

MiCare Annual Report

2021



MiCare
Helping you live in your world.





Our Elder Helga with Overbeek Lodge's Resident Dog Rosie



Our Elder Herman v

Our Vision

To support the journey of the migrant throughout their life.

Our Mission

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

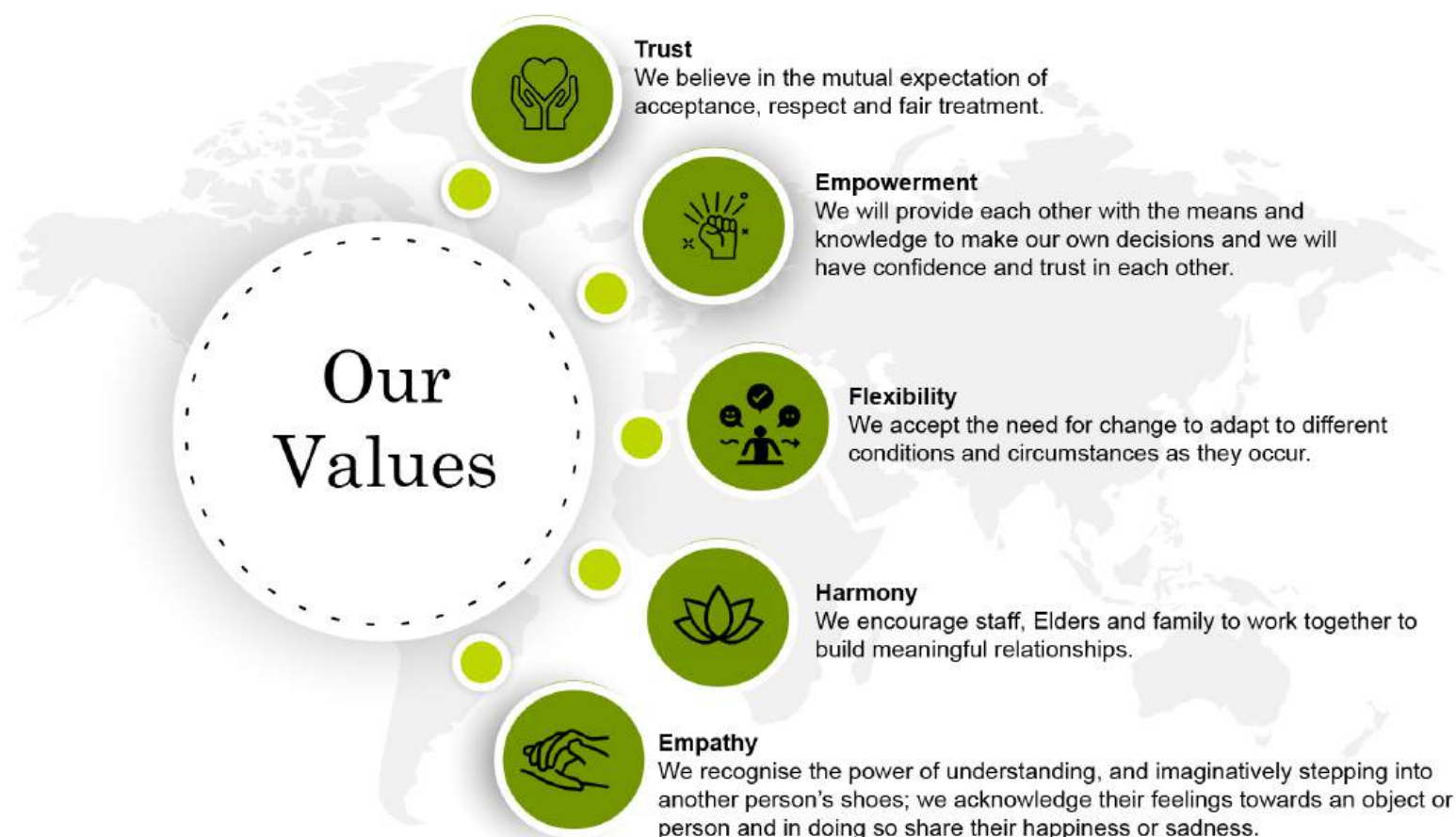
Purpose of our work

At MiCare we value relationships that we have with each other, the clients we serve, and their families. We believe the closer the relationship, the more we want to help someone. Sharing their life's journey is a privilege, we should respect that privilege and always honour the person. We become part of their story. For some, all they have left is their story and we should embrace, validate, and respect it.



Our Values

Our Elder Herman with MiCare staff member Lidia



People & Culture the Future in Aged Care

There are many great stories about people in aged care - personal care workers, nurses and managers, as well as families who have a total commitment to Elders. The staff are the heroes of aged care; they are the ones who take the majority of risks by continuing to work in an environment which is extremely difficult and continues to be challenging.

Many staff in aged care have not adequately been recognised financially for their qualifications and extraordinary commitment. It is heroic, it is unselfish, it is dedication to those in their care. We celebrate and recognise that commitment.

Workforce and capability is crucial; however, this has to go hand in hand with continuing education.

It is now recognised that the aged care sector was not necessarily prepared for COVID-19. But who was? Certainly not government nor the experts who suddenly emerged on the COVID-19 Stage.

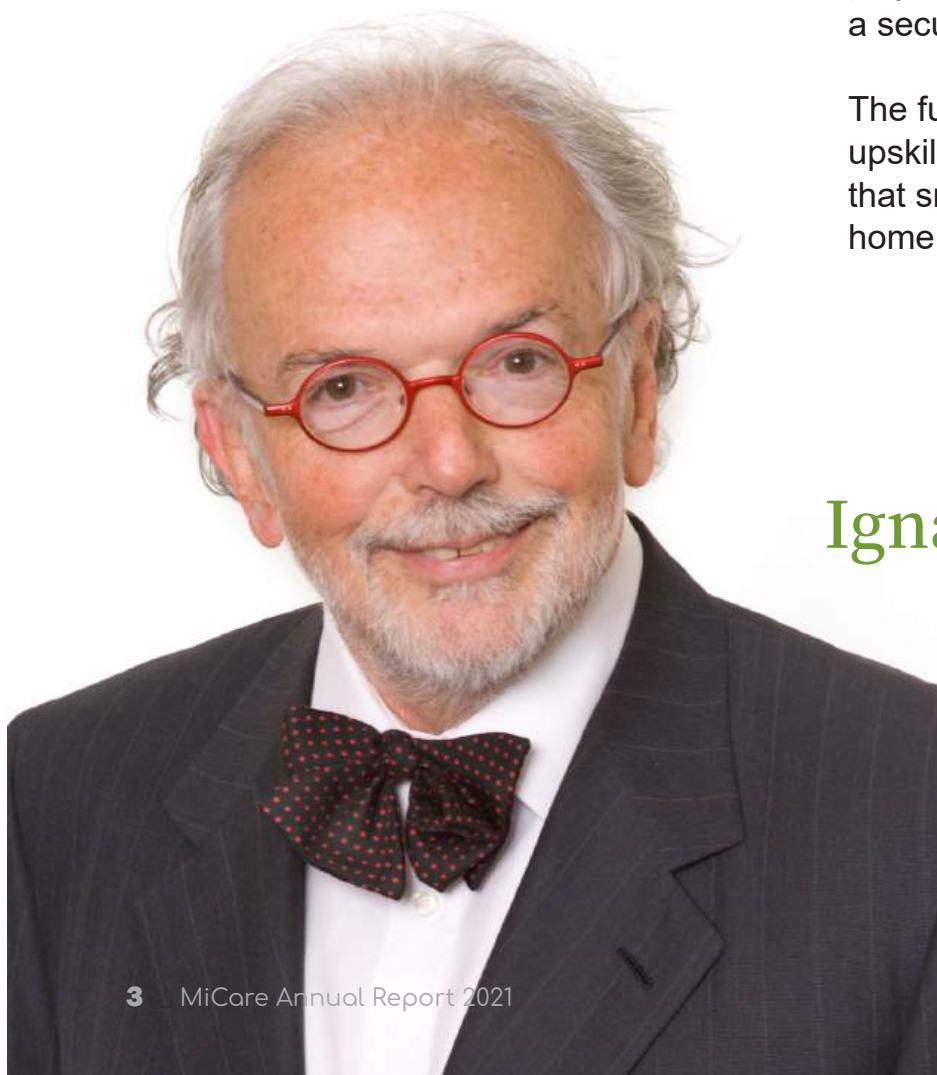
MiCare stepped up, increased training and has been COVID-19 free to date. This is an exceptional achievement and I commend all those involved.

MiCare also recognises that its workforce is committed and has played and continues to play a major role to ensure its facilities are a secure haven for Elders.

The future is what is important. Apart from upskilling the workforce, MiCare recognises that smaller residential care home(s) and home care itself are the best way forward.



Ignatius Oostermeyer
Chairman



Tha

We are not only the
stepping up during
Elders safe but also
Due to the change
Commission Repo
number of require
responsibilities and
many of these incl
governance and sa
happened remotel
(a steep learning a
challenge when int
uncooperative!) an
the normal Board
care of!

Whilst MiCare serv
volunteers working
COVID-19 meant t
to be in our facilitie
missed you! Howe



ture in

Thank you MiCare Family

is crucial;
and in hand with

he aged care
y prepared for
Certainly not
ts who suddenly
9 Stage.

ased training and
to date. This is an
and I commend

hat its workforce is
d and continues to
e its facilities are
.

ortant. Apart from
MiCare recognises
re home(s) and
est way forward.

ermeyer
man

We are not only thankful to our staff for stepping up during this year to keep our Elders safe but also the Board of Directors. Due to the changes of the Royal Commission Report our Board revisited a number of requirements and responsibilities and have worked through many of these including clinical governance and safety. Most of this happened remotely, through web meetings, (a steep learning and sometimes a real challenge when internet was uncooperative!) and of course there was the normal Board responsibilities to take care of!

Whilst MiCare services have many volunteers working alongside staff, COVID-19 meant that they were unable to be in our facilities most of the year. We missed you! However, many found ways

of helping out, phoning clients instead of visiting, sewing masks and gowns, and sending thoughtful cards and letters to both staff and Elders. If COVID-19 was good for anything, I think it was great for building community spirit even if the community couldn't get together.

Finally, it was good to receive positive feedback from the various departments' representatives that visited us during the lockdowns. They told us that our facilities were well designed to meet the needs in lockdown, we were able to isolate people in their room, households could be isolated, staff worked in only one household and we have hospital grade filters on the air-conditioning units and our rooms allow for windows to be opened. These are the things that are being mooted as changes required in future developments. A busy, expensive year for the organisation however we have reserves to cover the loss.

Wonderful news that Avondrust Lodge's new building has been finished and we were granted the additional 48 bed licenses – all we need now is the celebration and tours for everyone. One day! Some Day!! I promise!!!

We hope that you were also able to keep clear of COVID-19 and thank you for your continued interest in and support of MiCare.



Petra Neelman
Executive Director



The Heart of Retirement Living in Victoria

Prins V



From left to right: (Top) Franks 90th with Denise & Ron; Morning Tea at 741; Cathy & George;
(Bottom) Maree's birthday with Jackie; Frank & Valerie; Beverly & John's 60th Anniversary

From top (clockwise) : C
(Below) Home-made Po

We convey our heartfelt thanks to the residents of our Independent Living Units for their extra patience and care during these trying times of lockdowns. The care, concern and support from both residents and MiCare staff have been, quite honestly, very emotional. Meals have been delivered anonymously; offers have been made to drive or take others shopping or having a cuppa and chatting. These gestures and expressions of care have been vital to the health and well-being of many residents.

The COVID-19 pandemic has exposed us to an environment that many of us never thought possible.

Individuals react to situations and circumstances differently. For some, the pandemic has had little effect and for others it's been traumatic. For many the need for belonging and connection to community has been vital to navigating through these strange times. In this way, our independent living villages have provided a safe and secure environment within a supportive and caring community. Your caring is amazing.

Thank You

~ Darren Schier

For more information about our villages and to arrange an inspection of our units, please call or email
Darren on 0433 997 338 or darren.schier@micare.com.au.

Prins Willem Alexander community spirit was on the day held in May this local community to the Village after a year of lockdowns. For other look into the future a retirement village m

Many of our residents on the day! There were displays, a fabulous Dutch and Latino food independent living u home, and let's not forget the poffertjes stall!

Our open day was a giving visitors a taste of Alexander Village. Our independent living u and three bedroom



Victoria

Prins Willem Alexander's Village spirit



From top (clockwise) : Our handmade art display; Marie with her art; Emmy displaying her knitting; (Below) Home-made Poffertjes; Hans entertaining everyone; Our Volunteers Minnie, Elly & Ali

ns and
For some, the
ect and for others
ny the need for
o community has
ough these strange
pendent living
ife and secure
ortive and caring
amazing.

You

~ Darren Schier

ction of our
u.

Prins Willem Alexander Village's (PWAV) community spirit was showcased on our open day held in May this year. The day enabled our local community to reacquaint themselves with the Village after a year of restrictions and lockdowns. For others it was an opportunity to look into the future and see how our independent retirement village may suit their lifestyle.

Many of our residents stepped up to volunteer on the day! There were village craft stalls, art displays, a fabulous Dutch bakery stall, specialty Dutch and Latino food, guided tours of independent living units and the aged care home, and let's not forget the very popular poffertjes stall!

Our open day was about opening the doors and giving visitors a taste of life at Prins Willem Alexander Village. Quality, affordable independent living units were available, both two and three bedroom homes. Guided tours

revealed a coffee shop, pool and gym, community recreational building, park access and support facilities -all located in a secure, manicured garden setting. The interest in the village was strong with two units sold on the day and over 60 expressions of interest. While all of this was on offer, the large crowd was being serenaded by the one and only Hans van der Drift, who generously donated his time.

Hans has been an important part of our village entertainment heritage for all of 50 years! The day was capped off with Elders from our aged care home joining in at the coffee shop, sharing the moment and creating memories! A September springtime fair is just around the corner - we can't wait!

Thank You

~ Lifestyle team



Volunteers staying in touch with clients

Volunteers have gone above and beyond to keep in touch with their clients. We have heard lovely stories of volunteers delivering cakes and flowers to front doors, riding bikes to Aged care homes and waving through windows.

Volunteer week was a chance for coordinators and volunteers to catch up after such an unusual year. Volunteers were excited with the functions and the opportunity to attend and socialise with everyone. It was wonderful to be able, as the Volunteer Coordination team, to connect with everyone.

Some thank you notes from volunteers in regards to volunteer week:

“

Lovely to see you today.
Thank you for coming to
Geelong and spoiling us!
Hartelijke groeten en tot ziens

Jeannette Johanson

”

“

Thank you so much for a
great morning tea and your
gifts very much
appreciated.

Ria Upton

”

“

Thanks you very much for the
morning tea yesterday, you
did a fantastic job. They all
enjoyed it,
Groetjes
ADA

”

“

Thank you very
together this afterno
you and put a face t
meeting the other vo
'volunteering' stories
again when I got ho
are very kind and th
gifts. I can assure yo
by myself and family
week goes well for y

~Sue Neumann

”



touch with clients during COVID -19

have heard lovely
Aged care homes

such an unusual
and socialise with
connect with

much for a
ea and your
much
ted.

ton

”

much for the
sterday, you
ob. They all
d it,
es

”



MiCare Volunteer - Carmen

Carmen is one of our many wonderful MiCare volunteers. Ordinarily, she would visit 3 lovely clients on a regular basis, but unfortunately owing to the Covid lockdowns in Melbourne, she has had to amend her program and now telephones her clients instead.

Carmen speaks with each client around 3 times a week, sometimes more. Some days even a couple of phone calls in a day!

These phone calls have meant so much not only the clients, but to Carmen as well. During the calls, they have told stories, shared memories, cried, laughed, joked and just had everyday conversations with each other. Most importantly they have supported each other during these challenging times and made a difference to each other's lives.

~ Caitlyn Macleod
Social Support Coordinator (VIC)

“

Thank you very much for the lovely get together this afternoon. It was great to finally meet you and put a face to the name. I also enjoyed meeting the other volunteers and sharing our 'volunteering' stories. It was like Christmas all over again when I got home and opened the gift bag. You are very kind and thoughtful to have given us all these gifts. I can assure you they will be put to good use by myself and family. I hope the rest of the volunteer week goes well for you.

~Sue Neumann”



MiCare Volunteer - Sue



Thanking our Cultural Liaison Officers

In late 2020, under the Local Partnership programs funded by the State government, we established a partnership with Brimbank, Melton and Wyndham City Councils, to engage a team of Cultural Liaison Officers (CLOs) to support hard-to-reach communities to access relevant COVID-19 health information, supports and critical services.

The ongoing situation with COVID-19, continues to exacerbate some of the barriers faced by our CALD communities. Our CLOs continue to play a vital role in ensuring the inclusion, health and safety of the community as a whole. Their leadership commitment and passion to keeping their communities safe, connected and informed has been inspiring to all. Thank you Ahmad, Abla, Fedaa, Jacqueline, Dal, Zo, Lontina and Esther.

Words from some of our CLOs



Ahmad – Afghan Community “Facilitating contact between government and emerging Australian communities is an important issue because of the communities we are coming from. We come from different geography, culture, language, society and religion”.



Alba - Iraqi & Syrian Community “Some people cannot communicate in English or only a little bit of English and so it’s hard for them to learn about restrictions. I help each community, whatever background, to understand what the Australian community is facing and the hard times we are in and to make sure they are good in themselves”.



Fedaa – Syriac Community “During lockdown some clients were asking for material aids, baby items and even food. It was really difficult because we had no face-to-face appointments to be able to provide that and it’s more challenging to link to services without these appointments”.



Jacqueline – Karen Community “When I was asked to work with the community as a cultural advisor, I was happy because I love working with the community. It is my passion and I have really enjoyed it”.

~ Violeta Peterson and Zoe Johnson

An Overview : Financials 2020- 2021

MiCare's Chief Financial Officer, Graeme Wickenden provides an overview of our Financials for 2020- 2021

From a financial perspective, and perhaps from a day-to-day living perspective, the 2020/21 financial year mirrored the previous financial year. COVID-19 again dominated headlines across the globe and for MiCare created many of the same financial challenges that we experienced in 2019/20.

MiCare entered the 2020/21 year with a well-developed plan for securing our financial sustainability, primarily by implementing a range of changes across residential aged care aimed at achieving efficiencies and cost savings. While we were successful in making significant improvements to our residential aged care homes, the financial benefits were largely offset by COVID-19 related costs.

Hence for the 2020/21 financial year MiCare reported a deficit of \$3.6m. This was a significant improvement to the previous year where the deficit was \$5.4m.

The improvement from the prior year is attributed to a solid performance in our home care area which achieved a surplus of \$2.7m, surpassing budget expectations by almost \$1.0m. The home care sector is currently subject to significant funding reforms and the prospect that similar surplus will be achieved in future years is uncertain. Home care was successful in growing revenue, particularly in the Commonwealth Home Support Program (CHSP) area, as well as prudently managing the provision of home care packages by maintaining expenses proportionate to income.

MiCare also has a conservatively structured investment portfolio managed by external advisors, and the portfolio returned income of \$1.1m, which was in line with investment markets across the year.

The performance of the home care area, and the additional funding government provided to aged care providers for COVID-19 support, largely explains the increase in MiCare's income in 2020/21 by \$2.7m. However, some of the government funding was to support our aged care workforce and was paid out to our employees immediately after MiCare received it.

Residential aged care has been particularly impacted by COVID-19 and the financial consequences have been significant – not only for MiCare but the sector generally. Workforce issues have always been a challenge in the aged care sector, but for residential aged care in 2020/21 the issues rose to new levels of concern. The introduction of the single site requirement, where residential aged care

Graeme Wickenden Chief Financial Officer



workers could only v
spread of COVID-19
were required to be
provides for, and thi
residential aged care

We also experience
into residential aged

Many of the financia
our retirement living
decisions to sell thei
estate during the loc

Looking forward, Mi
now well establishe
provide a financially
vaccination rates inc
Victoria, once the w
Services will start to
by the completion of
home show casing t
are expecting to star
November 2021, an
confident there will b

Our refugee and asy
management of the
funding bodies throu
these programs, how
deepening crisis in A

MiCare's balance sh
2020/21. Cash flow

20- 2021

provides an

, the 2020/21
I headlines across
re experienced in

financial
aged care aimed at
significant
largely offset by

was a significant

home care area
\$1.0m. The home
that similar surplus
wing revenue,
ll as prudently
ortionate to income.

external advisors,
markets across the

nt provided to aged
income in 2020/21

workers could only work at one aged care home, while an appropriate response to limiting the spread of COVID-19, created major challenges. This resulted in inevitable gaps in rosters that were required to be filled by agency staff at pay rates well beyond what aged care funding provides for, and this significantly contributed to the deficits MiCare incurred across our four residential aged care homes.

We also experienced occupancy challenges in 2020/21 with families reluctant to place loved ones into residential aged care when they were unable to visit them due to lockdown provisions.

Many of the financial impositions COVID-19 created in residential aged care also manifested in our retirement living services, where again occupancy was impacted by people deferring decisions to sell their family home to move into retirement living due to the challenge of selling real estate during the lockdown.

Looking forward, MiCare's agenda to secure the financial sustainability of Residential Services is now well established. Reforms have been implemented at the three Victorian homes which will provide a financially sustainable service with no compromise to the care of our Elders. With vaccination rates increasing, and the impacts of COVID-19 predicted to stabilise, particularly in Victoria, once the workforce is able to return to normality, there is confidence that Residential Services will start to achieve improved financial outcomes. This optimism is further supported by the completion of the Avondrust Lodge second stage that provides an additional 48 beds in a home show casing the latest in residential care design for the care and support of our Elders. We are expecting to start welcoming Elders into the new second stage in late October/early November 2021, and with this coinciding with the easing of lockdown restrictions in Victoria, we're confident there will be strong interest from families looking to place their loved ones into care.

Our refugee and asylum seeker support services performed well across 2020/21, with careful management of the funding MiCare receives to deliver these programs, and with full compliance to funding bodies through financial acquittals. COVID-19 also impacted the ability to deliver some of these programs, however most recently MiCare has been part of Australia's support to the deepening crisis in Afghanistan by supporting refugees.

MiCare's balance sheet remains strong, and a positive EBITDA of \$1.6m was achieved in 2020/21. Cash flow is monitored closely and MiCare's liquidity is within accepted limits. 2021/22 has started still in the shadow of COVID-19 and with the continued restrictions Australia has been living with, particularly in Victoria where the lockdown has been prolonged. However, there is cause for optimism across all parts of MiCare as the government response to combat COVID-19, at state and federal levels, are paving the way to the opening of society and the broader economy, and for MiCare to continue our program of achieving a more financially sustainable performance in 2021/22.

Petra Neelman
Executive Director



Income Statement

MiCare Ltd Income Statement 30th June 2021

	2020/21	2019/20
INCOME		
Government grants and subsidies	41,855,400	38,736,344
Resident fees	10,750,135	10,849,977
Bequests, donations & fundraising	72,424	133,494
Other operating revenue	3,276,090	3,529,598
Interest revenue	4,724	50,454
Other income	170,581	114,576
Total Income	56,129,354	53,414,443
EXPENSES		
Employee benefit expenses	38,443,499	37,228,825
Depreciation and amortisation	5,211,176	4,377,009
Food expenses	1,773,519	1,968,457
Recipient care expenses	7,242,222	5,894,711
Property expenses	2,645,059	2,829,434
Other expenses	2,833,382	3,539,296
Fair value movement on financial assets	(880,678)	22,897
Finance costs	2,503,414	3,005,213
Total Expenses	59,771,593	58,865,842
Surplus/(Deficit)	(3,642,239)	(5,451,399)

Balance Sheet

ASSETS

Current assets

Cash and cash equivalents
Trade and other receivables

Total current assets

Non-current assets

Property, plant and equipment
Bed Licenses
Other financial assets
Total non-current assets

TOTAL ASSETS

LIABILITIES

Current liabilities

Trade and other payables
Interest bearing liabilities
Employee provisions

Total current liabilities

Non-current liabilities

Interest bearing liabilities
Employee provisions
Total non-current liabilities

TOTAL LIABILITIES

NET ASSETS

EQUITY

Retained earnings
Other contributed equity

TOTAL EQUITY

Balance Sheet MiCare Ltd

2019/20
38,736,344
10,849,977
133,494
3,529,598
50,454
114,576
53,414,443
37,228,825
4,377,009
1,968,457
5,894,711
2,829,434
3,539,296
22,897
3,005,213
58,865,842
(5,451,399)

MiCare Ltd Balance Sheet 30th June 2021		
	2020/21	2019/20
ASSETS		
Current assets		
Cash and cash equivalents	8,497,291	7,181,123
Trade and other receivables	1,005,698	606,961
Total current assets	9,502,989	7,788,084
Non-current assets		
Property, plant and equipment	121,290,740	109,776,915
Bed Licenses	1,240,000	1,240,000
Other financial assets	9,828,425	9,447,747
Total non-current assets	132,359,165	120,464,662
TOTAL ASSETS	141,862,154	128,252,746
LIABILITIES		
Current liabilities		
Trade and other payables	109,500,692	106,691,890
Interest bearing liabilities	250,000	425,706
Employee provisions	5,020,820	3,924,038
Total current liabilities	114,771,512	111,041,634
Non-current liabilities		
Interest bearing liabilities	20,530,308	6,758,021
Employee provisions	599,116	849,634
Total non-current liabilities	21,129,424	7,607,655
TOTAL LIABILITIES	135,900,936	118,649,289
NET ASSETS	5,961,218	9,603,457
EQUITY		
Retained earnings	6,348,923	6,348,923
Other contributed equity	(387,705)	3,254,534
TOTAL EQUITY	5,961,218	9,603,457

Thank you Prins Willem Alexander

Despite having a year of restrictions and lockdowns at Prins Willem Alexander Village, we have had some memorable highlights and touching moments with care staff and volunteers who have gone the extra mile!



On July 20th 2021, we celebrated Colombian Independence day in style! Two of our Colombian staff members, Marcela and Harry, donned their traditional costumes and performed the national dance the 'Cumbia'. Marcela, who is part of the lifestyle team and Harry, one of our homemakers, have music running through their veins. There was a stirring performance with Latino music drawing many out to dance! There were also special visits to many Elders who were not able to attend on the day.

With the swishing of her skirt and the tipping of his sombrero vueltiao (traditional hat), this action photo captures the Latino spirit, inspiring many to get up and dance on the day!



This last year has seen all of us heading back to basics. At Prins Willem Alexander Lodge, gardening has been wholeheartedly embraced! The picture of Elder Ruth McInnis captures the true enjoyment of being outdoors and preparing her seedlings ready for planting!

Jean Arthy and Ellen Rosenberg preparing their seedlings for our garden bed in the courtyard!



Every craft group at Prins Willem Alexander Village is busy! With our corner our Elders and Marie have been busy with cushions, knitting, and handmade bags!



Our care staff in the Cultural Services department, volunteer Elly with home-made poffertjes from the village M...

We can't say it enough

Willem Alexander community

Village, we have

Colombian
our Colombian
donned their
d the national dance
of the lifestyle
makers, have
There was a
usic drawing many
cial visits to many
on the day.



ading back to
odge, gardening
d! The picture of
ue enjoyment of
seedlings ready for



Prins Willem Alexander Lodge has been fortunate to develop a positive connection with our local florist. This family business kindly donated fresh flowers for Mothers' day. A working bee with Elders Anje, Joan, Jan, Ellen and Jann soon created some wonderful flower arrangements to be shared by Elders throughout the facility.

Every craft group needs a purpose, and at Prins Willem Alexander our village fair has kept our Elders busy! With another fair just around the corner our Elders Emmy, Ellen, Leila, Jenny, Merle and Marie have been working hard making cushions, knitting, creating artworks and painting handmade bags!



We had a picture perfect day for our garden high tea for Mother's day. In a touching gesture, members of the Brisbane City Campus Hillsong church hand-wrapped a gift for every Elder in the facility to celebrate Mother's day. Here are Elders Ellen, Martha, Jan, Jean & Millie sipping away at their tea.

Our care staff in traditional dress, Mercedes our Cultural Services Advisor, independent village volunteer Elly with Elders Noelle and Nelly, serving home-made poffertjes and independent volunteers from the village Minnie, Elly and Ali.

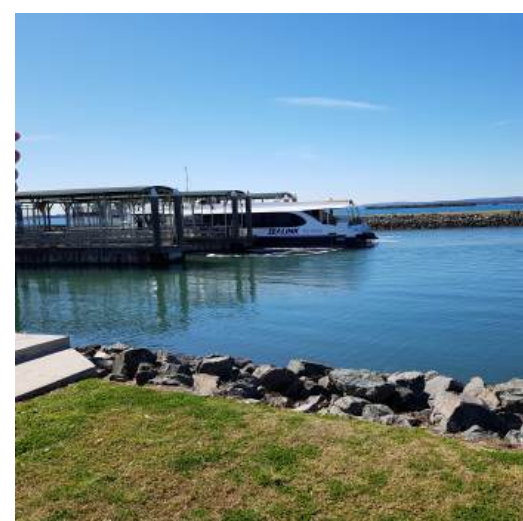


We can't say it enough, *Thank You* to our team and volunteers!

~ Lifestyle team & Cultural Advisor



Supporting Elders in their



Justin teaching our Elders

Clockwise (Top) Sealink leaving Redland Bay; Glenda & Janna boarding the water taxi; Sealink at Redland Bay; Macleay island terminal view to Karra

VICTORIA

The past 12 months have been a time of expansion with government-funded support. We have recently established and expanded our Aged Housing into Southern Victoria. Despite challenges, however, we are impacting on service delivery, limiting some services and finding ways to address social issues. Our care staff have been maintaining the support care for in a COVID-19 world, many have also had home schooling.

MiCare appreciates our members. Everyone is maintaining high standards of satisfaction.

QUEENSLAND

MiCare's home care team in Queensland has had a very busy and exciting year. We have a proud history of supporting veterans in Brisbane and the South Coast. With many new referrals, one of the challenges that we faced was implementing services to the veterans located on the islands off Redland Bay. This was because we had to coordinate our staff with ferry times and arrange transport around the islands.

However, thanks to the lateral thinking of our home care support team we have been able to ensure that the veterans receive the

support that they need, when they need it. It is satisfying to know that we are enabling people to live the lives that they value, wherever that may be.

MiCare would like to thank both the support team and our team of direct care staff, for their commitment and hard work in making this happen.

Thank You

~ Heather Catherwood



Justin teaching our Elder Jenny

Justin teaching our Elder Jenny

Justin teaching our Elder Jenny

Justin teaching our Elder Jenny

Justin teaching our Elder Jenny



Justin teaching our Elder Jenny

VICTORIA

The past 12 months in Victoria have been a time of expansion with the increase in government-funded home care services. We have recently established an office in Warragul and expanded our Assistance for Care and Housing into Southern Gippsland. It has had its challenges, however, with COVID-19 impacting on service delivery, whether by limiting some service types or finding creative ways to address social isolation. The home care staff have been very flexible in maintaining the support for the people they care for in a COVID-19 safe way, even though many have also had the responsibilities of home schooling.

MiCare appreciates the commitment of all team members. Everyone's role is vital to maintaining high standards of care and client satisfaction.

One program that has proven to be very successful has been the iPad project. With all home care staff upskilled in cyber security, they have been able to teach people how to safely navigate the internet. Many are now enjoying on-line shopping and learning about areas of interest. As MiCare's clients are predominantly from migrant backgrounds, the project has enabled people to connect with their relatives overseas through apps such as Skype. Our culturally specific and multicultural social support groups have been able to continue throughout lockdowns and many new interests have emerged and been shared via this platform.

To all our staff, we say or supporting so many people in our community!

Thank You

~ Heather Catherwood



MiCare Community tirelessly throughout to clients in Greater experiencing some in the world. Staff co phone calls and thro know that some peo lonely.

When restrictions ea saw this as an oppo connect. With a few on the 15th Decemb Giving Drive. This s workers delivering o Greater Melbourne of various ages and included toys, books linen, dignity bags (bags) and nappies. one woman was nea “I haven’t had anyth After months and m experienced by thos ability for clients and



From Clockwise (Top) - Our Team at MiCare - Jackie, Htee, Fedaa, Anni, Poni & Tamla; Left to Right- Violeta, Kate, Htee, & Fedaa; Lian & James

From Clockwise (Top left) - Violeta, Kate, Htee, & Fedaa; (Below) Fedaa & Sanaz



MiCare Community Services staff worked tirelessly throughout 2020 to remain connected to clients in Greater Melbourne, whilst experiencing some of the strictest lockdowns in the world. Staff connected with clients via phone calls and through online groups, yet we know that some people struggled or were lonely.

When restrictions eased in Victoria, MiCare saw this as an opportunity to give and to connect. With a few weeks of careful planning, on the 15th December 2020, MiCare held the Giving Drive. This saw 10 MiCare case workers delivering over 475 presents across Greater Melbourne to families and individuals of various ages and ethnic backgrounds. Items included toys, books, small electrical goods, linen, dignity bags (toiletry items and hand bags) and nappies. On receiving a dignity bag one woman was nearly brought to tears saying “I haven’t had anything nice in a long time”. After months and months of lockdowns experienced by those living in Victoria, the ability for clients and MiCare staff to connect in

person albeit outside of people’s homes, was an important moment for everyone.

We would like to thank our partner organisations for their generous donations. Thank you to Share the Dignity, Refugee and Asylum Seeker Toy Drive, Mentone Grammar and Good360 for your generous donations in supporting MiCare to support individuals and families.

The Giving Drive was a true team effort. It reflects the team’s spirit, motivation and commitment to making a difference to the lives of so many – even in the most challenging of circumstances.

To our team we say thank you for being the special people that you are and for all that you do to improve client outcomes as well as the broader work of MiCare.

Thank You

~ Jane Ashton



Right- Violeta, Kate,

From Clockwise (Top left) - Sarah; Sanaz with toys; Toys arranged in the hall for distribution; (Below) Fedaa & Sanaz; Jamie, Rachel & Judie

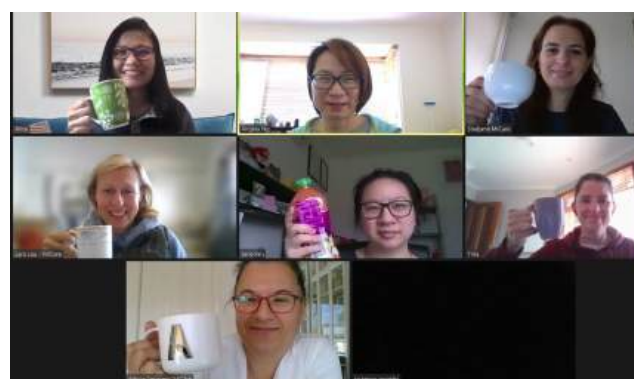
The many faces of MiCare



From Top - Our program- Parenting in a new culture; Our Elder Hugh with therapist Titus; Our Elders enjoying morning tea, scone, jam and cream; Our Elder Jim; Our Elder Jean with her memory box; Celebrating Christmas in July

From Top - Our staff rec Robbert with fresh water Birthday; Staff chat on F

are



From Top - Our staff receiving gifts for Aged care employee day; Our Elder Pauline receiving her Vaccine dose; Robbert with fresh water crocodile; MiCare resident Sue with manager Darren; Ted Neil's 100th Birthday; Staff chat on R U Ok day; Zoom concert during lockdown

Get in touch with our Mi

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
gmrs@micare.com.au
(03) 9788 9020

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

Penni Michael
Executive Managers
Relationships
emr@micare.com.au

Despina Haralambopoulos
General Manager
Community Services
gmacs@micare.com.au
(03) 9530 4986

Diane Videky
General Manager Quality, Risk
and Compliance
gmqrc@micare.com.au
(03) 9788 9020

Darren Schier
Retirement Living Manager
Village Concierge (VIC)
darren.schier@micare.com.au
0433 997 338

Athina Sergianis
Community Inclusion and
Participation Officer
athina.sergianis@micare.com.au
0412 798 894

**Assistance with Care and L
Metropolitan Region)**
Assistance with Care & Hou
0423 026 506

Linda van Egmond
Manager Kilsyth Homes
linda.vanegmond@micare.com.au
(03) 9728 7451

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

Shane Wang
Deputy Facility Manager PWA
shane.wang@micare.com.au
(07) 3822 0800

Hayden Dumesny
ACFI Manager
hayden.dumesny@micare.com.au
(03) 9788 9041

Sue van Velzen
Admissions Officer East
sue.vanvelzen@micare.com.au
0409 417 767

Rachel Taylor
Admissions Officer South
rachel.taylor@miCare.com.au
0403 453 437

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

Nicole Parker
Admissions Officer PWA
nicole.parker@micare.com.au
(03) 822 0888

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

Home & Community Care

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

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

Lisa van Hoof
Team Leader HCP (VIC)/Case
Manager
lisa.vanhoof@micare.com.au
(03) 9728 7408

Sandeep Kaur
CHSP/VHC Coordinator
sandeep.kaur@micare.com.au
(03) 9728 7407
0491 159 369

Yvonne Philips
Manager Volunteers
yvonne.philips@micare.com.au
0418 312 384

Janna Purdy
Team Leader Home Care (QLD)/
Case Manager
janna.purdy@micare.com.au
(07) 3822 0844

Glenda Kerr
DVA, Community Care Advisor
(Brisbane)
glenda.kerr@micare.com.au
(07) 3822 0811

Service Coordination
VIC
sc@micare.com.au
1300 064 064

Caitlyn Macleod
Social Support Coordinator
caitlyn.macleod@micare.com.au
0402 051 653

After Hours
VIC & QLD
(03) 9728 7425
1300 064 064

Mercedes Sepulveda
Cultural Services Advisor
mercedes.sepulveda@micare.com.au
(07) 3822 0812

Social Support Services

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

Lydia Chan
Social Support Group Team Leader
lydia.chan@micare.com.au
0405 226 265

Connie Uilderks
Social Support Groups Coordinator
connie.uilderks@micare.com.au
(03) 9728 7400

Sue Pyper
MiMeals Co-Ordinator
sue.pyper@micare.com.au
(07) 7001 2459

h with our MiCare family!

Independent & Retirement Living

Michael
ive Managers
onships
micare.com.au

Darren Schier
Retirement Living Manager -
Village Concierge (VIC)
darren.schier@micare.com.au
0433 997 338

Vicky Kowaltzke
Village Concierge PWA (QLD)
vicky.kowaltzke@micare.com.au
0433 996 337

na Haralambopoulos
al Manager
unity Services
@micare.com.au
30 4986

Videky
al Manager Quality, Risk
ompliance
@micare.com.au
88 9020

Wang
y Facility Manager PWA
awang@micare.com.au
322 0800

el Taylor
ssions Officer South
l.taylor@miCare.com.au
53 437

and

p Kaur
HHC Coordinator
p.kaur@micare.com.au
8 7407
9 369

e Coordination
care.com.au
4 064

erks
rt Groups Coordinator
ks@micare.com.au
0

Athina Sergianis
Community Inclusion and
Participation Officer
athina.sergianis@micare.com.au
0412 798 894

Lara Lau
Community Inclusion and
Participation Officer
lara.lau@micare.com.au
0491 691 761

Alice Tan
Community Inclusion and
Participation Officer
Alice.Tan@micare.com.au
0499 802 220

Jane Fan
Community Inclusion and
Participation Officer and RN
Jane.Fan@micare.com.au
0491 696 030

**Assistance with Care and Housing (Southern
Metropolitan Region)**
Assistance with Care & Housing Worker
0423 026 506

Valerie Marshall (Gippsland Region)
Assistance with Care & Housing
Worker
valerie.marshall@micare.com.au
049 042 9943

Community Services

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

Sarah Chong
Safer Stronger Communities
sarah.chong@micare.com.au
(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

Meredith Lawrence
Hope@Hand Leader
meredith.lawrence@micare.com.au
0491 696 189
(03) 7001 2505

Volunteer Coordination Team

Yvonne Philips
Manager Volunteers
yvonne.philips@micare.com.au
0418 312 384

Jodee Caruana
Social Support Team Leader
jodee.caruana@micare.com.au
0401 531 621

Christiane Vogl
Social Support Coordinator (QLD)
christiane.vogl@micare.com.au
0497 867 507

Caitlyn Macleod
Social Support Coordinator (VIC)
caitlyn.macleod@micare.com.au
0402 051 653

Alison Harding
Social Support Coordinator (QLD)
alison.harding@micare.com.au
0433 569 962

Business Development

Mercedes Sepulveda
Cultural Services Advisor
mercedes.sepulveda@micare.com.au
(07) 3822 0812

Devyani Shirke
Marketing & Social Media
Coordinator
devyani.shirke@micare.com.au
0452 081 948

MiMeals (MiCare Seaford kitchen)

Sue Pyper
MiMeals Co-Ordinator
sue.pyper@micare.com.au
(07) 7001 2459

Lindon Perry
Manager Food Services
lindon.perry@micare.com.au
(03) 7001 2550



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.

We sometimes n
which you can c

- donating
- volunteering
- becoming an

For general e
call us on 18
email info@mi-care.org



family!
.....

who need it
in our homes

volunteers,
and support in
and refugees we
g MiCare family.

How you can contribute

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

- donating
- volunteering
- becoming an associate member

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



Stay in touch with us:

 facebook.com/micareltd

 instagram.com/micareltd

 twitter.com/micareltd

 linkedin.com/company/micare-ltd

 youtube.com/channel/UCwXPh_SzxrS6WnE3lqa_NZw