

MiCare Magazine 2023

April 2023



What sets us apart - From

MiCare has built a reputation in delivering person centred services underpinned by the Eden approach. Of course there are limitations to our ability to do this due to regulations and funding, but we have been as flexible as possible, responding to requests with a 'yes' mentality which means we do everything in our power to make things happen.

Over the past few years, we experienced challenges to our approach due to Covid-19. This pandemic has indeed shaped the way we see and do things, and we have responded by emphasising a continuous improvement approach which means constantly looking for ways we can do better.

Building relationships is one such approach and this is important to us. We know that residents and clients feel that support and relationships are central to their valued experience and we have responded to this by resuming a number of face to face meetings/contacts with residents, clients, their families and the community.

We are constantly building relationships with our staff and this year, we hope to



Ignatius Oostermeyer
President
MiCare



President & Executive Director

increase the number of get togethers, training and development sessions. This is also the year that we resumed face to face meetings with the Community Advisory Committees which continue to provide valuable feedback to the Board. We are also pleased to see that our volunteer services are delivered with less disruption; face to face visits have mostly resumed and the feedback has been very positive.

During the year, we expect to see more changes in the way services and programs are funded and we hope there will be minimal disruption to those we serve. We are also expecting more changes to immigration and visa guidelines and hope that this will open doors to recruiting more staff at MiCare.

These continue to be interesting times and but despite the challenges, we are fortunate to have solid leadership, strong teamwork and extraordinary support. Thank you to all of you for contributing and being a part of the MiCare team. We wish to acknowledge your support and work and extend our deepest gratitude.



Petra Neeleman
Executive Director
MiCare



In the picture: Jane, Saw, Ban, Severina, Sarah, Regina, Yoe, Nyange, Mulaer, San, Mange, Sana, Jacqueline, Ma, Yvonne, Warren, Fedaa, and Lian.

MiCare's Diversity & Inclusion

MiCare recognises and values diversity across the organisation both within our client and Elder groups, and our staff. We are proud to hire and support people from all different walks of life, with a multitude of diverse abilities, skills and experiences.

Across the organisation we continue to work on improving our services and safety for Elders, clients, staff, volunteers and visitors who identify as being from one or multiple diverse groups. This includes safeguarding people no matter their experiences and functioning. We are committed to being an organisation that supports everyone, regardless of their age, ability, cultural or linguistical background, or sexual and gender identity.

Our Cultural Diversity, Inclusion and Safeguarding Working Group continues to work

on improving diversity across the organisation, ensuring everyone who works/volunteers with us and accesses our services feels safe and supported.

Spotlight on Gender Equality

International Women's Day is celebrated globally on 8 March every year. This year, the theme was embracing equity in which MiCare celebrated the role of women of diverse backgrounds in community leadership. Our aim was to highlight the contributions made by these women in the community and to inspire other emerging leaders by sharing their achievements and how they overcame challenges. Watch out for our short film on YouTube which made its debut on International Women's Day, 8 March 2023.

~Annabel Henderson
Policy, Quality and Risk Coordinator



From left to right: Ban, Lian, Kate, Sarah, Fedaa, Severina, Sana, Jane and Saw.



Dawn Van Krieken from Avondrust Lodge

Cafe Billabong

Cafe Billabong is a cafe inside Avondrust Lodge, Carrum Downs, VIC. Dawn Van Krieken (in the picture right) manages the cafe. Cafe Billabong is open from 9am to 2pm from Monday and Friday.



Cafe Billabong is our newly opened cafe in Avondrust Lodge. It is open for all the Elders and their families to drop by and enjoy a fresh barista made coffee or chai over a delicious slice of cake. MiCare staff also enjoy their tea/coffee breaks at the cafe or lunch. On Wednesdays, we have good old-fashioned scones with cream and jam available until sold out. Our menu of light lunches continues to grow as the word about our delicious light lunches is getting around, so pop down between 11am -2 pm for some fresh salads and rolls, toasted sandwiches, mini quiches or even a cheeky milkshake. Not hungry? That's ok, pop down and have a chat or work on a jigsaw puzzle or a game of noughts and crosses. We also have chocolates, chips, goodies, greeting cards and gift boxes for sale. Looking forward to saying Good-Day.

~ **Dawn Van Krieken**
Chief Home Maker



Women and children from Afghan Community for Water safety training including the picture on the left.

Settlement Programs for Newly arrived refugee

It is never easy for newly arrived refugee families to settle in a new country, away from their motherland. It becomes more difficult for those with a language barrier. At MiCare, we take utmost care in making sure these families feel welcomed and provide them with essential information and support that will help them gain confidence and independence for their new life in Australia.

We recently had Afghan families from Afghanistan arrive in Australia. As a part of their settlement program, MiCare ran water safety sessions which helped them get more confident in the water, to save their lives and someone else's. In the past, the newly arrived have had difficulties in adjusting to the beach and water in Australia. A lot of the families come from countries that do not have beaches and oceans like Australia. There have been unfortunate incidents like death due to drowning because of lack of awareness.

Water Safety Sessions and Swimming Lessons

Life Saving Victoria (LSV) and MiCare together conducted Water Safety & swimming sessions in Sunshine Leisure Center.

More than 30 women and children from age 16 years to 60 years participated in the program. Life Saving Victoria had a Dari speaking Lifeguard to present the session. Another water safety session was run in the Visy Care Hub with 10 participants.

We also had a beach excursion with 30 women and their children. They attended many activities in the water with LSV lifeguards' assistance. On the day of the beach excursion, the participants used public transport to gain knowledge about commuting in Victoria as well.

A few of the participants told us that it was their first time visiting the beach, and that they were happy to be there. After the session, they felt more confident about swimming, public transport and commuting in Victoria.

MiCare ran swimming lessons for 20 participants in term one and 20 participants will attend the swimming lessons in term two. The swimming lessons are conducted in Sunshine Leisure Center every Sunday evening.

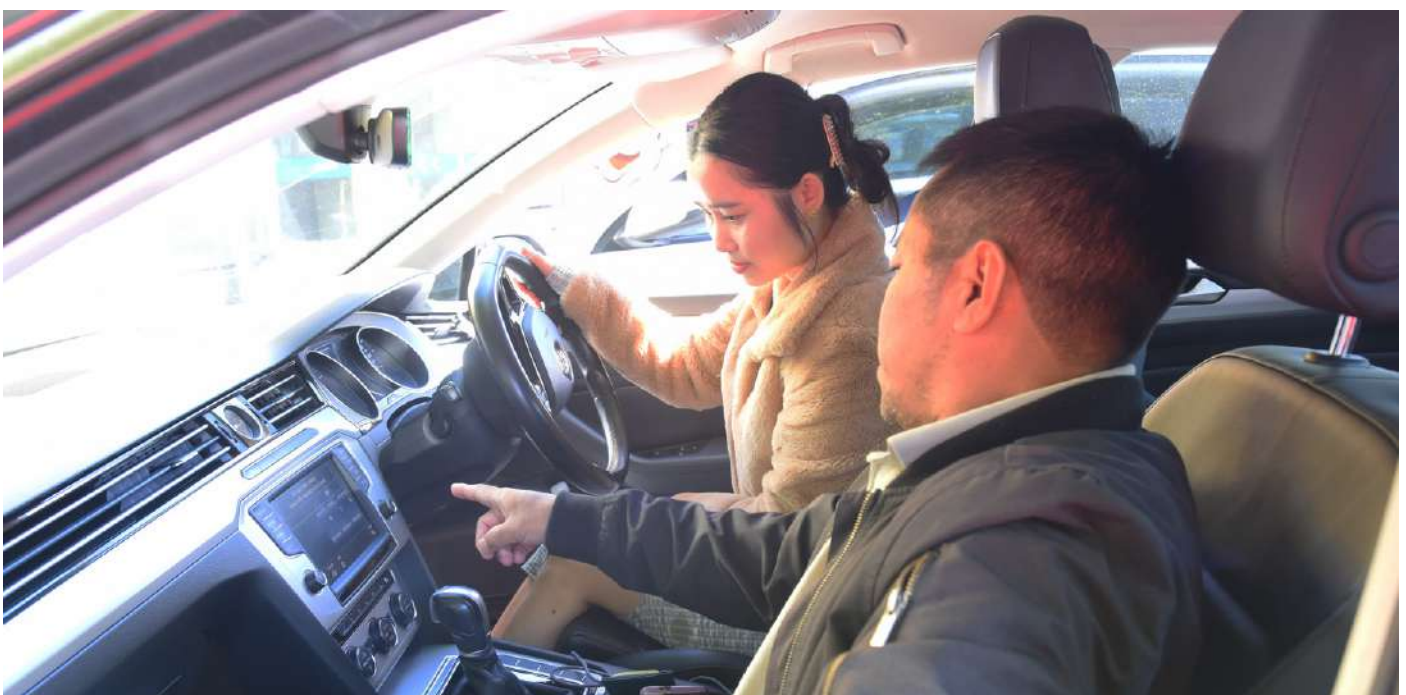
Driving educational information sessions and driving Lessons

Our First Women only driving education information session, was completed successfully. We ran six classes on different topics such as:

- Driving rules and offences
- Demerit points and licenses
- Fines and fines system
- Motor Vehicle accident and insurance
- Role of Police on the road – Session by The West Justice
- Child Car Seat Safety- Session by Victoria Police

All these sessions were held in Stevenson House in Caroline Springs with 10 Participants from Melton Council. MiCare provided 9 driving lessons with a driving instructor for each participant. Participants were happy to attend these sessions that helped them understand the law better. After the driving lessons, they were are happy to book an appointment for their P test. MiCare also runs another Driving educational information session and driving lessons for Brimbank council that will have 20 participants.

~ Fatima
Cultural Liaison Officer



Lian giving car lessons.



Beatrix Village, VIC



Princess Margriet Village, VIC



741 Retirement Living Apartments, VIC



Prins Willem Alexander Village, QLD



Avondrust Village, VIC

Retirement Villages Victoria & QLD

MiCare's retirement villages offer purpose-built units for independent living, surrounded by a community, and with the offer of assistance if required. You can even bring your pet because we know that pets are wonderful for mental health, and we love pets, as long as they know how to live with others.

Our retirement villages offer the chance to be part of a friendly, supportive community while living in comfort and with a sense of security. Our units are designed for minimal maintenance and have all the facilities required, including separate laundry and bathroom and a private courtyard, as well as a Tunstall emergency call system in every unit, with 24-hour support offered if you need emergency help at any time.

The villages have community gardens plus social areas and activities, designed to celebrate the many cultures and languages that we embrace at MiCare.

MiCare's home services are available in all our villages, meaning you can enjoy access to ready-cooked meals, transport assistance, home maintenance, and other services to make day-to-day life just that little bit easier.

Testimonials

“

Valerie M

I love living here because of the warm supportive community, friends, beautiful gardens and the gazebo where we meet, plan, and celebrate together. MiCare management team listen, help, and take action, even after 6pm on a Friday night. We know we can call on them.

Resident of Princess Margriet Village

”

“

Denise

After living here at Princess Margriet Village for 5 years, I am as happy and content now as I was when I moved here. I have made some great friends, and I just love the feeling of togetherness we have especially since having the gazebo as a great gathering place.

Resident of Princess Margriet Village

”

“

There is a word that is unique to the Dutch language – it is ‘Gezellig’ which means a feeling of home, cosiness, acceptance and friendship all which perfectly describes why I like living here at Prins Willem Alexander Village.

Resident of Prins Willem Alexander Village

”

“

I moved here for my husband and I knowing that if something happens to one of us, we can transition to the residential aged care facility which is located on site! The staff and our friends are so supportive, friendly at our village.

Resident of Prins Willem Alexander Village

”



Princess Margriet Village

MiCare's LEAP Project

MiCare's latest project is the Chin LEAP project. LEAP stands for Learning, Engagement, Access, and Participation.

The project supports Chin youth living in the Western Suburbs of Melbourne to feel supported, connected with the community and their friends, and to get active through sports, and exploring interests.

MiCare organised the Chin National Day for the Western Melbourne Chin Community. Chin National Day was originally celebrated on the 20th of February for the first time in 1951, to commemorate the adoption of democracy in Myanmar. However, due to a military coup,

the nation once again came under the control of the military rule in 2021. Hence, it is now mainly celebrated to honour and acknowledge all aspects of the Chin culture. There is a month long celebration consisting of sports, performances and a fundraising concert for Myanmar.

Under this project we hosted a sports day and a national day that consisted of traditional dance performances, a fashion show that showcased different traditional clothes of the community and performances by local singers. MiCare intends to include other programs under the LEAP project in the near future.

~ Sui Rem Tial
Cultural Liaison Officer

Chin community
performing their
traditional dance





Picture above- Fashion show to showcase the Chin community traditional attire
 Picture below - Awards being given to the winners

Volunteering at MiCare & benefits of volunteering

At Volunteer Coordination we are a team of dedicated Social Support Workers. We assist with getting new volunteers on board in all areas of MiCare. We do their paperwork and give them the MiCare orientation training before they start their volunteering.

“We feel more connected to others, and we become less absorbed in the normal stresses of daily life. We share our experiences with others and want to help more.”

We also manage visiting programs i.e the Community Visiting Scheme and the Friendly Visiting program. We have 287 volunteers and 154 clients that we visit.

Volunteering rates have plummeted across the board since the pandemic began but MiCare is working hard to get new volunteers on board.

Benefits to volunteering:

We volunteer because it makes a difference. But there are more benefits to volunteering. We notice a subtle shift in ourselves when we volunteer. We feel more connected to others, and we become less absorbed in the normal stresses of daily life. We share our experiences with others and want to help more.

Sure, we know that volunteering makes us feel good. Did you know that, when you volunteer, you are improving your life and maybe even your

health? The benefits of volunteering are countless. There are social, emotional, physical, and professional perks which are listed below:

Volunteering:

1. Builds Community where you strengthen your community and your social network when you volunteer. You make connections with the people you are helping, and you cultivate friendships with other volunteers.

2. Ends Loneliness

Loneliness and social isolation are two of the most severe epidemics in the world today.

3. Increases Socializing

Socially, the benefits of volunteering show up quickly and have long-term effects. Social interaction improves mental and physical health. The benefits of consistent socializing include better brain function and lower risk for depression and anxiety. You also improve your immune system.

4. Builds Bonds, Creates Friends

Volunteering creates stronger bonds between friends, family, and co-workers. People build closer relationships, better connections, and more powerful attachments to people when they work together.

5. Develops Emotional Stability

Depression, Post-Traumatic Stress Disorder, low self-esteem, and even Obsessive Compulsive Disorder have all been helped by volunteering.

6. Promotes Longevity

While everyone benefits from a little boost in physical health, long-term volunteers have longer lives, less disease, and better overall health.

7. Leads to Graceful Aging

Older volunteers benefit the most from getting out of the house, engaging with others, and moving physically. Purpose and collaboration result in mental health improvements and a better outlook on life. Older people who volunteer often feel younger.

8. Improves School and College Experience

For school-aged kids, volunteering builds social skills and develops awareness.

9. Develops Corporate Communities

More big-name companies than ever support local and national programs financially. They create employee volunteer programs.

Companies encourage employees to commit a certain number of hours every year to service programs.

These corporate volunteer programs give employees a chance to volunteer during work hours. Doing so increases the likelihood that people will volunteer, even during their personal time.

Companies that offer employee volunteer programs may attract more committed employees, as well.

10. Adds Fun to Your Years

Volunteering and freely giving your time, energy, and resources to people and causes can create change on a global scale. It is incredible to think that one person's efforts can change the life of someone else. However, the best part, and often overlooked is that volunteering is just plain fun.

Volunteering saves lives, both the lives of the people you help and yours. When you invest the time and energy to volunteer, you are investing in yourself just as much as in the causes you support.

If you are ready to make friends, improve your mental and physical health, and maybe develop new skills along the way, please contact us at Volunteer Coordination and join our MiCare volunteer family. You can change your life and the lives of our Elders, residents and clients when you do. Don't overlook the benefits of volunteering. Embrace them!

~ Yvonne Philips
Manager - Volunteers



From left to right: Alison, Davinder, Raman, Christiane

Meet our Talent

In conversation with
Maria Anides



Q. What is your position at MiCare?

Clinical Care Coordinator and Infection and Prevention Control Lead

Q. Describe what you enjoy most about your position with MiCare?

I have the opportunity to support my fellow nurses, being able to share my clinical knowledge and skills, and, most of all, deliver quality care to the Elders and see them full of smiles and happiness.

Q. How long have you been working at MiCare?

I have worked in MiCare for nearly six years.

Q. What qualifications do you hold?

Registered Nurse

Q. Describe your career highlights to date?

I have been a registered nurse for 14 years now. I started my nursing career in 2009 in the Philippines and worked in an Emergency Department. I came to Australia in 2014 to continue my dream of becoming a nurse in a foreign country. I started working in MiCare in 2017 as a registered nurse; two years later, I worked as an ACFI coordinator, and two years later, I worked my way up to become a clinical care coordinator/ IPC Lead.

Q. What does the 'Eden alternative model of care' mean to you? And how do you incorporate the 'Eden alternative model of care' in your day-to-day work?

Eden's alternative model for me is where the elders direct and decide their own lives. It is a place where they do not feel that they are in an institution, but instead, they feel at home. Incorporating the Eden model in my day-to-day work involves respecting the Elder's choices, combating loneliness, boredom and helplessness through various approaches that cater to the Elders' needs.

Q. What is your favourite food?

Chicken Adobo is my favourite food; it is a traditional Filipino dish. Preparing it is easy, and I hope to share this food with everybody

Q. What is the best holiday you have had so far and why?

It was not an actual holiday, but I went back to the Philippines last year to visit my mother; I had not seen her for more than eight years. So that's the happiest I have been.

Q. What is your favourite saying or quote?

" You only live once, but if you do it right, once is enough" – Mae West.

Q. Do you speak any languages other than English?

Yes, I speak my national language in the Philippines, Tagalog, and another dialect, Bisaya. However, I know a few Spanish words and want to learn more.

“

I have the opportunity to support my fellow nurses, being able to share my clinical knowledge and skills, and, most of all, deliver quality care to the Elders and see them full of smiles and happiness.

”



Students at MiCare

Part of my role as Residential Program Support Coordinator at MiCare is to facilitate and support student placement.

In 2022, students came from a broad range of locations and backgrounds, from within MiCare, local training organisations and even overseas.

Between our three Victorian Facilities we have facilitated:

1. Clinical placements for Registered Nurses,
2. Enrolled Endorsed Nurses and Universal Workers and
3. Work experience for Lifestyle Assistants, cleaners, and gardeners.

The key to a successful placement is to ensure the students are well supported by placing them alongside an experienced 'buddy', who is a staff member with the knowledge and understanding of the role and the MiCare organisation. The work placement duration varies with the requirement of the role. Enrolled Endorsed Nurses have four placements, each for two weeks, over the

duration of their two-year course. Universal Workers complete 120 hours of on-the-job training and assessment at the end of their practical learning which is undertaken either on-line or face-to-face in the classroom.

With the opening of Australia's borders again, MiCare welcomes back our Dutch Nursing Students who will be completing a 10-week internship at our facilities. We are expecting two students next month in April, one each for Overbeek Lodge and Margriet Manor, and I can say we are all very excited about it! In addition, we are in the process of finalising another two Dutch Nursing Students for arrival in September who will be based at Avondrust Lodge in Carrum Downs.

If anyone would like further information on student placement, or would like to undertake a placement at a MiCare facility, please do not hesitate to contact me.

~ Margaret Oudendyk
Residential Services Program Support Coordinator





From left to right: Debra, Par, Margaret and Duh



Photo on the left page: Our staff Mansooreh with our Elder Hanna from Overbeek Lodge

Photo above: Our staff Van with our Elder Margertha from Overbeek Lodge

“I want to stay in my home”

You may have heard or even shared the often-spoken wish — “I want to stay in my own home!” People generally seek comfort and familiarity and even more so as they age. Staying in one’s own home is a great source of comfort because of familiar surrounds, neighbours, amenities like the local shopping centre, library and support systems.

For some people, this is only made possible with some additional help. The good news is that with the right help you might be able to do just that. Staying in your own home as you get older is called “ageing in place.”

How to plan ahead to age in place

Planning ahead can be hard, but it certainly helps when the time comes to seek some help.

Everyone’s situation is different and of course, your needs may change over time.

The good news is that with the right help you might be able to do just that. Staying in your own home as you get older is called “ageing in place.”

There are some things you can start thinking about before you find yourself needing that help, for example :

- Your current state of health. Are you able to move around like you did before? Are you finding that there are some things you can no longer do.
- Do you live alone or is there someone you already rely on who can help you? What happens if that person is no longer able to assist? Do you have a plan B?
- Is your current home equipped for you to move around freely or do you need some additional aids and upgrades?

It’s important to start thinking about the kinds of supports you might want in the near future.

At MiCare, we have a number of people who can provide support so that you can stay at home.

Examples are:

- Home Care Packages
- Commonwealth Home Support program
- Private Home Care
- Veterans Home Care
- Support for Carers

We would love to help, so please call us directly on 1300 064 064 to speak to one of our support staff.



This picture is for representation purpose only



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 in 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 who 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



Beatrix Village, Kilsyth, VIC

Stay in touch with us:

www.micare.com.au



[instagram.com/micareltd](https://www.instagram.com/micareltd)



[facebook.com/micareltd](https://www.facebook.com/micareltd)



[linkedin.com/company/micare-ltd](https://www.linkedin.com/company/micare-ltd)



twitter.com/micareltd



[youtube.com/channel/UCwXPh_SzxrS6WnE3lqa_NZw](https://www.youtube.com/channel/UCwXPh_SzxrS6WnE3lqa_NZw)