

Year in Review

2025 | 2026



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Creating Community and Belonging

For more than 25 years, MiCare has supported people and communities across Victoria and Queensland.

Our story began with strong humanitarian roots. That spirit still guides us today. We celebrate difference, make space for every person and see people for who they are, with their own culture, language, beliefs and lived experience.

Guided by our brand pillars and our values, we choose warmth over formality, connection over process and people over institutions.

Together, we create places where everyone feels respected, connected and truly at home. Our work is more than a job. It is a chance to make a real difference — through kindness, care and everyday moments that help people feel valued, understood and at home in their community.

When we lift each other up, celebrate difference and build meaningful relationships, we create places where people feel they belong and their choices are respected.

Our Mission	
To enable people from diverse communities to have dignified and meaningful lives	
Our Pillars	Our Values
Conscious actions We choose actions grounded in respecting choice and making things better over time.	Empowerment We help people feel confident and capable. We trust people to make decisions and support people to take action.
Adaptive mind-set We are open to new ideas and brave in making changes that serve the individual.	Flexibility We listen, learn and adapt. We respond to changing needs and play our part in practical, meaningful ways.
Human care We are generous with time and resources and highly attuned to the needs of others.	Empathy We lead with kindness and care. We listen before we act, speak honestly and treat everyone with dignity and respect.
Cultural & Community Connection We are comfortable with difference, making sure that all feel included and at home.	Harmony We build belonging through connection. We honour each person’s culture, identity and life experience.



Penni Michael
CEO - MiCare

Navigating Challenges, Nurturing Communities: **The Year at MiCare**

The past year at MiCare has been defined by both achievement and challenge, an honest reflection of a sector in transition and an organisation determined to lead with purpose.

At the heart of MiCare's work is a deep commitment to culturally inclusive service delivery. Working closely with migrant communities, the organisation continues to build meaningful partnerships with those who might otherwise feel overlooked within the broader Australian landscape.

We have extended our work to include people from diverse communities and continue to provide services to people who are disadvantaged. Our Humanitarian and Settlement programs are a powerful expression of this commitment, bringing not only practical support but also stories of hope, resilience and transformation. As these programs have grown, so too has their impact, now attracting more than \$10 million in annual funding and supporting countless individuals and families as they build new lives.

Equally noteworthy is the performance of MiCare's aged care services. All four residential homes achieved an overall 4-star rating, with standout results in quality indicators, underscoring a consistent focus on high standards of care. Strong occupancy levels and stable leadership have further reinforced this success, creating environments where both residents and staff can thrive.

In home care, the organisation reached an important milestone, achieving full compliance and securing three-year accreditation across all Home Care Packages and Commonwealth Home Support Programme services. A strategic

restructure has strengthened the department, sharpened its focus and aligning teams around shared values and goals.

Yet the year has not been without pressure. Changing funding models, evolving care requirements and ongoing system challenges have tested resources and demanded agility. These complexities have required careful financial stewardship and closer collaboration across teams.

Through it all, MiCare's strength has remained its people. Staff continue to demonstrate compassion and professionalism, going above and beyond in often demanding circumstances. Volunteers also make an invaluable contribution, generously giving their time and energy to enrich the lives of those we support. We extend our sincere gratitude to every staff member and volunteer for their dedication, kindness and unwavering commitment.

We are also deeply appreciative of the continued guidance and support of our Board, whose understanding and stewardship have been critical in navigating a complex and evolving environment. With this collective effort, MiCare has remained resilient, firmly focused on delivering high quality, person directed care and building stronger, more inclusive communities for the future.



Safety, Dignity, and Choice: **Keeping a Promise in Turbulent Times**

“These are turbulent times.”

Jos van de Ven
Chairperson - MiCare

It's a phrase that resonates with all of us, whether we're living independently in the comfort of familiar surroundings or waiting for the opportunity to transition into a supported lifestyle that brings its own mix of change, uncertainty, and hope. We all want a world that offers safety, dignity, and choice, especially as we grow older. Yet the reality is far more complex. The simple need for a roof over our heads becomes tangled in questions of affordability, availability, and the level of support we may require in our later years.

Governments, for all their good intentions, often struggle to confront the hardest issues in aged care. Funding shortfalls are politically unappealing and financially daunting. While today's older Australians spent decades contributing taxes with the expectation of a secure future, the system designed to support them is under immense strain. Rising costs, workforce shortages, and increasing regulatory demands have created a landscape where providers must do more with less, and often much less.

For MiCare, one of the most pressing challenges lies in preserving the quality of its “bricks and mortar” homes. Many of these buildings have served our communities for decades, and like the people who live in them, they require care, attention, and renewal. Maintenance alone is no longer enough. Refurbishment, modernisation, and reimagining spaces to meet contemporary standards of comfort and clinical care are essential, but they come at a significant cost.

Balancing these needs while also planning for growth is a delicate act. Demand for residential aged care continues to rise, yet the capital required to expand facilities is challenging to secure. MiCare must rely not only on its own reserves but also on bank loans and careful financial stewardship to ensure its homes remain places of safety, dignity, and belonging.

In these turbulent times, the commitment to maintaining and improving aged-care environments is more than a financial decision—it is a promise to the people who rely on them.

MiCare Cultural Diversity Report

2 JULY 2025

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



362

MiCare Residential Aged Care residents residing in four MiCare Aged care homes



64%

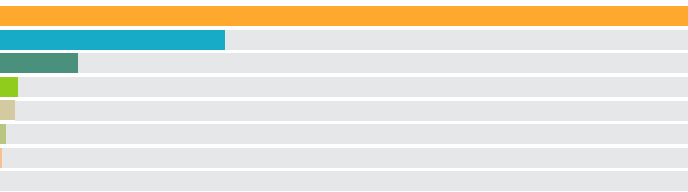
Female



36%

Male

Country of birth of the residents



Australia 55.4%
The Netherlands 18.5%
England 7%
Germany 2.3%
New Zealand 2.1%
South Africa 1.4%
Indonesia 1.1%
Italy, Colombia, Poland 0.9%



20

Different languages spoken by Residents. Main languages - English, Afrikaans, Greek, Spanish, Italian, Dutch, Croatian and Polish



20

Residents affiliated to 20 different religions: Main religions - Catholic, Anglican, Church of England, Christian, Reformed Dutch

Home Care



1,960

Home Care clients assisted, out of home



53%

Female



37%

Male

10% did not state their gender

Clients represent



60

Different birth countries. Main countries - Australia, China, Myanmar, Greece, England, Netherlands, Italy, Malaysia, Sri Lanka and India



41

Different languages spoken by Clients. Main languages - English, Dutch, Spanish, German and Italian

Migrant Services

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

999 clients



64%

Female



36%

Male



Independent Living Unit

Residents are from



11

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



70%

Female



30%

Male



10

Different languages spoken by Residents. Main languages - Dutch, English, German, Danish and Spanish



11

Residents affiliated to 11 different religions: Main religions - Catholic, Christian, Protestant, Uniting Church, Church of England, Baptist

Volunteers

254

Active volunteers



80%

Female



20%

Male



48

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



46

Different languages spoken by Volunteers. Main languages - English, Dutch, Spanish, German and Italian

159

Clients



70%

Female



30%

Male



37

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



27

Different languages spoken by Clients. Main languages - English, Dutch, Spanish, German and Italian

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 percentage of female and male recipients of services as well as workers, is consistent with the current trend in the caring sector.



Empowerment

We empower **choice**. We **trust** one another.
We **support** people to make their own decisions.

Finding a True Calling: How Connection and Respect Guide Luke's Journey at MiCare

For Luke, a career in aged care began not with a textbook, but with a conversation. While working as a cleaner, he realised his shifts were becoming less about the tasks and more about the deep connections he was forging with residents. Drawing on a background in mechanical assembly and personal experience caring for family, transitioning to a Personal Care Assistant (PCA) felt like finding his true calling.

"I believe the time someone spends in aged care should be defined by dignity and joy," Luke says. "I treat residents the way I'd want to be treated: with an open ear, a kind word, and total respect."

This philosophy makes Luke a perfect fit for MiCare, where he chose to stay after completing his 120-hour student placement. For Luke,

the most rewarding part of the role is providing creative, individualised care.

When supporting a resident who only speaks German, Luke learned to read her facial expressions so she always feels understood. To comfort another resident experiencing frustration, he brings her serviettes to fold, restoring her sense of purpose.

"There is such a great sense of achievement that comes from observing what someone needs and making them happy," he shares.

At the end of a busy day—which he balances alongside a second job and helping raise his partner's kids—Luke measures success by the



Luke

reassurance he provides. He recalls taking a frustrated resident to the bathroom, despite clinical protocols, just to ensure she felt heard.

For those starting their first day at MiCare, Luke offers simple advice: observe. “Pay attention to what the residents truly want. We are here to look after them first and foremost.”



Hayley Simpson, Home care Team Leader Service Coordination

Building a People-First Organisation in a Time of Change

Insync is our culture and leadership insights partner who assist with the annual employee engagement and culture survey.

They recently published a case study, highlighting the work and impact MiCare has had by investing in people and culture.

Across residential care, home care and community programs, our work is grounded in respect for culture, individuality and connection. MiCare delivers its services through a highly diverse workforce with strong ties to the communities it serves, shaping how the organisation approaches leadership, culture and employee experience.

“They want to be inclusive of everybody, which is great. I think that really sets them apart.”

Hayley Simpson, Team Leader

Insync partners with MiCare to support the organisation in listening to its people, strengthening culture, and building leadership capability. This case study draws on the positive shift InSync have observed over the years in MiCare’s employee engagement and alignment survey, as well as interviews with MiCare employees and leaders.

The context: leading through reform and transition

MiCare is operating in a period of significant industry change. Major aged care reforms, including the transition to new **Support at Home** arrangements and changes to the **Aged Care Act**, are placing operational and emotional pressure on organisations and their people. Simultaneously,

MiCare has navigated a leadership transition as a long-standing CEO stepped aside for a new executive team.

Instead, MiCare uses this moment to deliberately recommit to its people and strengthen clarity, trust and connection across the organisation. That recommitment shows up in how leaders prioritise visibility, approachability and time with their people.

“I want people to feel as though they can talk to me about anything, not just about work.”

Penni Michael, CEO

What it takes to put people first

Across interviews, employees consistently describe a culture shaped not by slogans or policies, but by daily leadership behaviours. Senior leaders are visible, approachable and willing to listen. One team leader contrasts MiCare with previous organisations where they “couldn’t even tell you who the CEO is,” noting that at MiCare, leaders are known and accessible. That visibility at the executive level creates psychological safety for managers, who pass that support on to their teams. Leaders speak about intentionally elevating people’s expertise at the executive table, shifting from transactional processes to a more transformational, human-centred approach.

Listening alone, however, is not enough. Employees consistently point to the importance of follow-through, seeing issues acknowledged, communicated and acted on over time. Insync’s employee engagement and alignment survey helps MiCare identify where leadership behaviours build trust and where greater consistency is needed. Flexibility is a defining feature of MiCare’s culture. Leaders prioritise people over rigid policy, approving leave at short notice, redistributing workloads, and proactively checking in on wellbeing.

“Employees just want to be heard and listened to. If there are people who are available, approachable and responsive, then being listened to is really easy to do.”

Tess McGrath, General Manager

The employee experience when leadership intent is real

For employees, these leadership choices translate into a tangible day-to-day experience. Staff across roles describe feeling valued, recognised, and genuinely cared for as people. Care partners and team leaders describe being encouraged to ask for help without fear of judgement. Even when solutions are not immediate, employees value knowing concerns will be taken seriously. Many employees say MiCare’s culture is most visible during moments of personal difficulty, when wellbeing is prioritised over productivity. These moments reinforce trust and loyalty across teams.



Continued on the following page...

Penni Michael, CEO (left)
Tess McGrath, General Manager (right)

Continued from the previous page...

Evidence of impact

These experiences are reflected in measurable improvements across MiCare's employee feedback. Favourable responses to the statement "Our Executive Management Team go out of their way to acknowledge and thank people for their contribution" increased by 12 percentage points year-on-year. Perceptions of the effectiveness of reward and recognition programs also strengthened significantly, rising from 48% to 61% in 2025.

More broadly, employee sentiment reflects a strong and positive culture.

- 3 out of 4 say they feel proud to work at MiCare
- 7 out of 10 would recommend it as a good place to work

These results reinforce that MiCare's focus on leadership visibility, listening and recognition is translating into a more engaged and committed workforce.

Five lessons from MiCare's journey

MiCare's experience offers clear insights for organisations navigating reform and leadership transition:

1. Executive behaviour sets the tone.
2. Flexibility builds loyalty—treating people as humans, not resources.
3. Listening must lead to action.
4. Recognition should be simple and consistent.
5. Diversity is a strength when truly embraced.

A shared commitment to people

MiCare's story shows that listening well and acting on what you hear are not "ideal" or "nice-to-have" actions for an organisation — particularly during industry-wide reform. They are actions that build leadership capability.

In a sector facing ongoing uncertainty, MiCare's focus on people has created stability, trust and strong engagement. Insync is proud to support MiCare by helping translate employee insight into practical, human-centred leadership action.



Celebrating Our People:

Introducing the MiAppreciation Awards

- Tess McGrath

At MiCare, our people are the heartbeat of our success. Every day, across our homes and offices, our team members bring passion, dedication, and integrity to their work.

Whether it is a small act of kindness or a major project milestone, these efforts make a profound difference in the lives of our elders, clients, and communities.

To honor these outstanding contributions, we have introduced **MiAppreciation Awards**—MiCare's first all-employee recognition program designed to spotlight those who truly embody our workplace values.

What Are the MiAppreciation Awards?

The MiAppreciation Awards are a company-wide initiative created to reward employees who go above and beyond. This program isn't just about performance; it's about character and the way we treat one another. It is a commitment to fostering a culture where every team member feels seen, valued, and appreciated.

Our Four Core Values in Action

Our values are the foundation of our culture. The awards will highlight employees who exemplify:

- **Empowerment** - We help people feel confident and capable. We trust people to make decisions and support people to take action.
- **Flexibility** - We listen, learn and adapt. We respond to changing needs and play our part in practical, meaningful ways.

- **Empathy** - We lead with kindness and care. We listen before we act, speak honestly and treat everyone with dignity and respect.
- **Harmony** - We build belonging through connection. We honour each person's culture, identity and life experience.

How the Program Works

The power of recognition lies in your hands. Nominations are open to **all employees**, allowing peers, managers, and teams to celebrate one another.

To nominate a colleague, simply share a story of how they demonstrated one of our core values. Our Executive team will review submissions quarterly and select a winner from each category.

A Strong Start

The response to our values-driven culture has already been incredible. In 2025, we have seen **153 nominations** submitted across all business units. It is heart-warming to see so many taking the time to acknowledge the great work of their colleagues.

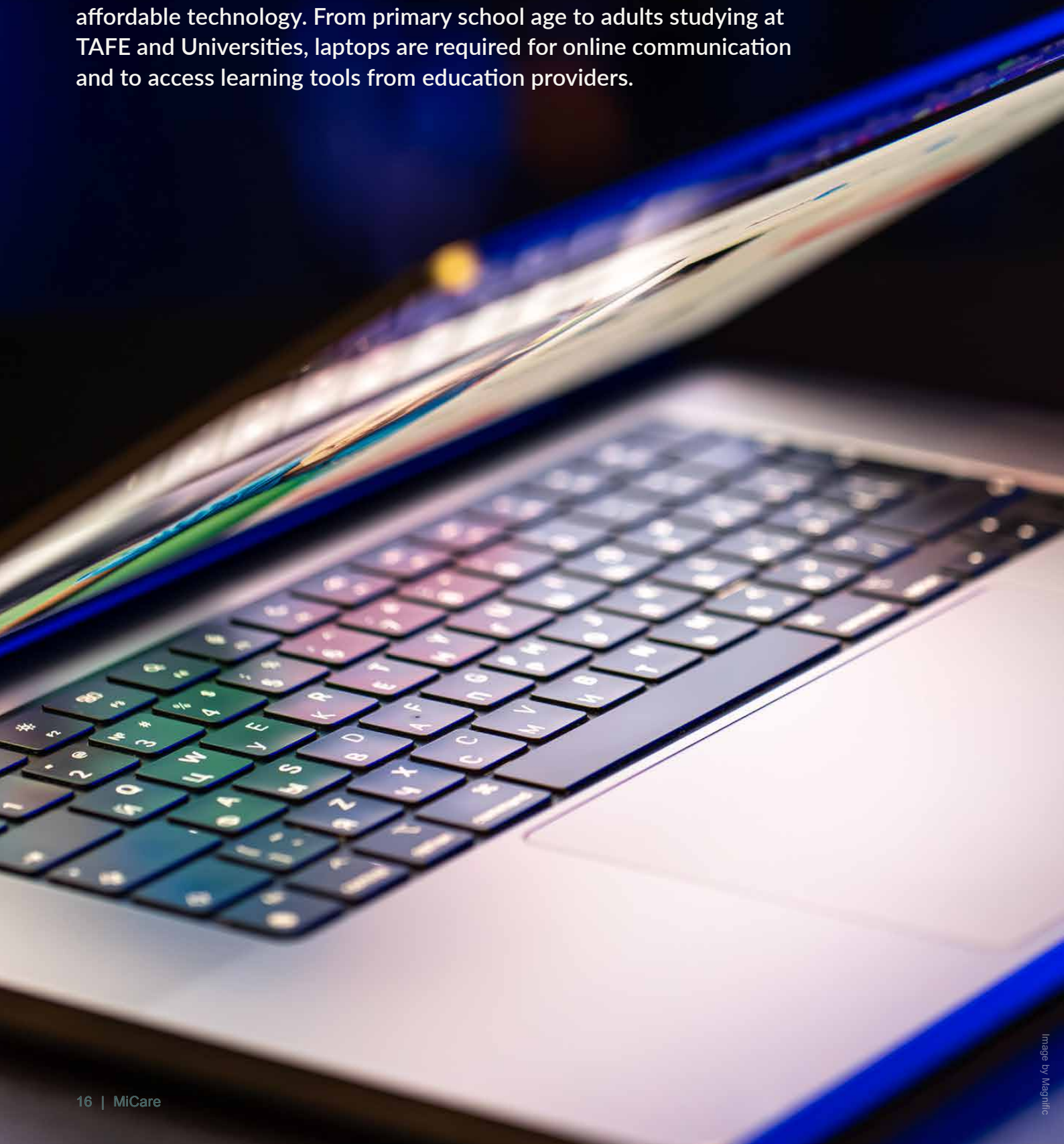
Images:

Tess McGrath- GM People's Services along with MiAppreciation Winners Dawn Van Krieken (top), Karyn Tobias (middle) and Shane McAnulty (bottom).

Refurbished laptops

- Jane Ashton

Our Migrant Service Case Work Team frequently hears requests for affordable technology. From primary school age to adults studying at TAFE and Universities, laptops are required for online communication and to access learning tools from education providers.



In 2024, MiCare established an internal program through our IT Department, refurbishing organisational laptops then distribute by Migrant Services staff give to those clients most in need. In the 25-26 financial year, over 20 reconditioned laptops were donated to clients.

Reports from staff indicate that overall clients are very appreciative of the laptops, unable to afford the laptops themselves, with many struggling with high cost of living and increased family expenses. With the laptops needed for a variety of reasons, we have brought some stories of them being received, some responses, and stories on how they have assisted.

Albert*, who was studying a Diploma in IT, who was supported by Senior Settlement Worker based in Sunshine to access a laptop. They said it made a big difference to their use of time. Now they are able to spend less time at the library using their computers and do more study at home.

Bilen* is a single mother from a refugee background from Eritrea, currently supporting two young daughters aged 3 and 10. She has been experiencing financial hardship and limited access to resources, which has affected her ability to support her children's education. The family was provided with a refurbished laptop to assist with schoolwork and online learning. In September, the Settlement Worker contacted the family to follow up on how they were using the laptop. The client's 10-year-old daughter shared that she is using it for school, including searching and creating work, and described it as one of the best Christmas gifts she has received. The mother also uses the laptop for her own studies. Since receiving the laptop, the children have been more engaged with their studies, and the mother has reported feeling less stressed and more confident in supporting their education. This support has had a positive impact on the family's overall wellbeing and settlement experience.

Claude*, a father of five (including twin daughters), a very humble, polite, and respectful man shared his plan with our case worker at Werribee to study to complete a Diploma of Community Services.

In assisting Claude to apply for the course, and Austudy, the client mentioned several times that

he needed a computer—not only for himself as a university student, but also for his three daughters in high school. He would smile as he spoke about it, showing both excitement and hope for the future.

When he was accepted into university and commenced his studies on 7 October 2025, he again raised the need for laptops for the family. The family at this time, were under financial stress and could not afford to buy computers.

The case worker followed up internally to access two laptops via our Refurbished laptop program, and the next time he saw the family, he gave the family several pieces of good news, first, that they had resolved a debt issue with Centrelink, and then he presented them with two laptops.

This is how our caseworker described that interaction:

They were overjoyed and expressed deep gratitude saying, "God bless you and your family." I told them to thank MiCare, and his wife smiled and said, "Then God bless MiCare!". We all laughed. Client C then looked at his wife, held up his small laptop proudly, and said, "Now you can say I'm a uni student!" with a smile. That day, Client C said, was one of the best days in two years -resolving the Centrelink issue and receiving laptops for his family.

It was a beautiful moment to witness the transformation from stress and worry to joy and hope all within half an hour. Later, I realised I had forgotten to test the laptops before giving them, but when I messaged him later he confirmed that both laptops were working perfectly, which was a huge relief.

I want to take this opportunity to thank each and every one of you for making this possible. Our clients may not always have the words or language to express their gratitude directly with all of us, but they deeply appreciate the support and care we provide. Each of us plays a vital role in their settlement journey, and this story is a wonderful reminder of the impact of our collective efforts.

**client names changed to preserve anonymity.*

Finding the Right Path:

How Care Finder Support Transforms Aged Care Journeys

- Angela Ng

Navigating the complexities of the aged care system can be a daunting task, especially for those living alone without a local support network. For one 84-year-old resident living in a rental unit, a referral to a Care Finder in late 2024 proved to be the turning point between social isolation and a sustainable, supported future.

Identifying the Gaps in Care

When the referral was first received from a non-clinical aged care assessor, the client was in a vulnerable position. Despite a complex medical history—including type 2 diabetes, ischemic vascular disease, and mild cognitive impairment—he was effectively without active services.

While he had previously accessed basic shopping and transport assistance, those services had ceased, leaving him waiting for a clinical assessment with several mounting challenges:

Communication Barriers:

Limited ability to use a mobile phone or navigate automated systems.

Functional Needs:

Lack of a washing machine and an inability to use a laundromat.

Social Isolation:

No local friends or family to assist with correspondence or appointments.

Safety and Conduct:

A history of “inappropriate comments” had previously alienated support staff, creating a barrier to future care.

A Holistic Approach to Support

The Care Finder’s role is not just about ticking boxes; it is about building trust and practical pathways. The first step involved an honest conversation regarding communication. By discussing how certain topics can be perceived as inappropriate, the Care Finder helped the client understand the importance of maintaining a safe environment for support staff—a crucial step in ensuring long-term service stability.

From there, the Care Finder acted as a bridge to several essential services:

Healthcare and Planning:

Assisted in finding a new GP and initiated vital conversations regarding Advanced Care Planning and Power of Attorney options.

Transport and Mobility:

Connected the client to alternative volunteer transport and assisted with medical reports required for a VicRoads review.

Navigating the System:

Supported the client through the My Aged Care (MAC) clinical assessment and attended a Centrelink appointment to complete necessary fee assessments.



Client Wilma Wiersma with carer Heather Petch

Securing Long-Term Independence

The ultimate goal was to transition the client onto a Short-Term Restorative Care (STRC) or Support at Home (SAH) package. While the client initially declined certain services and residential respite, the Care Finder respected his autonomy while ensuring he remained on the waitlist for his preferred permanent care facility.

Once a home care package was assigned, the Care Finder moved into an advocacy role:

Provider Selection:

Arranged meetings with the client's preferred providers.

Documentation:

Helped the client review and understand complex Care Plans, task lists, and budgets.

Financial Clarity:

Clarified the exact costs of contributions to ensure there were no financial surprises.

Tech Literacy:

Coached the client on how to use the provider's automated phone system, empowering him to manage his own care.

The Impact of Advocacy

The transition from having "nil services" to a fully implemented care package is more than just administrative success; it is a life-changing intervention. By addressing both the clinical needs and the practical hurdles of daily living, the Care Finder provided a safety net where there was none.

"I'd be stuffed without you."

Client

The significance of this support was best captured by the client himself, who noted: "I'd be stuffed without you." In an aging population, stories like these highlight the essential role of Care Finders in ensuring that every individual, regardless of their circumstances or past challenges, can access the dignity and care they deserve.

Flexibility

We adapt. We learn.

We respond to changing needs.

Powered by Community: Why Briton Left Scaffolding for a Caring Career at MiCare

For Briton, transitioning into aged care was a deliberate choice driven by a simple, powerful motivation: a desire to help people. Before stepping onto the floor at MiCare, Briton worked in the physically demanding world of scaffolding. While managing the heavy lifting of his previous role, he was quietly focused on a different blueprint for his future, working hard behind the scenes to complete the requirements needed to enter the healthcare sector.

“I chose a career in aged care because there is so much room for genuine care and love in this field,” Briton explains. “Knowing that my work helps someone feel supported and cared for is exactly why I’m here.”

That search for a meaningful, heart-centered environment is precisely what led him to MiCare. For Briton, the biggest difference between his past industrial roles and his current position is the unique sense of belonging that defines the organisation. He notes that the exceptionally friendly staff and welcoming residents create a supportive atmosphere that makes coming to work a positive experience every single day.

While the days can be busy, Briton maintains an optimistic, steady outlook on the floor, noting that “every day is good” when you are surrounded by a strong community. It is a vibrant environment that requires a good energy balance, which Briton



Briton

manages by hitting the soccer field to recharge when he is off the clock.

For anyone stepping into their very first day on the job, Briton offers reassuring advice rooted in the warm culture he experiences daily:

“MiCare is a loving place, and the community here is so good. My best advice is to just take the day as it goes.”

Empowered to Choose: **A Place We Now Call Home**

- Werner

Our connection with Prins Willem Alexander Retirement Village began long before we ever imagined living here ourselves.

In 2016, Eileen's parents, Bill and Cobie, were considering a move into one of the Independent Living Units. They already knew the Village well—Cobie's brother-in-law had been living in Jonkers since around 2014—so the community was familiar and welcoming to them.

As Cobie's health began to decline, they decided it was time for a change. They moved into an Independent Unit later that year. About three years on, when both Bill and Cobie's health needs increased, they transitioned into the Lodge. This seamless move was exactly why they had chosen PWA Village in the first place: the reassurance that Independent Living and Nursing Care were on the same site, making visits and support far easier should one partner need care before the other.

Not long after Bill and Cobie moved into the nursing home, my mother relocated from Toowoomba and, by coincidence, moved into the very same Independent Unit they had vacated, freshly renovated and ready for her. Sadly, her health declined only four months later, and she moved into the Lodge (Juliana), the nursing home section. For the next three years, we visited both our parents twice a week, becoming very familiar with the Village, its residents, and its warm, Dutch-inspired charm.

As I approached 70, Eileen and I had already placed our names on the waiting list, planning to move into an Independent Unit in the coming years. Vicky (Retirement Living Manager) contacted us to say that a two-bedroom unit would soon be available after a full renovation. Having seen the quality of these renovations, we decided to bring our plans forward. After selling our home in Cleveland, we moved into the Village in September 2023—a decision we have never regretted.



Werner with his car

Over the six years of visiting our parents, we had already grown comfortable with the Village's atmosphere, the friendliness of the residents, and the sense of community. One of the things I appreciate most is the freedom: if I want to join in, I can; if I prefer quiet time, that's respected too. Everyone is welcome, and everyone finds their own rhythm.

A little before moving in, I had begun driving for Uber and later obtained my ride-share license. As my regular clientele grew, I established my own private-hire transport service, "We'll Get You There Transfers." Once residents learned that I offered transport, my client base expanded almost overnight. They appreciated having a dependable driver right here in the Village—someone who would actually turn up on time for hospital visits, doctor appointments, airport runs, cruise terminal drop-offs, and more.

I later approached MiCare regarding their staff who regularly fly up from Melbourne. Thanks to reliability and competitive pricing, I now provide all their airport transfers as well.

My motto remains simple:

If you ever need a lift – I'll be there.

MiDevelopment:

Elevating Care Through Conversation

- Tess McGrath

At MiCare, our success is defined by our ability to deliver safe, high-quality, person-centered care.

To ensure our teams remain sustainable and aligned with our mission, we have launched **MiDevelopment**—a simple, flexible, and practical framework designed to shift the focus from administrative paperwork to the quality of coaching and professional growth.

A Purpose-Driven Framework

MiDevelopment is more than just a requirement under the Aged Care Act and the Strengthened Quality Standards; it is a vital tool for leadership and accountability. By integrating our five core values—**Empowerment, Flexibility, Harmony, and Empathy**—into our daily work, this process ensures that every team member understands “the bigger picture” and how their specific role contributes to the wellbeing of our elders and communities.

While traditional annual reviews often felt like a “check-the-box” exercise, MiDevelopment is a mandatory, standardised approach that provides visibility across the organisation while reducing the administrative burden on leaders. It is designed to be a supportive development tool rather than a disciplinary process, ensuring that success is celebrated and capability gaps are addressed early and fairly.

The Three-Step MiDevelopment Cycle

The process operates on a recommended six-month cycle (with a minimum requirement of once per year) and is structured around three straightforward steps:

- 1. Goal Setting & Alignment** The journey begins with the employee setting three core priorities using the SMART method (Specific, Measurable, Achievable, Relevant, and Timebound).

This ensures that goals—such as maintaining 100% compliance in care plans or mastering hand hygiene protocols—are clear and outcome-based.

- 2. The Heart of the Process: Coaching Conversations** Regular check-ins are the most critical component of the model. These are not intended to be “one-size-fits-all” meetings; they can be brief, informal, face-to-face, or via Teams. These conversations allow leaders to provide real-time feedback, recognise ongoing successes, and offer the resources or training needed to keep work on track.
- 3. Review and Reflection** At the end of the review period, the leader and employee meet to evaluate progress. This step involves a mutual rating system where both parties record feedback on goals achieved and values demonstrated. Once finalised, the digital form is submitted to HR, providing the necessary evidence for audit and regulatory purposes.

Driving Performance Through Effective Feedback

To truly lift engagement, leaders are encouraged to provide “on the spot” feedback that immediately follows a specific event. By praising in public and correcting in private, we create a safe environment where feedback is a two-way street.

Ultimately, MiDevelopment is about building a solid foundation of trust. Whether through a 60-minute planning session or a two-minute “on the go” acknowledgement, these interactions ensure that our people are motivated, recognised, and empowered to provide the best possible care.

Strengthening Our Future:

Enhancing Client Experience, Workforce Capability and Growth in Home Care

- Christine Phokion

At MiCare, our commitment to delivering high-quality, culturally responsive care continues to evolve in line with our strategic plan.

Recent initiatives across the Home Care team demonstrate how we are strengthening our services, supporting our workforce, and enhancing the experience for our clients and their families.

Driving Growth Through Innovation and Partnerships

As demand for Home Care Packages and Commonwealth Home Support Programme (CHSP) services continues to increase, we are growing not only in size but in how we think and operate.

A key development has been the establishment of a dedicated Client Engagement Team, designed to streamline referrals, onboarding, and service commencement for both CHSP and Support at Home (SAH) clients. This approach ensures a more consistent, efficient, and person-centred entry into our services, reducing delays and improving the overall client experience.

In addition, our new partnership with Aged Care Decisions is strengthening referral pathways for prospective clients. This collaboration enables us to connect earlier with individuals and families seeking support, ensuring they receive timely guidance and access to appropriate services.

We also introduced a \$250 gift voucher referral program for new clients and for current clients referring a friend.

Living Our Mission Every Day

Our mission is brought to life through the way we support clients to remain independent, connected, and respected within their communities.

By improving onboarding processes and enhancing communication, we are ensuring that clients feel supported from their very first interaction with MiCare. The Client Engagement Team plays a vital role in understanding each client's unique needs, preferences, and cultural background—setting the foundation for meaningful, personalised care.

Delivering Diverse and Culturally Responsive Services

MiCare's strength lies in its diversity. Approximately 60% of our Home Care workforce speaks a language other than English, enabling us to deliver truly culturally responsive care.

We are further strengthening this capability through targeted recruitment of bilingual and multilingual staff, ensuring we can meet the growing needs of clients from culturally and linguistically diverse (CALD) communities.

This not only improves communication but enhances trust, cultural understanding, and client wellbeing—particularly for those who may feel isolated or vulnerable.

Using Systems, Data and New Ways of Working

The introduction of a structured Client Engagement function represents a shift in how we use systems and data to improve outcomes.

By centralising intake, tracking referral sources, and monitoring onboarding timeframes, we are better equipped to:

- Improve responsiveness
- Enhance coordination across teams

This data-driven approach supports continuous improvement and ensures we remain agile in a changing aged care environment.

Strengthening Clinical Governance

Our clients are at the heart of everything we do. To further support our teams and ensure high-quality care delivery, we have introduced a Clinical Coordinator role within Home Care.

This role provides:

- Stronger clinical oversight
- Support for case managers and care staff
- Guidance in managing complex and high-risk clients
- Improved consistency in clinical decision-making

By investing in this role, we are not only enhancing client safety and outcomes but also empowering our staff with the knowledge, support, and confidence they need to deliver exceptional care.

Looking Ahead

These initiatives reflect MiCare's ongoing commitment to growth, innovation, and excellence. By strengthening partnerships, investing in our workforce, and embedding culturally responsive practices, we are well-positioned to meet the evolving needs of our communities.

Together, we are building a more connected, responsive, and compassionate Home Care service—one that truly brings our strategic vision to life.



Prins Willem Alexander Village roof top

Turning sunshine into savings at Prins Willem Alexander Village

MiCare is taking another meaningful step toward a more sustainable future.

Our property team has installed a 100kW solar panel system at Prins Willem Alexander Lodge in Queensland, generating up to 450kWh of clean electricity each day.

That's enough energy to make 10,000 lattes, cook 20,000 eggs, charge 50,000 mobile phones, keep a TV running for over a year, or drive a Tesla nearly 3,000 kilometres.

While we won't be brewing that many coffees or driving across Australia any day soon, our solar project will reduce the lodge's mains electricity use by up to 30%. It also lowers operating costs and moves us closer to our sustainability goals.

OUR AMAZING ROAD TRIP

The Great Inland Adventure:
A 2,700km Journey to Canberra

- Ineke Broekman

On March 11th, five residents from Prins Willem Alexander Village—Anna, Ria, Jean, Elly, and Ineke—set off on an ambitious road trip. Led by our expert driver and tour leader, Kees, we boarded the MiCare Toyota Hiace for an unforgettable 2,725km journey across the Great South Land.

Days 1 & 2: The Road South

Setting off at 7:15 am, we traveled through the Toowoomba Bypass and across the rich soils of the Condamine catchment. Kees shared his vast knowledge of local grain and cotton industries as we passed through Millmerran and Goondiwindi, eventually clocking 507km on our first day.

The second day took us through the wheat silos of New South Wales. After a stop in Narrabri and Gilgandra, we reached Dubbo. The highlight was an African-style safari at the Taronga Western Plains Zoo, where the giraffes and zebras stole the show.





Residents travel pictures

Day 3: History and Tranquility

Our third day was a masterclass in Australian history. We visited:

- **“The Dish”:** The Parkes Observatory, famous for its role in the 1969 Apollo 11 moon landing.
- **Age of Fishes Museum:** Exploring 360-million-year-old fossils in Canowindra.
- **Cowra Japanese Garden:** A peaceful monument to reconciliation at the site of the 1944 POW breakout.

By late afternoon, we arrived in Canberra, our home for the next three nights.

Days 4 & 5: The Magic of the Capital

The centerpiece of our trip was the Canberra Balloon Spectacular. Rising at 6:00 am, we stood on the lawns as massive balloons were inflated. Watching 18 balloons, including “Finley the Turtle,” drift into the dawn sky was a breathtaking, emotional experience that exceeded all expectations.

Our time in the capital was filled with iconic landmarks:

- **Parliament House:** A guided tour of the architecture, topped with brunch and roof-top views.
- **National Arboretum & Museum:** Marvelling at the Bonsai exhibit and key moments in Australian culture.
- **Australian War Memorial:** A deeply moving experience as we attended the Last Post Ceremony to honor the fallen.

Days 6 & 7: The Coastal Return

Heading homeward, we stopped at the Big Merino in Goulburn and the historic Bradman Oval in Bowral. After a night in Toronto, we continued to Coffs Harbour, enjoying a touch of nostalgia with a Dutch meal and miniature landscape at the Clog Barn.

On our final day, we visited the Margaret Olley Gallery in Murwillumbah and took a sentimental drive past Jean’s former café near the Nerang River.

A Journey to Remember

We arrived back at the village on March 18th, tired but deeply content. Our 95-year-old Anna participated in every activity, proving her motto: “I can do it myself.”

This trip was more than just a holiday; it was a reminder of the kindness of strangers and the sheer enormity of our beautiful country. Our heartfelt thanks go to MiCare for the support and to Kees, whose tireless preparation, patience, and regional knowledge made this “trip of a lifetime” possible.

Empathy

We put **people first**. We **listen** before we act.
We **communicate** openly and honestly.

Born to Care: A Passion for Connection at MiCare

For some, aged care is a calling. For MiCare Lifestyle Coordinator at Avondrust Lodge, it is in her DNA.

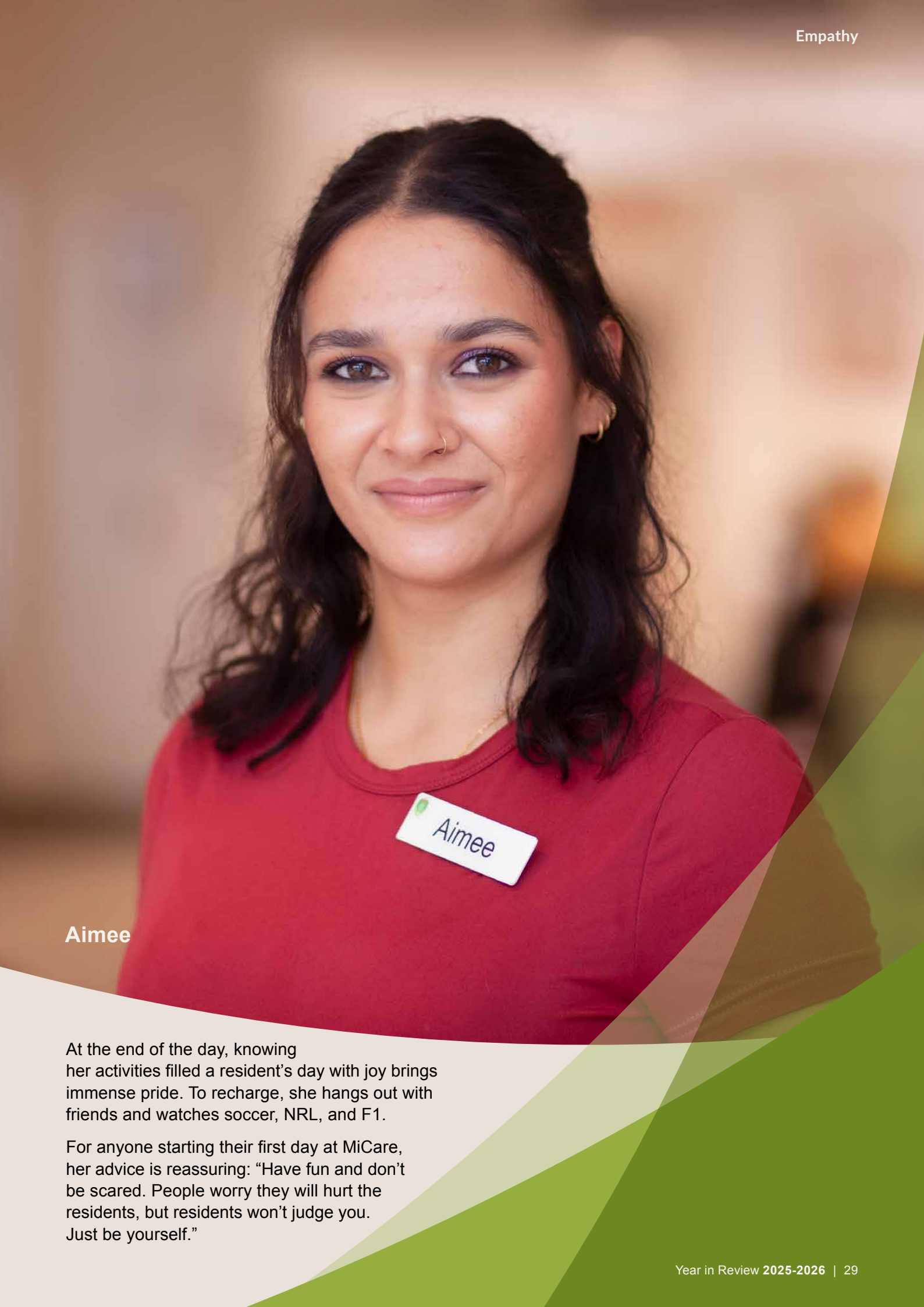
"I pretty much live and breathe aged care," she shares. "Everyone around me has worked in this industry. From my great-grandmother who was a nurse, to my mum, my aunt who works in the kitchen, my cousins"

Her journey began during lockdown while studying for a Diploma in Community Services. A two-week placement in Mordialloc turned into a two-year role as a Lifestyle Assistant and receptionist. Today, she brings that diverse experience to MiCare.

What sets MiCare apart for her is the autonomy given to the residents. "It's the freedom they have.

They can do what they want, how they want, as long as they are safe. We don't stop them from walking, shopping, or visiting others."

Her daily mission is simple: wiping out loneliness. She coordinates major celebrations that take months to plan and personally interacts with residents every day. Currently, she is arranging for an NRL fan to watch the rugby games, making sure to sit and watch right alongside him. Another resident she regularly visits has dementia. "She doesn't remember much, but she remembers me—that makes me so happy." I look after residents the exact way I would look after my own grandparents."

A portrait of Aimee, a woman with dark, wavy hair, wearing a red t-shirt and a name tag that says "Aimee". She is smiling slightly and looking towards the camera. The background is a blurred indoor setting. A green geometric shape is in the bottom right corner.

Aimee

At the end of the day, knowing her activities filled a resident's day with joy brings immense pride. To recharge, she hangs out with friends and watches soccer, NRL, and F1.

For anyone starting their first day at MiCare, her advice is reassuring: "Have fun and don't be scared. People worry they will hurt the residents, but residents won't judge you. Just be yourself."

Navigating the Fog:

How Care Finder Support Provides Clarity and Connection

For many older Australians, the My Aged Care system can feel like a complex puzzle. Understanding the difference between assessments, service types, and waitlists is challenging enough, but doing so while managing chronic health conditions can be overwhelming.

When a 69-year-old woman living alone in a rental unit was referred to a Care Finder in March 2025, she was already facing significant hurdles. Managing heart disease, kidney failure, and diabetes—compounded by limited mobility and chronic pain—meant that staying independent at home was becoming increasingly difficult.

Identifying the Disconnect

At the initial meeting, the client expressed a common frustration: uncertainty. While she was receiving fortnightly domestic assistance, she didn't understand the outcome of her previous assessments or what the next steps were. She felt she was waiting for "someone" from My Aged Care but wasn't sure who or why.

Beyond the administrative confusion, there were practical gaps in her daily life:

- **Safety Concerns:** She no longer felt safe moving around her home.
- **Maintenance Issues:** The upkeep of her home and garden had become unmanageable.
- **Nutritional Gaps:** She was struggling with meal preparation.
- **Isolation:** Difficulty accessing the community had limited her social interactions.

Building a Roadmap for Care

The Care Finder's first priority was to act as an educator and advocate. By explaining the distinction between the Commonwealth Home Support Programme (CHSP) and a Home Care Package (HCP), the Care Finder helped the client understand exactly where she stood in the system.

With a clear roadmap in place, the Care Finder began bridging the gap between "approved" services and "active" care:

- **Immediate Practical Support:** Despite many local providers having closed waitlists for social and food support, the Care Finder successfully arranged for occupational therapy, garden maintenance, and home maintenance services to commence.
- **Active Advocacy:** The Care Finder attended the clinical assessment alongside the client, ensuring the assessor was aware of the service gaps in the local area. This led to the approval of a Level 2 Home Care Package and a vital referral to a continence nurse.
- **Problem Solving:** Knowing that wait times for packages can be long, the Care Finder introduced alternative strategies, such as setting up phone-ordered grocery deliveries and providing resources for low-cost assistive technology to improve safety at home.



Residents of 741 Luxury Apartments having lunch

Ongoing Connection and Empowerment

Support didn't end once the paperwork was filed. To ensure the client felt supported during the wait for her Home Care Package, the Care Finder implemented a schedule of intermittent check-ins every six to eight weeks. These calls serve as a vital link, ensuring her health hasn't changed and providing updates on her package status.

The Care Finder also began preparing the client for the future by discussing local providers and comparing management fees, ensuring that when the package is assigned, she is ready to make an informed choice.

The Power of Understanding

The impact of this tailored support is best reflected in the client's own words: "I didn't understand about My Aged Care. I couldn't have worked out what I needed to do without help... now I understand what is happening."

By stripping away the jargon and providing a steady hand through the assessment process, the Care Finder transformed a confusing bureaucratic journey into a clear, manageable plan for a safer and more supported life at home.

741 Community Dinners

741 residents gathered in March, to celebrate the first of our monthly 741 Community dinners, for a warm and welcoming meal that brought everyone together over good food and great company.

The evening featured a hearty meal of Roast Beef and Roast Chicken, served with all the trimmings. Laughter and conversation filled the room as neighbours caught up and shared stories, making the night feel both lively and comforting.

To finish, we enjoyed a delicious Sticky Date Pudding for dessert, which was a clear favourite and the perfect sweet ending to the meal. The delicious and scrumptious meal was provided MiMeals.

Adding to the atmosphere, Brian entertained everyone with his guitar, playing a selection of tunes that had many tapping their feet. His music created a relaxed and joyful mood, rounding out the evening beautifully.

Events like this remind us how special our community is, and how important it is to come together, share a meal, and enjoy each other's company. We look forward to our monthly community meals, which are held on the third Wednesday of each month.

ACVVS Volunteer Sienna

– visiting Kamila - Sienna

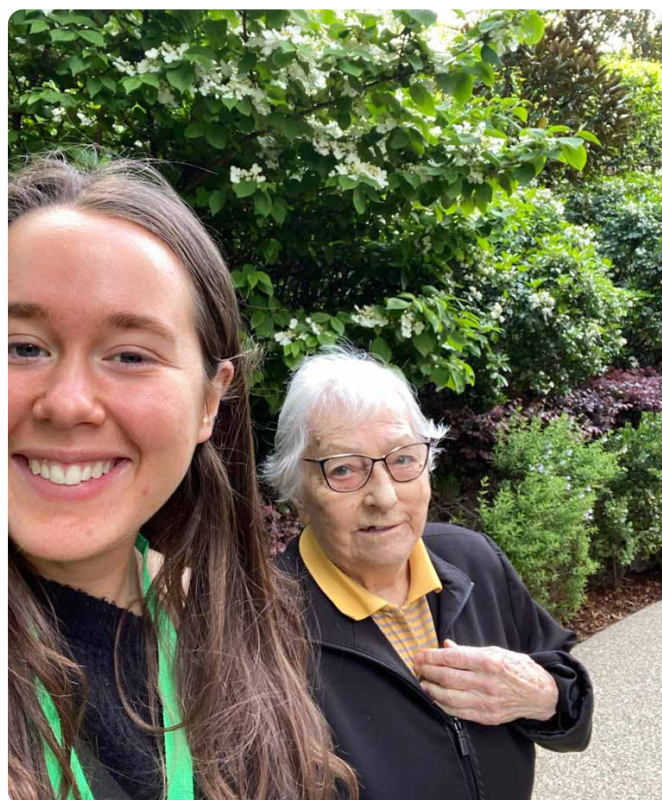
I started visiting Kamila at a different retirement village from September 2024. There were a multitude of reasons for why I wanted to become a volunteer and give back to my community in some way.

One of them being the loss of my Nonno in 2023, with whom I had such a strong connection with. I figured I could channel some of the love I had for him into bringing some form of connection into someone else's life. That paired with the changes surrounding university, relationships and decisions that come with being 19 years old, helping another person in need felt like a healthy place to focus on. It was through these changes that I was inspired to work with MiCare - who "matched" me with visiting Kamila once every week.

At first, I felt nervous and unsure of what the dynamic would be like, if I would say the right things, or whether this was beneficial for either one of us. But I would soon find that Kamila and I would fall into a lovely routine and rapport that definitely would contribute to her sense of wellbeing throughout the week.

Each week we would go out onto the decking and observe the plants, then walk around the whole village and get a coffee from the coffee machine together. It wasn't long until I realised that Kamila is an extraordinary lady, with a Masters in Engineering from what was once Czechoslovakia in 1960. A cool thing that I found out is that she was the only lady in her class, and I got to see an amazing photo of her with her cohort. In our visits she would recall all the athletic activities she pursued as a younger girl, such as running and basketball. Me being interested in running and sporting as well, we were able to relate on many fronts.

But the thing that stands out most for me is the playful and cheeky energy she has, which has made her very popular around the village. Throughout each walk we have there are quite a lot of people, whether that be staff or residents, that stop and say hello to Kamila and ask her how she is.



ACVVS visitor Sienna visiting Kamila

Visiting Kamila with MiCare has added a strong sense of warmth throughout my week, as I'm sure she enjoys the visits as well. Being connected to her children who live overseas is such a cool aspect of the visitor scheme, as I can ask more questions about Kamila's life and they can have a sense of relief knowing that their mother has an extra visitor each week!

If anyone is considering volunteering with MiCare, I'd say it's a lovely investment of your time that can get you connected to people from all walks of life. I'm extremely grateful I'm able to participate in this program, and often find that when I tell people about it I'm filled with pride.

A World of Flavor Delivered to Your Door:

Discover the New Culturally Diverse MiMeals Menu

At MiCare, we believe that a great meal does more than satisfy hunger—it connects us to culture, comforts the soul, and supports our health.

That is why we are incredibly proud to unveil a completely refreshed, brand-new menu for **MiMeals**, our dedicated convenient meal service. Whether you are looking to simplify your weekly routine or seeking easy, nutritious options for a loved one, our new menu brings a vibrant world of flavor straight from our kitchen to your table.

Crafted by Chefs, Inspired by Culture

The cornerstone of our new menu is **cultural diversity**. Reflecting the rich multicultural tapestry of the MiCare community, our chefs have expanded the kitchen's horizons to introduce a range of authentic, international cuisines.

Alongside traditional Australian roasts and deeply cherished Dutch comfort classics like Hachee (Beef Stew) and Erwtensoep (Dutch Pea Soup), clients can now take a culinary journey across the globe. Exciting new additions include:

- **Vibrant Asian Cuisines:** From fragrant Thai Green Curry Chicken and savory Chinese BBQ Pork with Noodles to authentic Indonesian Bami Goreng.
- **Aromatic Middle Eastern & Mediterranean Flavors:** Featuring a gently spiced Moroccan Lamb Stew and classic baked pasta dishes.
- **Comfort Food Favorites:** Hearty staples like Chicken Parmigiana, Butter Chicken, and premium Baked Salmon in Saffron Risotto.



The Quality of Wholesome, Local Ingredients

We believe that exceptional taste starts with exceptional produce. Our dedicated culinary team proudly cooks with fresh, premium ingredients sourced directly from **approved local suppliers**. By prioritising local sourcing, our chefs ensure that every dish is packed with natural flavor and maximum freshness before being snap-frozen to lock in all the goodness.

Dietitian Approved for Total Peace of Mind

Healthy eating should never mean compromising on taste. To ensure our meals support the ongoing health, vitality, and wellbeing of our community, every single item on our new menu has been **reviewed and approved by a qualified dietitian**.

Our dishes provide a perfectly balanced nutritional profile and are prepared **without added salt**, making them an excellent choice for individuals looking for reliable, healthy, and easy-to-prepare dining options at home.

Explore the Menu and Order Today

The new menu is officially live and ready for you to enjoy. All meals arrive in eco-friendly packaging, designed to be easily heated in either the oven or microwave whenever you are ready.

To view the full, extensive selection of soups, mains, and desserts, or to place your next order, visit the official website today.



Harmony

We **respect** every individual.

We **honour** culture and identity and life experience.

We **work together**.

A Home Away from Home: How Mansooreh Found Family and Purpose at MiCare

Being far from extended family in Iran was challenging, but for Mansooreh, it became the catalyst for a fulfilling career. Wanting to channel that missing connection toward others, she chose aged care to turn a natural desire to help into a daily purpose.

Four years ago, MiCare became Mansooreh's first job in Australia, quickly evolving into much more than a workplace. "What makes MiCare stand out to me is how welcoming it is," Mansooreh shares. "The staff and residents feel like one big family, and that makes the environment very special."

Reflecting on her journey, Mansooreh's standout highlight remains the support she received during those daunting first days.

Arriving with language barriers, she initially struggled to understand everything.

However, a colleague named Kellie—now part of the Lifestyle team—stepped in. Kellie didn't just teach the job; she actively helped Mansooreh improve her English, a gesture she will always be grateful for.

Today, that initial kindness has come full circle. Going home brings Mansooreh a deep sense of pride—not only from making a difference in residents' lives but from the financial stability the role provides for her own family. Afterward, recharging is all about family, cooking favorite meals for her kids and enjoying a bit of shopping.

**Mansooreh**

For anyone stepping onto the floor for their very first day, Mansooreh's advice is rooted in the culture that helped her succeed: pay it forward.

"Always be helpful," Mansooreh advises. "I received great help during my initial days at MiCare which made me confident in my job. Be that assistance for someone else."

MiCare Humanitarian Settlement program

- Jane Ashton

MiCare Humanitarian Settlement program (HSP) supports newly arrived humanitarian entrants during their first 18 months in Australia, helping them become self-reliant members of the community.

Funded by the Department of Home Affairs, MiCare delivers these services as a subcontractor to AMES Australia. The program is funded by the Department of Home Affairs, and MiCare delivers HSP services as a subcontractor to AMES Australia.

MiCare HSP services areas include:

1. Case management - Settlement workers link clients and assist them to access the many services that will assist them to build the foundations of a new life in Australia. Foundation outcomes include Housing, Transport, English classes, Employment, Health services, and more.
2. Orientation - Orientation information and activities focus on building the capacity of the new arrival to navigate services and systems in Australia. Orientation information may be delivered one-on-one by a MiCare worker, via podcasts or translated material in the language of the client, and via group information sessions.

MiCare HSP team regularly delivers two-day Orientation information sessions to groups of newly arrived community members in their first language.



MiCare's Migrant Services client

In November 2025, a group of 15 people from Myanmar who speak Karen completed a 2-day Orientation program at our Werribee office. The sessions were in a classroom setting, and on the second day of the program, a short outing to see important services location of English classes, Library, Services Australia (Centrelink) and post office in local area. Participants showed particular interest in the topics of Transport, Education, and Employment and enjoyed activities that were interactive and helped to consolidate learnings. Feedback from the group indicated that overall, the sessions made them feel more confident to talk to service providers and communicate their needs.

Knowledge, Voice, Action:

Empowering Multicultural Women to Address Racism

- Rachel Philips

For many multicultural women, experiences of racism can be difficult to navigate—especially when systems, rights and reporting pathways are not always clear or accessible.

The Knowledge, Voice, Action: Multicultural Women Against Racism program was co-designed with members of the Multicultural Women's Leadership Network to respond to this need. Through consultations across 2024 and 2025, the program was shaped by the lived experiences and priorities of multicultural women.

The program is being delivered by MiCare's Migrant Services team, specifically the Community Strengthening and Partnerships team, with support from partners Victoria University and Westjustice. The program has received a strong response from over eight community groups, with approximately 15 women attending consistently each week—demonstrating both relevance and trust.

Across six interactive workshops, women strengthened their understanding of racism in its many forms, while building practical knowledge of legal rights, reporting pathways and available supports. Participants reported increased confidence to recognise and respond to racism across workplaces, schools and community settings, alongside a stronger sense of connection and collective voice.

The next phase will involve a co-design consultation to develop a multilingual anti-racism resource, focused on clear, accessible information and empowerment messaging for new and emerging communities—supporting others to understand racism and know where to seek help. A graduation and resource launch event will follow to celebrate participants and share this work more broadly.

The program's impact will continue beyond the workshops. Ongoing support will be provided to participants as emerging community leaders, while the reach and effectiveness of the multilingual resource will be monitored over time.

This program demonstrates the value of community-led approaches central to MiCare's Community Strengthening and Partnerships work—supporting women not only to navigate systems, but to shape solutions and lead change within their communities.

This program has been delivered with the support of the Department of Premier and Cabinet's Local Anti Racism Initiative, and the Department of Home Affairs' Settlement Engagement Transition services.



Seminar on Women Empowerment program



A Sea of Green and Dancing Feet: MiCare Celebrates Saint Patrick's Day

- Anita Whiteside



The spirit of the Emerald Isle came to life recently as the MiCare Social Support Group gathered for a vibrant and heartwarming Saint Patrick's Day celebration at Carrum Downs, Victoria.

It was a day defined by infectious energy, cultural connection, and, most importantly, the resounding joy of our community members.

Intergenerational Magic

The absolute highlight of the festivities was a special performance by a group of young Irish dancers. Ranging from as young as three years old and dressed in traditional green attire, the dancers captivated the room with their talent and rhythm. The energy in the room was electric, with our Social Support Group members clapping along and cheering for the young performers.

The magic didn't stop when the music ended. Following the performance, the children spent time interacting one-on-one with our residents. Seeing these two generations connect, share stories, and smile together was a powerful reminder of the importance of community and the "Harmony" we strive for at MiCare.



A Festive Atmosphere

The celebration truly lived up to the "luck of the Irish." The venue was a sea of green, with both MiCare staff and group members donning festive outfits to mark the occasion. The day was filled with:

Cultural Discovery: Engaging discussions about Irish heritage and traditions.

Sweet Treats: A delicious spread of themed green treats enjoyed by all.

Laughter and Dance: The festive spirit even moved the MiCare staff to get on their feet and try a few Irish dance steps themselves, much to the delight and cheers of the members.

Strengthening Our Community

At its core, this celebration was about more than just a holiday—it was about fostering a sense of belonging. The day was filled with smiles and a shared community spirit that left everyone feeling uplifted.

A huge thank you to everyone who participated, dressed up, and brought their energy to the event. It was a resounding success that reminded us all of the joy found in celebrating culture and connection together.

MiCare's Visiting Programs

- Alison Harding

The Aged Care Volunteer Visitors Scheme (ACVVS) and Friendly Visiting programs have grown and evolved considerably over this period; by connecting people and supporting community-based friendships.



Volunteer serving food to residents

We have made a significant impact in the community by building strong relationships with external aged care providers, organisations, and community stakeholders. Growth and connections have been strengthened across all regions in both Victoria and Queensland, with particular progress in the Western Metro region through the expansion of our Visiting Programs. These combined developments, together with stronger volunteer engagement, continue to support the sustainable growth of our visiting programs.

Volunteers themselves have also embraced new systems to streamline visit reporting. Many now scan the QR code on the reverse of their name badge

to record their visits, while others use the secure reporting link sent via Esendex. This supports our team receiving vital data for reporting purposes.

Our team works collaboratively and confidently across both states, with the ability to step into one another's roles when required. This flexibility enables the team to operate seamlessly and efficiently. We actively embrace technology, systems, and change to support continuous improvement.

Our greatest strength is our team itself. Their care, kindness, and commitment are central to the Visiting Programs we deliver, ensuring meaningful and compassionate support for the communities we serve.

Multicultural Healthy Symposium

- Gladys Maseko

I recently had the privilege of representing MiCare at the QLD Multicultural Health Symposium, a gathering of leaders, academics and representatives from QLD Health, Aged Care providers, the NDIS and Health faculties from some Qld universities.

Alongside Dr. Michael Sanchez, President of the Latin American Association of Australia, (LACA QLD), I presented on the enduring success of our partnership in a session titled: “Building a Culturally Responsive Aged Care through Community Partnerships: The MiCare/ LACA Qld Collaboration.”

I would like to extend a special thank you to Dr Luis Sanchez, and the MiCare CEO, Penni Michael, for their work on the presentation. While Penni was unable to attend, her preparation was instrumental to our success.

While others focused on the theory of co-design, MiCare showed evidence-based success through an equal partnership. This collaboration has resulted in:

- Better health and social outcomes for Latin American residents.
- A stronger Spanish-speaking workforce.
- Increased participation in cultural festivals like **Brisbane Fiesta Latina**.

The presentation was highly praised, with many attendees viewing MiCare as a benchmark for culturally responsive care. It was heartening to see some attendees at the conference asking if other providers had replicated this model for other cultural groups.



I would like to conclude by highlighting a key insight from Dr Sanchez when he was telling me more about the decade-long partnership. He advised that MiCare’s willingness to give the association a voice and empower LACA, rather than dominating the partnership, is our greatest strength. He observed that many collaborations fail when large organisations stop consulting the community after the initial agreement, after a Memorandum of Understanding has been signed.



Year in Review



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