



MiCare Annual Report

2023



Caption (left to right) - Elders in Avondrust Lodge celebrating Daffodil Day; Sarah Chong at Women Deliver 2023 conference; Elders Gerard and Serafina's 65th Wedding Anniversary; Social support group at Narren Warren; Social support coordinator Anita took the members of the social support group at Carrum Downs to her farm; MiGardening staff; Glicerio Junior Garcia Cunanan - MiMeals cook; MiCare staff Fedaa with Migrant services client.

Our continuing challenges

We are indebted to the leadership of our outgoing chairman Ignatius Oostermeyer for his strengths and positive direction that has enabled MiCare to grow into the wider community and to better understand the needs of migrants and refugees. His selfless contribution and effort to meet the requirements of those in need, whilst always working to MiCare's goals, has been outstanding. I personally thank him for his commitment over the past twenty odd years for his dedication.

We all aspire to live a long, happy, healthy life and for some this is harder than others. To that end MiCare has been recognised as providing services and accommodation for those needing it most. Whilst providing exemplary services we are dependent upon our focused staff and devoted volunteers under a strong leadership team.

The past three testing years have taken a huge financial toll across the aged care sector and our priority is to ensure longevity in what we do best and invest in the areas that provide us strategic growth. The Board is now more gender balanced with required skillsets in the changing aged care landscape.

We continue to recognise the contribution of personal care workers, auxiliaries, staff, volunteers and families for without them the task of providing services would be even more challenging. The road we all travel together requires tough decisions along the way, but we prevail, learn and grow with each step. It is said that any task at hand is better sorted by a community led by a team because collaboration and cooperation provide the strength needed to complete the task.

What MiCare strives to do is ensure that the community we serve has a road well planned to support the life journey for everyone.



Jos van de Ven
Chairman



Special Thanks

I start my reflections on 2022/23 with special thanks to Ignatius Oostermeyer for his contribution to MiCare and its predecessors. To reflect on Ignatius' strengths, he is

- Innovative,
- Generous,
- Nurturing,
- Altruistic
- a Thinker,
- Inspiring,
- Unique, and
- Strategic.

Under Ignatius' 24 years of leadership, MiCare developed the apartments named 741, undertook the Avondrust Lodge redevelopment, incorporated greater cultural diversity, developed Community Advisory Committees, managed the group's COVID response, and worked towards eradicating family violence. Thank you also to Adrian Scholtes (Qld) and Loes Westerbeek-Veld (Vic) who also resigned from the Board during 2022/23 after making substantial commitments to MiCare.

The years during the Covid-19 MiCare saw big changes in our staff profile with a heavy reliance on Agency. As the Covid outbreaks continued in residential care, this and the lockdowns negatively affected the way in which people viewed residential aged care. This in turn resulted in a lower number of admissions which had an adverse impact on our financial results.

The last year has been one of rebuilding our teams and looking to the future. I am pleased to say we are now starting to see the results from a stronger team of staff and senior management. All the Victorian facilities met the accreditation standards reviews by the Aged Care Quality and Safety Commission with many positive reflections by the assessors. Prins Willem Alexander Lodge currently has full accreditation. Life is starting to return to a more joyful journey.

And to finish my thoughts, I always consider it a privilege to lead an organisation where so many, many people provide their services and gifts whether as staff (paid) or volunteers, families, directors, (unpaid), who generously give the receivers of our services the very best in life that we can provide. These relationships with each of you is so important to us and from the bottom of my heart, I wish to thank you all.



Petra Neeleman
Executive Director

MiCare Mission

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

MiCare Vision

To support the journey of a migrant throughout their life.

MiCare Values

Trust:

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

Empowerment:

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

Flexibility:

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

Harmony:

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

Empathy:

We recognize 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.



Prins Willem Alexander Village Spring Market Day

As spring market day approached, the village became a hive of activity. The ILUs, as our independents are affectionately called, started to prepare the ground work. Front yards were tended to, potted flowers planted and gazebos started popping up. The weather forecast was sunny with blue skies and a gentle sea breeze. De Soos was quickly being transformed into a vintage classic haven. Racks of preloved clothes, quality bric a brac and craft filled the village meeting hall. The carpark was reimagined, becoming a shoppers' delight for invited stall holders. Items included beautifully knitted gifts, plants, precious gems and wooden hand-crafted toys. This year the market had special significance. The funds raised would be used to pay for the newly installed memorial garden which has two flagpoles and two sentinel soldiers standing on each corner. It is a fitting tribute to all those who have served our country. The garden was commissioned by the village. No market day at the village is complete without Dutchy's bakehouse and the ever popular poffertjes! Elders enjoyed sitting on the balconies watching the market day festivities, while others came down and fossicked through the stalls. If that was all too much, there was always the chance to sit down and enjoy a freshly brewed coffee at the De Tante's cafe. An idyllic spring day at our village!

~ Tania Barton - Lifestyle Coordinator



Residents and families of the residents enjoyed coffee, delicious food and had fun shopping as well.

Thank you Ignatius



10th Anniversary - Avondrust Lodge. Judy Overbeek & Jennie Nagengast



Ignatius with his wife, Lovi at the Prins Willem Alexander Village opening.



Overbeek Lodge opening



Planning Architect Design Competition with Chris Straw



Prins Willem Alexander Ignatius with Ineke Broekman



Dutch Care Merger Meeting with Henk Mollee



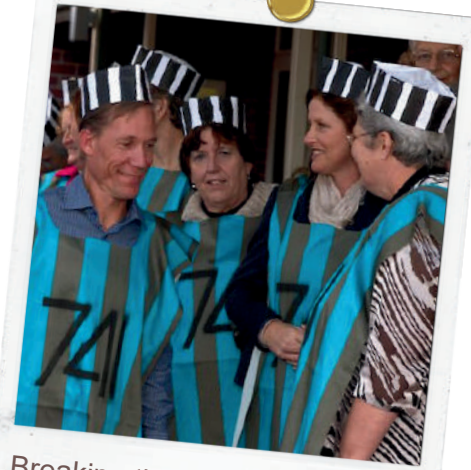
Dutch Aged Care Australia



Board Dinner



Holland Festival with John Jacobs



Breaking the rocks for the Foundation of Overbeek Lodge



Seaford Kitchen Opening - MiMeals



40th Anniversary



Ignatius's mother (maroon cardigan). She was the 1st resident in Overbeek Lodge



Recognition of Resistance Fighters



Board Dinner



Avondrust Lodge re-opening with Ton Westerveld

MICARE CULTURAL DIVERSITY REPORT

JUNE 2023

This report highlights MiCare's Cultural Diversity across Victoria's and Queensland's services. The quantitative data includes gender, country of birth, language/s spoken and religious affiliation.

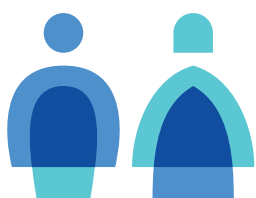


Residential Aged Care

MiCare Residential Aged Care has

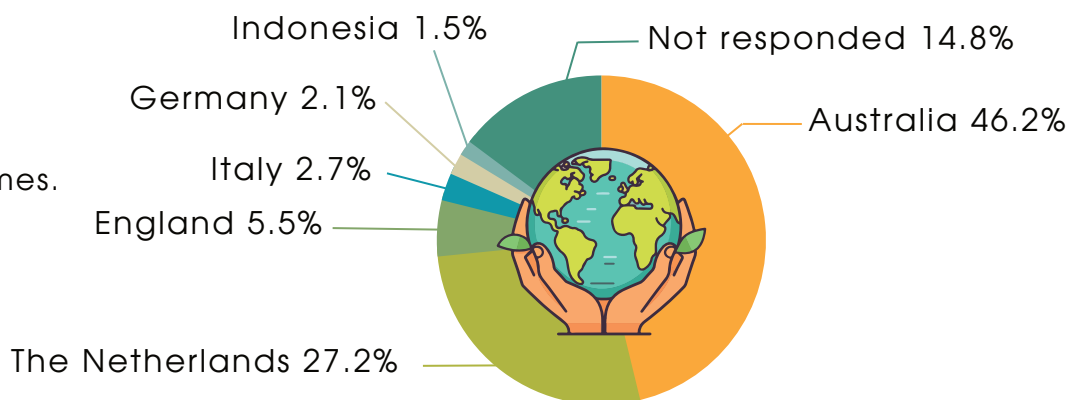
336

Elders residing in four MiCare Aged care homes.



30% Male
70% Female

Country of birth of the Residents



22

different languages spoken by Elders. Main languages - English, Dutch, Spanish, German and Italian.

Elders are affiliated to

22



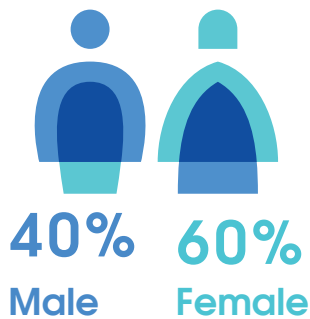
different religious beliefs. Main religions - Catholic, Anglican, Church of England, Christian, Reformed Dutch.



Home Care

1986

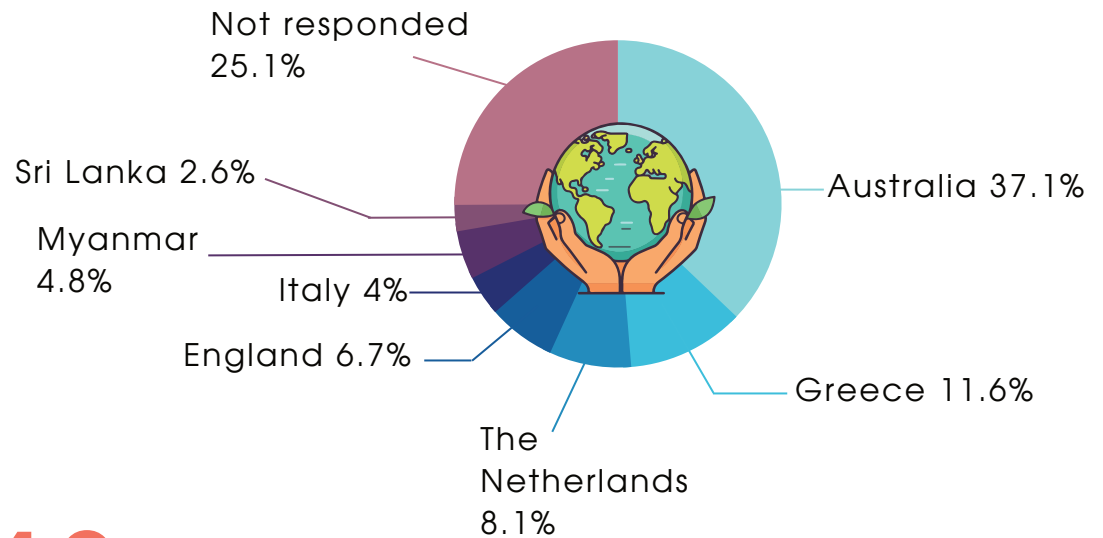
Home Care Elders assisted, out of whom



43

Languages are spoken amongst Home Care Elders. Main languages -English, Dutch, Greek, Italian, and Karen

Country of Birth of the clients



Home Care Elders are affiliated to

20

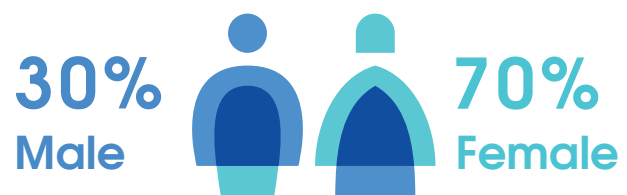
different religious beliefs. The mayor religious denominations are Greek Orthodox, Catholic, Christian, Muslim, Buddhist.



Migrant Services

In the past year, Settlement Engagement and Transition Support (SETS) and the Humanitarian Service Program (HSP) have assisted more than

1197 Clients



Most clients are from Myanmar, Afghanistan, Iraq, Congo, Eritrea, and Ukraine.



Volunteers

327
Active volunteers



191
Clients



50



different countries of birth.
main countries - Netherlands,
Australia, India, England and
Colombia.

33

different countries of birth.
Main countries-Netherlands,
Australia, Greece, Germany,
Italy and Malta

Hi!

嗨

Hola!

37

different languages are
spoken amongst volunteers.
Main languages - English,
Dutch, Spanish, German,
Hindi.

21

different
languages

spoken amongst
clients. Main
languages -
Dutch, English,
Greek, Italian,
German.

Hi!

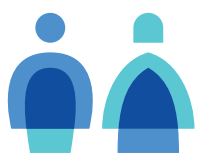
嗨

Hola!



Independent Living Unit

Based on 86 ILU residents living in Queensland and Victoria



30% **70%**
Male **Female**

Residents are from

12



different birth countries.
Main countries-
Netherlands, Australia,
England, Indonesia, South
Africa and Denmark

Hi!

嗨

Hola!

11

different languages

spoken Main languages -
Dutch, English, German and
French

The residents are
affiliated with

13

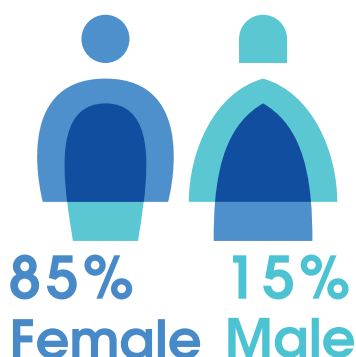


different religious beliefs. Main
religions - Reformed Dutch, Catholic,
Christian, United Church



MiCare Staff

The cultural diversity reflected in this data is from approximately 35% of the total number of staff across Victoria and Queensland. Information provided by staff is voluntary.



MiCare staff are from



different countries. Main countries - Australia, India, China, England, Nepal, Philippines, Colombia and Sri Lanka



Note:

The Cultural Diversity Profile helps provide us with a greater understanding of who is accessing our services, so we can respond to the needs of our diverse clientele.

The diversity at MiCare is increasing. Countries of birth, languages as well as religious affiliation are in line with the 2021 ABS Census. The percentages of females and males recipients of services as well as workers, is consistent with the current trend in the caring sector.

An Overview : Financials 2022- 2023

MiCare's Chief Financial Officer, Graeme Wickenden provides an overview of our Financials for 2022- 2023

The legacy of COVID-19 lockdowns and ongoing restrictions continued across 2022/23 and significantly impacted MiCare's ability to deliver the financial outcomes that had been planned for the year. All four of MiCare's aged care homes experienced numerous COVID-19 outbreaks during the year that impacted our workforce and occupancy levels and resulted in significant deficits being incurred. Our frontline staff continued to have to work wearing full COVID-19 protective clothing and equipment during these outbreaks, and as staff contracted COVID-19 there was a need to bring in agency staff at a high premium that is unfunded.

Although occupancy improved towards the end of the year at Avondrust Lodge, the two Kilsyth homes (Overbeek Lodge and Margriet Manor) experienced occupancy challenges, with Margriet Manor closing one of its 15-bed houses for nearly two months due to lack of demand. This has subsequently improved, and occupancy is gradually recovering in 2023/24 at both homes. Prins Willem Alexander in Queensland continues to experience above sector occupancy levels, reflecting the strong reputation the home has in the Birkdale region.

Hence for the 2022/23 financial year MiCare reported a deficit of \$9.1m. This compares to the 2021/22 year deficit of \$8.6m. Apart from the ongoing cost imposts from COVID-19, the Fair Work Commission's decision to award a much deserved 15% increase to award wages for certain aged care workers effective 1st July 2023, also contributed to MiCare's increased deficit due to the impact this had on accrued employee entitlements (i.e., annual leave and long service leave). For MiCare, the 2022/23 impact from this decision was an additional expense of \$1.1m. While MiCare applauds the government for going some way towards remunerating aged care workers fairly for the tremendous work they do supporting our senior citizens, it was disappointing the associated funding did not cover the accrued leave entitlements of these workers.

The government provided a COVID-19 Aged Care Support Program to reimburse aged care providers for specific COVID-19 related expenses in the 2022 calendar year. MiCare submitted 23 applications to the program for \$4.1m of costs incurred in the 2022/23 financial year, with \$3.5m approved for payment and the balance either still pending or to be reviewed. Under Accounting Standards this income must be recognised in the year it is paid (i.e. 2023/24), hence further confusing MiCare's 2022/23 result. The government has continued this initiative in 2023, albeit with reduced capacity to claim COVID-19 costs, and MiCare will be applying for reimbursement of expenses incurred in 2023.

The introduction of the new residential aged care funding instrument: Australian National Aged Care Classification (AN-ACC) commenced from October 2022, with mandatory reporting of associated care minutes from 1st October 2023.

The additional funding from AN-ACC has certainly been welcome, however the care minutes requirement, including



Graeme Wickenden
Chief Financial Officer
MiCare Ltd

a mandatory Registered Nurses component, negates any financial relief that it was hoped AN-ACC would provide to the aged care sector where nearly 70% of all providers are reporting deficits. MiCare has invested in technology that will assist in proactively managing rosters to ensure optimal benefits are derived from AN-ACC, however this is a 12 month project that is expected to be complete in early 2024.

The ongoing workforce crisis across the aged care sector has also impacted our Home Care service capacity to grow. Previously, MiCare actively marketed to attract home care package recipients to appoint MiCare as their service provider, but for most of 2022/23 MiCare had the unusual experience of declining new package recipients as we did not have the workforce to deliver the services. Despite this, through prudent cost management and operational efficiencies, Home Care reported a surplus for the year of \$1.8m. Home Care has traditionally provided aged care providers with some financial surety that has helped cover deficits in their residential services. However, we continue to see this diminish with the Improved Payment Arrangements reforms introduced from September 2021 eroding MiCare's margins on Home Care services. Further reforms through the Support at Home program have been deferred until July 2025, and MiCare welcomed this decision to give time to establish business models and systems appropriate for these reforms. Currently MiCare is investing significantly in technology that will underpin our future growth in Home Care with the new systems due to go live in early 2024.

During 2022/23 MiCare also completed a review of the financial arrangements across our five retirement villages. After several meetings with residents at each village, we completed a pricing review that was accepted at each village that will provide a more financially sustainable future for the villages and ultimately enable future investment in the maintenance and rejuvenation of the villages.

Our refugee and asylum seeker support services performed well across 2022/23, with careful management of the funding MiCare receives to deliver these programs, and with full compliance to funding bodies through financial acquittals.

MiCare's balance sheet continues to be strong and conservative as the properties MiCare owns are reported at their cost (less depreciation) of \$105.6m. If today valuations were applied to these properties, the carrying balance in the balance sheet would be significantly higher. Across 2022/23 we cautiously managed the NAB loan that was used to fund the redevelopment of Avondrust Lodge. We acknowledge the support of the NAB over the past two years in providing partial relief to repayment obligations during the COVID-19 impact periods. Our 30+ year relationship with the NAB has always been a supportive one and MiCare continues to appreciate the aged care expertise within the NAB and their understanding of the challenges the sector faced during the height of the COVID-19 restrictions. Since 30th June 2023, MiCare has made further repayments to the loan with the balance in October 2023 at \$12.6m, down from \$14.3m at 30th June 2023. Further repayments will be made in the coming months.

Looking ahead, MiCare has reported improving financial results in the first quarter of 2023/24, even after passing on the 15% wage increase to aged care workers from July 2023. The receipt of the \$3.5m COVID-19 grant funds has boosted cash flow, and our four residential aged care homes are reporting lower deficits due to improving occupancy and prudent rostering that has minimised agency usage. This trend is expected to continue across 2023/24. Overall MiCare is expected to achieve a positive EBITDA for 2023/24, which will boost our cash position and support planned capital initiatives that will improve the lives of our Elders,

It is important to acknowledge that the financial statements do not recognise the valuable contribution our volunteers and auxiliaries make. This intangible, but extremely significant and selfless contribution, enhances the lives of our Elders every day.

MiCare Ltd

Income Statement- 30th June 2023

	2022/2023 (\$)	2021/2022 (\$)
INCOME		
Government grants and subsidies	50,597,734	45,296,689
Resident fees	12,310,726	10,408,190
Bequests, donations & fundraising	58,088	77,261
Other operating revenue	5,609,293	3,339,330
Interest revenue	68,577	2,767
Other income	408,763	188,056
Total Income	69,053,181	59,312,293
EXPENSES		
Employee benefit expenses	46,944,661	41,266,165
Depreciation and amortisation	5,190,572	5,284,566
Food expenses	2,085,096	1,927,378
Recipient care expenses	9,503,016	8,361,615
Property expenses	3,625,185	3,169,151
Other expenses	5,466,394	3,589,623
Fair value movement on financial assets	(233,977)	395,609
Finance costs	4,853,496	2,645,490
Impairment of bed licences	0	1,240,000
Total Expenses	77,434,443	67,879,597
Surplus / (Deficit)	(8,381,262)	(8,567,304)

MiCare Ltd

Balance Sheet- 30th June 2023

	2022/2023 (\$)	2021/2022 (\$)
ASSETS		
Current assests		
Cash and cash equivalents	7,255,313	8,316,328
Trade and other receivables	1,672,090	809,776
Total current assets	8,927,403	9,126,104
Non-current assets		
Property, plant and equipment	111,964,457	117,924,229
Bed Licenses	0	0
Other financial assets	5,260,120	9,932,816
Total non-current assets	117,224,577	127,857,045
TOTAL ASSETS	126,151,980	136,983,149
LIABILITIES		
Current liabilities		
Trade and other payables	113,068,252	115,151,508
Interest bearing liabilities	14,544,521	15,764,521
Employee provisions	5,567,509	4,881,375
Total current liabilities	133,180,282	135,797,404
TOTAL LIABILITIES	137,139,328	139,598,235
NET ASSETS	(10,987,349)	(2,606,086)
EQUITY		
Other contributed equity	6,348,923	6,348,923
Retained earnings	(17,336,271)	(8,955,009)
TOTAL EQUITY	(10,987,348)	(2,606,086)

MiCare's Roadmap

It's all in our name - MiCare, or Migrant Care, is Australia's most caring provider of people from a culturally and linguistically diverse background. Here's a sneak peak into our journey.

1 October 1996

DutchCare Ltd was established from an amalgamation of Avondrust Incorporated (1974) Dutch Australian Community Action Incorporated (1984) and the Holland Australian Retirement Foundation Incorporation (1971).

Dutch Care

2010

DutchCare's Aged Care facilities were the first in Australia to receive recognition for all 10 Eden Principles. MiMeals, our commercial kitchen in Seaford Victoria, was completed.

2001

DutchCare adopted 'Eden Alternative' philosophy. Polder Model of Care was developed.

1990

Started Home and Community Care. In 1995, commenced the Assistance with Care and Housing program and Aged Care social support programs



Netherlands Retirement Village
Association Queensland

1990

The Association was established as a not-for-profit organisation to cater for the needs of older persons born in The Netherlands.

2012

In 2012, the Association successfully received a bed allocation through the Aged Care Approvals Round.

1 July 2016

The New Hope Foundation and Dutch Care companies merged. Dutch Care was renamed as MiCare.

2016

MOU with LACA* was signed

1 July 2017

Netherlands Retirement Village Association Queensland (NRVAQ) merged with MiCare. The village and aged care home have retained their name, Prins Willem Alexander Village.

2013

From 2013, New Hope delivered new and innovative settlement programs. The Migrant Resource Centre was changed to New Hope Foundation.

2016

Commenced delivery of Social Support Groups in Eastern and Southern Melbourne Metro

8th May 1981

Migrant Resource Centre (MRC) at 24 Victoria Street Windsor was officially opened.

New Hope Foundation

*LACA - Latin American Community Of Australia (QLD) Inc.

MiCare Roadmap

2017

- Refunded to deliver Humanitarian Settlement Program (HSP)
- Commenced delivery of Veterans Home Care in Queensland and Victoria.
- Expansion of Commonwealth Home Support Program (CHSP) across several areas of Melbourne
- Refunded to deliver Settlement Engagement and Transition Support (SETS) program

2018

- MiCare merged with Dutch Australian Community Centre (a recreation centre) in Sunshine. First Stage of Avondrust Lodge redevelopment commences.
- New coffee shop opened inside Prins Willem Alexander village
- Mentoring, Leadership and Governance support was provided to 22 Communities and groups through Strategic Partnerships program
- MiCare awarded funding to deliver the Safer and Stronger Communities Pilot project

2019

- Eden Alternative was introduced in Prins Willem Alexander Village
- The community centre in Sunshine was named Cromer street. Renovations began.
- Major funding received from Dept of Home Affairs to deliver SETS client services & community capacity building
- Commencement of Assistance with Care and Housing program in Gippsland
- Women as Leaders in New and Emerging Communities (West) delivered activities to 102 Women from 9 CALD Groups

January to June 2020

- MiCare responds to COVID 19 requirements throughout all its services and programs.
- Cromer Street renovations are completed.
- Prins Willem Alexander Lodge successfully implemented Person Centred Software.
- Migrant services team pivoted service delivery to commence providing remote casework and group programs via phone and webinars.
- SETS Client services Team assisted 1144 clients either in casework or via group program
- MiCare awarded funding to deliver the Multicultural Family Violence Project- a partnership between MiCare and Wyndham Community Education Centre

July to Dec 2020

- Local Partnerships program succeeded in supporting over 33 different CALD groups, and reached more than 22,000 individuals, households, or community members via face-to-face and/or remote contacts
- Home Care delivered 450 packages to Elders/Clients
- Expansion of CHSP (Flexible Respite & Access and Support) services across Gippsland and Southern and Eastern Metro Melbourne

January to June 2023

- All Residential aged care homes received full Accreditation.
- Commencement of Care Finders across Southern Metro Melbourne and Gippsland
- Social Support Groups program currently supports over 300 clients across Melbourne
- 398 people from more diverse community groups and stakeholder have engaged in Capacity Building activities and support

2021

- Avondrust Lodge second stage is re-built.
- Prins Willem Alexander Village renovations are completed.
- Successfully implemented BestMed administration and management software
- Received additional funding from Dept Home Affairs to deliver services to Promote safety of Migrant and Refugee women.
- Opening of Warragul Office for Home Care clients
- Migrant Services Humanitarian Settlement Program supported large number of arrivals from Afghanistan

2022

- Prins Willem Alexander Lodge was fully re-accredited.
- Indian Household at Avondrust Lodge was developed.
- Funding received to deliver Community Employment Connectors Program
- Home Care delivered 500 packages to Elders/Clients
- A suite of new programs delivered to Afghan communities through the Afghan Australian Community and Settlement Support Grants



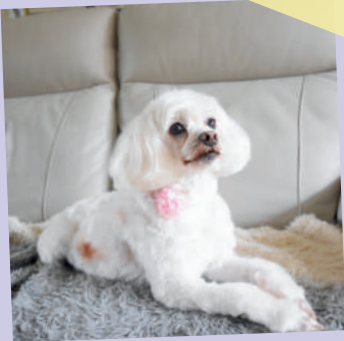
Pets of the Retirement villages

Did you know that Australia has one of the highest rates of pet ownership in the world? We love our pets! It's no wonder, as pets provide us unconditional love and emotional support. They can lift mood, reduce the risk of depression, boost exercise levels and improve cardiovascular health.

Here at MiCare retirement villages, we understand that pets are important members of the family. We recognise that as we get older, the companionship of a faithful pet can become even more important. As such, we encourage all prospective residents to consider bringing their furry friends along with them when they join our village community. In fact, we love it when they do!

We are fortunate to have many furry residents living in our community and we'd like to introduce you to a few of them here.

~Michelle Stanley
Retirement Living Manager - Village Concierge VIC



CoCo



Nudge



Tilly



Tickles with Peter



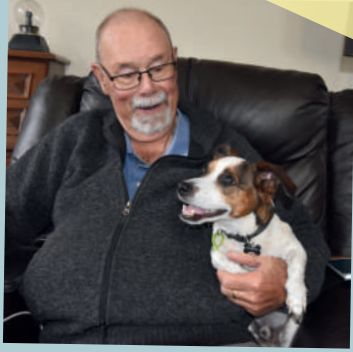
Minka



Darcey



Cassie



Charlie with George



Sam



Robbie with Verna



Molly



Abby with Johanna



Chloe with Brigitte



Eve with Lena



Suki



Shiloh



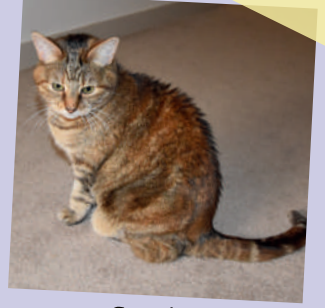
Elsie



Jess



Kan, Arie & Piet



Cookie



Elder Celia from Avondrust Lodge with her flower arrangement

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.



Elders John Cooke and Colin Griffiths from Prins Willen Alexander Lodge with Easter bunny

How you can contribute

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

- donating
- volunteering
- becoming an associate member

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



Elder Saskia Wyckelsma from Avondrust Lodge with her Handmade clock

Stay in touch with us:

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 [MiCareltd](https://www.youtube.com/MiCareltd)

 instagram.com/micareltd
 linkedin.com/company/micare-ltd