

View our full list of contacts



Executive Team

Petra Neeleman

Executive Director
ed@micare.com.au
(03) 9728 7400

Olaf Zalmstra

General Manager Assets,
Services & Projects
gmasp@micare.com.au
(03) 9788 9022

Heather Catherwood

General Manager Home Care
gmhc@micare.com.au
(03) 9728 7402
0431 458 908

Graeme Wickenden

Chief Financial Officer
cfo@micare.com.au
(03) 9788 9007

Kate Kelly

General Manager Residential
Services
gmsr@micare.com.au
(03) 9788 9020

Julie Baker

Facility Manager Prins Willem
Alexander Lodge
mpwa@micare.com.au
(07) 3822 0800

Penni Michael

General Manager Business
Development
gmbd@micare.com.au
(03) 9728 7430

Despina Haralambopoulos

General Manager Community
Services
gmacs@micare.com.au
(03) 9530 4986
0417 127 643

Karen McCauley

General Manager Quality, Risk
and Compliance
gmqrc@micare.com.au
(03) 9782 9020
0491 690 687

Residential Care

Gillian Chin

Manager Kilsyth Homes
gillian.chin@micare.com.au
(03) 9728 7451

Anna Seeley

Manager Avondrust Lodge
anna.seeley@micare.com.au
(03) 9788 9032

Julie Baker

Facility Manager Prins Willem
Alexander Lodge
mpwa@micare.com.au
(07) 3822 0800

Sue van Velzen

Admission Officer East
sue.vanvelzen@micare.com.au
(03) 9728 7403

Monique van Dam

Admission Officer South
monique.vandam@micare.com.au
0428 425 423

Home & Community Care

Phone 1300 064 064 for Home Care Services in Victoria and Queensland

Victoria & Queensland

Teraez Fogarty

Team Manager Home Care
(VIC & QLD)
teraez.fogarty@micare.com.au
(03) 9728 7405

Southern Region

Jenny Morris

Home Care Advisor
jenny.morris@micare.com.au
0407 857 242

Eastern Region

Lisa van Hoof

Home Care Advisor
lisa.vanhoof@micare.com.au
(03) 9728 7408

North/West & Geelong

Michael Morgan

Home Care Advisor
michael.morgan@micare.com.au
0419 798 070

Gippsland

Leonie Moore

Home Care Advisor
(03) 9728 7481
0402 121 763
leonie.moore@micare.com.au

Brisbane

Janna Purdy

Home Care Advisor
janna.purdy@micare.com.au
(07) 3822 0844

DVA Sunshine Coast

Stacey Adams

Community Care Advisor
stacey.adams@micare.com.au
(07) 3309 5684

DVA Brisbane

Glenda Kerr

Home Care Advisor
glenda.kerr@micare.com.au
(07) 3822 0811

Alice Tan

CHSP/DVA (Melbourne metro)
alice.tan@micare.com.au
(03) 9728 7407

Social Support Services

Angela Ng

Program Development Manager
angela.ng@micare.com.au
0452 081 223

Lydia Chan

Community Engagement
Coordinator
lydia.chan@micare.com.au
(03) 9728 7431
0405 226 265

Vivian Bai

Community Engagement Officer
vivian.bai@micare.com.au
(03) 9728 7431
0410 799 771

Geraldina Alvarez-Poblete

Team Leader Social Support
geraldina.alvarez-poblete@micare.com.au
0409 402 981

Connie Uilderks

Lifestyle Coordinator
connie.uilderks@micare.com.au
(03) 9728 5299

Access & Support

Athina Sergianis

Community Inclusion and
Participation Officer (Kingston &
Monash)
athina.sergianis@micare.com.au
(03) 9576 4038

Eliana Aguiar

Community Inclusion and
Participation
Officer (Bayside, Frankston,
Mornington Peninsula)
eliana.aguiar@micare.com.au
0407 092 507

Assistance with Care & Housing (ACH)

Sladjana Travica

Assistance with Care & Housing
Coordinator
sladjana.travica@micare.com.au
(03) 9510 5877
0423 026 506

Community Services

[vacant]

Safer Stronger Communities
gmacs@micare.com.au
(03) 9448 8009

Jane Ashton

Manager Settlement Services
jane.ashton@micare.com.au
0412 301 688
(03) 9448 8009

James Wight

Team Leader Strategic
Partnerships
james.wight@micare.com.au
0402 772 246
(03) 9448 8009

Violeta Peterson

Strategic Engagement Coordinator
violeta.peterson@micare.com.au
(03) 9974 1700
0491 690 487

Warren Brewer

Adult Community Further
Education Coordinator
warren.brewer@micare.com.au
(03) 7001 2514

Volunteer Coordination Team

Yvonne Philips

Manager Volunteers
yvonne.philips@micare.com.au
(03) 9728 7401

Jodee Caruana

Social Support Coordinator
jodee.caruana@micare.com.au
(03) 9728 7429

Julie Trutsch

Social Support Coordinator
julie.trutsch@micare.com.au
(03) 9728 7406

Erin Novembre

Social Support Coordinator
erin.novembre@micare.com.au
(03) 9448 8009

Alison Harding

Social Support Coordinator (QLD)
alison.harding@micare.com.au
(07) 3822 0807

Miguel Capella

Social Support Coordinator (QLD)
miguel.capella@micare.com.au
(07) 3822 0814



Thank you and acknowledgements

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 young people within 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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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

To find more about MiCare and how you can contribute please visit www.micare.com.au or give us a call on 1800 MiCare (1800 642 273)



MiCare Ltd ABN 51 072 127 238

PO Box 8219
1105 Frankston-Dandenong Road Carrum Downs VIC 3201 Australia
Phone 1800 MiCare (1800 642 273) | **Fax** 03 9782 0142 | **Email** info@micare.com.au

www.micare.com.au
Home Care | Retirement Living | Residential Care | Settlement | Welfare | Advocacy | Referral | MiMeals