

A woman with short dark hair, wearing a pink t-shirt and a grey apron, is smiling and holding a large black rectangular picture frame. She is standing outdoors in front of a green bush with red flowers. Her right arm is raised, and her left hand is on the frame. The background shows a residential area with a house and a fence. The image is framed by a green circular border.

mecwacare

A window to *mecwacare*
2016 - 2017



OUR VALUES

PURPOSE

Maximise the quality of life for people who are aged and disabled in the Victorian community

VISION

Caring together, creating choice, respecting lives



Caring



Accountable



Respectful



Ethical

CHAIRMAN AND CHIEF EXECUTIVE REPORT

As we enter the next stage of our five year strategic plan, the new era of consumer-directed care continues to be the focus of change to how the Victorian community receives funding and care. Increasing choice and service options available to the people we care for is essential in achieving the best possible health and wellbeing outcomes. *mecwacare*'s sustainability, progressive growth and increased presence in becoming a Victoria-wide service provider has been advanced through the guidance of the Board and the contribution of more than 1,700 staff and 350 volunteers across the organisation.

The federal government commenced changes in the home nursing and care domain. As of January 2017 there has been a division between services for people aged over 65 years moving to the federal government's Commonwealth Home Support Programme (CHSP) and people under 65 years staying with Home and Community Care (HACC) funding provided by the state government. HACC and ISP (Individual Support Packages) funding is now slowly transitioning to National Disability Insurance Scheme (NDIS) funding. These changes, significant for the organisation, will continue through to 2020 as the government redevelops the Aged Care Sector. In February 2017 Home Care Packages were altered, with funding now allocated to the individual to give consumers the ability to choose their provider based on location and care needs. This has been a catalyst for the diversification of services and the development of partnerships to ensure clients are receiving the range and choice in care and services that they request. *mecwacare* now administers more Home Care Packages to clients, providing care and support in a greater number of metropolitan suburbs and into regional Victoria.



JOHN HOOD, CHAIRMAN

MICHELE LEWIS, CHIEF EXECUTIVE

We purchased a new site in Hoppers Crossing and commenced development of a 100 bed aged care facility and 10 bed retirement village, which is scheduled for opening in January 2018. This will increase *mecwacare*'s presence in the Western suburbs and continues our strategic goal of geographical service growth.

Key developments in learning were the roll-out of LGBTIQ training to all staff across the organisation and Advance Care Planning training to all Registered and Enrolled Nurses. These key annual training programs ensure ongoing best practice in the social and clinical components of our service, and sit alongside an extensive learning and development program. *mecwacare* continues the Board Scholarship program with nine staff receiving financial support for training. This is the core of *mecwacare* alongside our values. This is our organisation's work – our primary focus.

mecwacare has risen to the challenge of change, focusing on consumer-directed care to ensure services meet individual care needs and goals. As a not-for-profit provider of aged care and disability services, *mecwacare* understands how our organisation impacts the wider community and is committed to ensuring that all processes and best practices are diligently followed. With a 99% audit compliance rate from 80 external audits and a 98.5% satisfaction rate from clients receiving services, our organisation believes in responding to the changing needs of the community and actively encourages and supports continuous improvement, innovation and safe, best practice service delivery. As we continue to grow and provide services to more people in the community than ever before, the 'window to *mecwacare*' will always be open to keep our valued clients and residents, donors, supporters, volunteers and staff informed every step of the way. We remain responsive to feedback to continuously improve care and support services, and actively encourage people to talk to us so we remain focused and in partnership for the best possible client outcomes. As a not-for-profit care organisation, every dollar earned or raised through fundraising goes back into client and care services. Growth has allowed us to achieve economies of scale, previously not achievable.

On behalf of the *mecwacare* Board of Directors and Leadership Team, thank you to the committed staff and volunteers for another successful year providing the highest quality care services to residents and clients.

(pictured opposite) Lounge room
at *mecwacare* Rositano House



OUR PEOPLE - OUR COMMUNITY

Our volunteers making a difference

In March mecwacare held the Annual Employee, Volunteer and Contractor Awards. Terri Dollman (mecwacare Noel Miller Centre) and the hairdressers from mecwacare O'Mara House were officially recognised as our Volunteers of the Year due to their ongoing contributions to mecwacare and for upholding the values of the organisation.



In 2008, Terri began creating beautiful flower displays for the mecwacare Noel Miller Centre when her mother was a resident at the facility. The displays show quality and care, and are provided free despite the time and money that goes in to their design. Staff, residents and their families appreciate Terri and all that she provides to the mecwacare Noel Miller Centre. Terri also created an elaborate Autumn-themed showpiece for the Annual Volunteer Appreciation Day event at The Gables earlier this year, highlighting her dedication to the organisation. Her generosity continues to benefit the residents of the centre, as each new display has a story and brightens the facility.

For the past 30 years, the volunteer hairdressing group of Glenys Crozier, Maureen Jones, Jenny Monds, Jenni Edmonson, Audrey Sherry, Corrie Vandervelden and Sue Olivier have attended mecwacare O'Mara House weekly. During this time the group has developed strong relationships with residents and staff, providing haircuts as a free service. When a new hairdressing salon was built into the activities room three years ago, the group discussed their ideas with management to create a vibrant space that is relaxing and practical. This has increased participation, and also generates social opportunity for the residents as they receive their cuts and perms. We would like to thank all mecwacare volunteers for their ongoing support and very much appreciate their time assisting our residents, clients, participants and staff across metropolitan Melbourne and regional Victoria.

Donald's mecwacare journey

In February, Malvern resident Donald was admitted to the mecwacare Malvern Centre for respite care. Donald had another short stay with mecwacare in 2016, and such was his delight that he recorded his latest journey in a diary. Here is Donald's story, a window into mecwacare's Residential services.



"I was welcomed by staff, residents and volunteers who remembered me, and I was presented with a nicely decorated cake for my 79th birthday. I was allocated room no. 32, which was conveniently located next to the activities room and contained a refrigerator and TV."

Donald's home is located within walking distance of the mecwacare Malvern Centre. By using his home garden irrigation system through Wi-Fi, Donald controlled the watering of his plants during his stay based on satellite weather reports. This access provided independence and peace of mind, with the Wi-Fi upgrades at the facility enabling Donald to continue his hobby.

Donald set up an 'office' outside of his bedroom at the centre, allowing him to photograph and interview residents, staff and volunteers to add their stories to his journal. Donald enjoyed conversing with people in the halls of the centre, and built a great relationship with staff and fellow residents. Donald took part in a range of activities in the Lifestyle Program, creating 'Sherrin' from a coconut at a mecwacare art class. 'Sherrin' supports research into the dietary role of coconuts in the prevention and treatment of Alzheimer's disease.

Donald remained connected to the community during his stay, and quickly booked admission at the centre later in the year. He has praised all of his new friends and looks forward to his future experiences at the mecwacare Malvern Centre. With more than 700 residents across 11 facilities in metropolitan Melbourne and regional Victoria, everyone has a unique experience with mecwacare.

(pictured opposite) mecwacare volunteer
with client from Fisher St Centre



Congratulations to our Volunteers

Volunteer of the Year Award

Terri Dollman, meowcare Noel Miller Centre

O'Mara House Volunteer Hairdressers:

Glenys Crozier, Maureen Jones, Jenny Monds,
Jenni Edmonson, Audrey Sherry, Corrie
Vandervelden, Sue Olivier

Volunteer Awards

Christine Hoare, meowcare May Noonan Centre
Don Jones, meowcare Malvern Centre
Elena Rinoldi, meowcare Vincent House
Faye Smith, Community Services, Rivendell House
Carol Van-Efferen, meowcare Elstoft House
Lynne Budge, Home Nursing Care Services, SER
Leah Cafarella, meowcare Park Hill Centre
Tony Hall, Community Services - Bowen Street

HOME NURSING & CARE SERVICES

mecwacare's Home Nursing and Care Services offer better health outcomes and positive wellbeing for people who would like to remain in their own home while receiving care. Ageing-in-place focuses on independence, comfort and familiarity, with the pathway to one of mecwacare's residential centres an option once care needs increase or circumstances change.

Staff were trained in advance care planning, wound management, dementia care, palliative care, hazard reporting, training for enteral feeding and a course in respite care for the families of young people with autism, offering clients the best possible health services. More Direct Care Workers (DCW) were hired across all regions to meet growing service demands, while upskilling DCWs and providing them with the opportunity to learn the Care Coordination function was also achieved.

The South East Metro Service appointed Nurse Advisors to provide clinical advice across four regions, especially valuable with the increase in 24 hour care clients and improving competency of care. Referrals were received via the Regional Assessment Service (RAS) portal and assigned by the Intake team, while a new Intake Officer position was created to alleviate client wait times. We have increased the focus on the client journey to ensure excellent customer service. Positive staff feedback was earned during a partnership with the Traffic Accident Commission (TAC) in the provision of 24 hour care to a young recipient receiving enteral feeds, highlighting the ongoing work of our staff in generating best possible care outcomes.

The South East Region continued to provide the popular Vouch for Meals initiative with new cafes joining the program, enhancing the opportunity for socially isolated clients to engage with the community. The Social Support Holiday Program took clients to Lakes Entrance, Bright and Echuca. Friendships formed on these trips progress on return, as clients look forward to future trips. The Meals on Wheels (MOW) service relocated to the Health Hub in Pakenham in April, giving mecwacare a greater presence amongst allied health and family services.

Audits and satisfaction surveys for the Meals on Wheels service and the Commonwealth Home Support Programme (CHSP)/Home and Community Care (HACC) were a success, re-affirming mecwacare's contribution to the region. Our 20 year service anniversary was celebrated at the Pakenham office, highlighting continued achievement for the past two decades.

The North West Region focused on a restructure of the assessment team given recent government changes, facilitating the introduction of Intake Service Delivery roles and the movement of Assessment Staff into new roles to ensure a clear differential between assessment and delivery. This has created a smooth journey for clients and maintained existing staff through redeployment into new roles. A positive CHSP/HACC audit in October was proof of another prolific period in the North West, while five of the seven areas in which mecwacare received CHSP growth funding were in this region. In November we celebrated the 15 year anniversary of services at the Keilor office.

mecwacare's South West Region service transitioned many clients living with a disability to the National Disability Insurance Scheme (NDIS). Our Service Coordinator was awarded Employee of the Year for her outstanding contribution. This award was indicative of mecwacare's values and the attitude towards her work, which has seen progression from the role of a Direct Care Worker to Service Coordinator in Ballarat. Successful tenders with Barwon Health, Post-Acute Care, the Transitional Care Program and Respite Care were awarded as learning opportunities are established in the South West Region to ensure best practice for clients.

mecwacare acquired many additional Home Care Packages (HCP) across two regions of Melbourne: in the City of Greater Dandenong and in the City of Bayside. The team achieved 100% uptake when entering the Increasing Choices Reforms in February. After the reforms, the team actively responded to new referrals and made appointments with prospective clients to maintain full occupancy. The most recent HCP Annual Survey of customer satisfaction by consumers was 98.5%, highlighting our ongoing ability to maximise quality of life for people in our care.



COMMUNITY AND DISABILITY SERVICES

mecwacare's Community Housing units provide accommodation to financially and socially disadvantaged people in our community, and were at 100% occupancy. Our units in Glen Iris, Beaumaris and Sandringham offer tenants relaxed living and support services which would otherwise be inaccessible, enhancing quality of life. In August, mecwacare opened new Opportunity Shops in Reservoir and Hawthorn. This increased the total number of outlets to five, adding to the well-established sites in Windsor, Malvern and East Malvern. The 20 year anniversary of the Windsor opportunity shop was celebrated by staff and volunteers, and remains a favourite on Chapel Street's popular shopping district. The opportunity shops are a window to mecwacare, often the first point of contact a person in the community will have with our organisation.

mecwacare's Disability Services continue to encourage personal growth and independence, with the mecwacare Fisher Street Centre's disability day program reflective of participant interests. Several participants moved to the NDIS, enabling us to finalise systems and processes to ensure mecwacare is ready to transition all participants during the next 12 months. Participants continue to use the Fisher Street Facebook page to spread news and develop relationships with specialist schools to offer school leavers the initiative of furthering their education. Bunnings in Notting Hill donated garden supplies to the Horticulture Group with a team member assisting in the planting process, while the Bentleigh RSL donated funds for the purchase of digital cameras to assist in Photography Group. City of Stonnington grant funding enabled the clients to create their own artwork at the Fire Station Print Studio in Armadale, with an open day displaying all works to attending carers and staff. Day trips such as the Sports Carnival at Caulfield Park and the Basketball Unlimited competition at GESAC promote health, teamwork and an active lifestyle, which becomes part of daily life for participants.

The mecwacare Bowen Street Centre delivered social, supportive and fitness-based services to people who are aged and people living with an Acquired Brain Injury (ABI). The Wednesday Ladies Group knitted blankets

which were sold at mecwacare's Opportunity Shops, and created stunning works of art that now feature on the walls at the centre. Programs are innovative and rewarding, offering participants the chance to work on a project weekly with an achievable goal, tailored to meet individual needs in an inclusive and engaging environment. Two holiday programs were delivered, hosting clients on road trips to Phillip Island and Echuca to provide a change of routine for our participants who may no longer be able to travel independently. New friendships are formed by spending time away together, and repeat holidays foster the opportunity for growth. The podiatry service at Bowen Street welcomed new clients, many referred through word of mouth in the community. This important practice focuses on mobility and independence, helping clients maintain living in their own homes. My Aged Care (MAC) continues to move forward, meaning future referrals will be obtained from MAC and assistance will be provided to clients for easier navigation. The mecwacare May Armstrong Centre renovations were completed next door to the Bowen Street Centre, with strength training sessions now running Monday through Thursday, together with computer class, gardening and art activities. The added space allows for greater frequency in Disability Day Services and client attendance, which will increase further in the coming year.

mecwacare Rivendell House welcomed several new clients in the past year, now providing services in the Cardinia Shire six days per week. Rivendell House addresses social isolation by delivering fun and friendly programs that continue to grow in popularity. The annual survey helps mecwacare guide service delivery and focus on areas that require development, continually striving to improve quality, implementation and the review process. Rivendell House has a team of volunteers that provide care and friendship to clients while also assisting in the men's shed with woodworking and therapeutic activities for people living with an ABI. In November, five trainees from Bunnings built three garden beds in the backyard of the centre as a training assessment. The garden beds now boast an assortment of plants and flowers which clients can tend to during their stay.



RESIDENTIAL SERVICES

mecwacare's Residential Services provided care, comfort and a variety of lifestyle programs to more than 700 residents across metropolitan Melbourne and regional Victoria. Social interaction was enhanced through the introduction of new lifestyle activities, providing purpose and fostering friendships. Staff training continues to improve our capacity to provide better health and clinical care outcomes, while a range of achievements highlighted the success in our continued growth across Victoria. The Wi-Fi roll-out enabled access to wireless internet for residents in all facilities, assisting them to stay better connected with family and friends. We successfully took in residents from VincentCare, Bailly House and the mecwacare Atchison Centre at the mecwacare Simon Price Centre and other mecwacare residential facilities.

The Lifestyle Staff at the mecwacare Malvern Centre hosted choir performances, a Winter Ball, Christmas parties and external entertainers, as well as the first annual dog show that saw family and friends bring in their pets to perform tricks and create memorable photo opportunities. Pets are welcome at the centre, and research has proven the extensive benefits of their presence for residents with complex care needs. This includes the lowering of blood pressure and the reduction of symptoms in depression. Residents at the mecwacare May Noonan Centre knitted a range of beanies for the homeless people in Melbourne. Their next task is to knit singlets for babies in what has become a social activity for the women. Socialising outdoors and gardening were examples of the activities supported by staff at mecwacare O'Mara House, while day trips to other aged care facilities continue to foster community engagement in a regional location. mecwacare Trescowthick Centre continued providing trips to local markets and also hosted their yearly art show to display the range of detailed works created by the artistic residents at the centre.

mecwacare has undertaken renovations and refurbishments through capital expenditure and generous grants from supportive foundations in our community. In May, mecwacare completed the significant refurbishment of mecwacare Rositano House in Richmond with extensive renovations to the bathrooms, lounge rooms and balconies. This coincided with the renaming ceremony held in honour of generous donor Maria Rositano, with her family members in attendance. The result of the refurbishments is a safer, cleaner and better supported environment for the high care needs of our residents.

mecwacare Park Hill installed a new electrical generator through grant funding from the Local Infrastructure Assistance Fund. This will run the centre at maximum capacity should there ever be a blackout, further increasing the safety of our residents and staff.

New umbrellas at mecwacare Elstoft House were purchased through a grant from the City of Greater Geelong to provide shade in the outdoor areas of the facility. This promotes outdoor activity at a facility that has lush gardens and comfortable seating areas. The Hon Kelly O'Dwyer, Member for Higgins, donated a bright new Australian flag to the mecwacare Noel Miller Centre. It was raised as residents celebrated Australia Day amongst their family and peers, and again at the ANZAC Day Service for which the centre is renowned.

mecwacare hosted service anniversaries to highlight long-serving contributions to residents, and held events to acknowledge birthdays and important causes. mecwacare May Noonan Centre celebrated the 40 year service anniversary of providing quality care to residents in a remote country location, and mecwacare O'Mara House in Traralgon celebrated the 20 year service anniversary with mecwacare Board members touring the facility. The official renaming of the mecwacare Simon Price Centre was an opportunity to congratulate Mr Simon Price, who has been an ongoing supporter and generous donor of mecwacare for many years. Three mecwacare Noel Miller Centre residents celebrated centenary birthdays, including Iris Nankerville who turned 104 and is mecwacare's oldest resident. Staff at mecwacare Park Hill hosted Australia's Biggest Afternoon Tea. The event posted records in attendance and donations raised on a day that continues to bring residents and their families together in support of a great cause.

mecwacare Trescowthick Centre residents continued their involvement with the Wellbeing Clinic for Older Adults in residential aged care, a confidential counselling program and assessment service. This is part of a wider pilot project in collaboration with Swinburne University of Technology which provides psychological support. The project has grown to now include group programs, reminiscence therapy and digital story services which reaffirm identity. mecwacare Vincent House had a key focus on promoting resident choice and decision making, empowering residents to maintain independence while they receive care to ensure greater safety in the facility.

(pictured opposite) resident from
mecwacare Trescowthick Centre



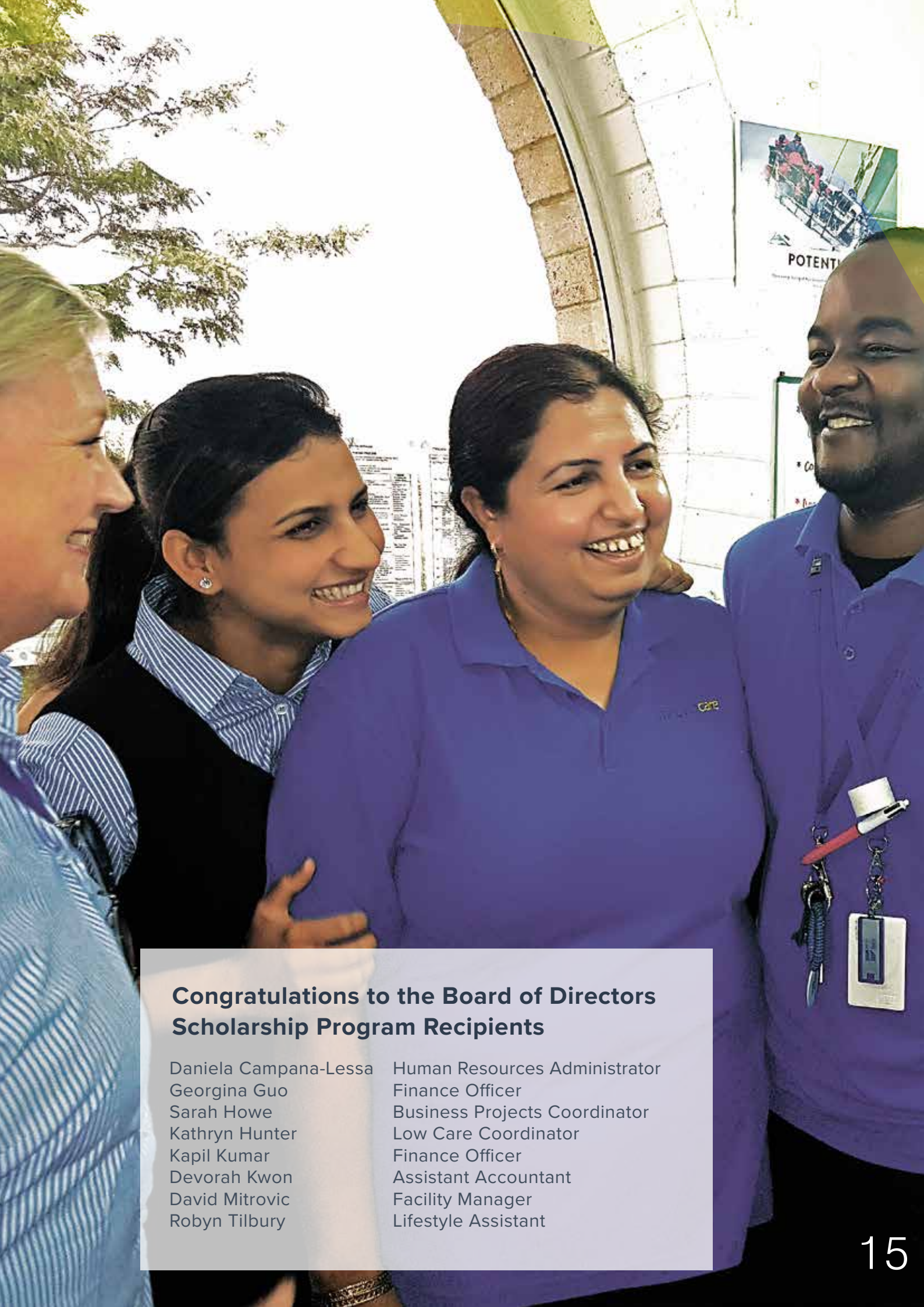
CORPORATE SERVICES

Business Improvement The Quality and Risk team developed an organisational Diversity Statement which guides decision-making and capacity-building to positively impact equal opportunity and inclusiveness. mecwacare entered stage 2 of the palliative care project, commencing with a roll-out of mecwacare's best-practice model to the residential facilities and home care. Outcomes included empowering staff by embedding an organisation-wide best practice Palliative Approach Model into culture, systems and processes. The iCareHealth project was established across all residential services to create a single documentation and clinical management system, increasing the accessibility of authorised business documents. The Learning and Development team refined reporting to support scheduling, rostering and monitoring of staff mandatory training compliance. We had a significant increase in the average monthly number of staff training attendances across the organisation. The Manual Handling Project adopted a train the trainer model to increase the level of skill and knowledge of all mecwacare staff, while the In-Home Risk Assessment Project supported carers to effectively identify and report hazards in the home, resulting in a 20% increase in staff confidence. Overall, we achieved a 99% compliance rate from 80 external audits and a 72% tender success rate (20% pending). All facilities are fully accredited to meet the 44 quality standards set by the government.

Finance & IT The Finance team focused on continued improvement, implementing data integration and transfer tools to increase the efficiency of finance systems and processes. The introduction of BPAY provided another payment option for clients receiving home care, while debt collection processes were streamlined to ensure client debts do not escalate beyond their ability to manage. The professional development of staff was supported through mentoring for the CPA qualification and facilitated participation in training to enable quality financial services that are responsive to client needs. The IT team made improvements to the reporting capabilities of nurse call systems in all residential facilities, ensuring that data contained is accurate and comparable for when an analysis is undertaken. New phone systems were implemented at the mecwacare Corporate Services office, with a more accurate recording of telephone calls into mecwacare call centres. This has resulted in improved response rates and the customer experience overall.

Marketing & Fundraising mecwacare's Marketing team continued to seek innovative ways to increase fundraising. The response to our Christmas and Tax appeals were evidence of the caring nature of the community. Greater advertising in local newspapers and on billboards maximised brand awareness, outlining our growth in services. mecwacare's signature fundraising event, The Annual Charity Golf Day, was held at The National Golf Club in Frankston. A silent auction and a raffle raised funds for Virtual Reality technology for residents, which restores memory and enables creativity. The Annual General Meeting provided the opportunity to present staff with service awards in 5 year increments, acknowledging long term commitment with the organisation. Ride on Stonnington was enjoyed by mecwacare staff to raise money for men's health projects, and a range of service anniversaries were celebrated in residential facilities and home care offices. Social Media followers grew by 25% with increased engagement on Facebook and Twitter, which complemented improved numbers in website sessions and time spent on our website. This ensures the community is kept up to date with everything mecwacare do, in addition to quarterly newsletters.

People & Culture mecwacare's HR team undertook a full Cultural and Linguistic Diversity (CALD) analysis of the organisation. Staff come from 89 different countries and speak 98 languages in a representation of our diversity. The transition to a paperless workplace continued. Specific workshops were undertaken in the areas of workplace bullying and harassment to ensure best practice. Direct Care Worker surveys were held at three and six month intervals to ensure staff receive sufficient support and hours on an individual basis. The Board of Directors Scholarships were awarded to employees across the organisation to increase skills and knowledge in their fields of work, and were announced at the Annual General Meeting. The Employee, Volunteer and Contractor Annual Awards were held at the Wellbeing Centre on Employee Appreciation Day in March. This was an opportunity to recognise the outstanding contribution to mecwacare by a range of individuals, with 22 people receiving an award from more than 70 nominees. Orientation days welcomed the volunteers at our new opportunity shops in Hawthorn and Reservoir.



Congratulations to the Board of Directors Scholarship Program Recipients

Daniela Campana-Lessa	Human Resources Administrator
Georgina Guo	Finance Officer
Sarah Howe	Business Projects Coordinator
Kathryn Hunter	Low Care Coordinator
Kapil Kumar	Finance Officer
Devorah Kwon	Assistant Accountant
David Mitrovic	Facility Manager
Robyn Tilbury	Lifestyle Assistant

SNAPSHOT OF 2016 - 2017



Average length of employment for *mecwacare* staff is **4.15 years** which is in line with the industry standard



The average age of *mecwacare* staff members is **44.9 years** compared to the industry standard of 49 years



Our workforce is made up of **staff from 89** countries and we employ staff who speak **98 languages**



Our staff care for **clients from 76** countries



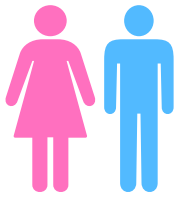
Each staff member attended an average of **4.6 in-house training sessions**



Total number of **staff 1569** with **1133 female** and **436 male**. An increase of **7%**



Direct Care Workers increased by **22%** in 2016-2017



Our Board comprises of **50% women** and **50% men**



mecwacare's Social Support holidays have allowed **720 clients and carers** to take a short break in regional Victoria



Our Home Nursing and Care Services can provide live-in care to clients **24 hours a day**



Total number of **volunteers** is **354** with an increase of **10%**



More than **1,500,000 Meals** have been served to clients and residents



We were successful in securing **10 tenders** supporting business growth



80 external audits and/or reviews of mecwacare services systems and processes with a **99%** compliance rate

COMMUNITY SUPPORT AND PARTNERSHIPS

To continue offering the important work and care that we do, *mecwacare* needs your support. Whether it's a gift during the tax appeal, a bequest or your attendance at our Annual Charity Golf Day – it's vitally important to our success.

Individual

Ann Sylvester
Anne Court
C H Gorrie
Chris Guiney
Clive Tadgell
Colin B Squires
Chris Wang - CWi International
Damian and Pam Elliott
David Luiz
David Wenban
Eric Easton
Estate of Maria Rositano (Mary)
Geof D Nash
Geoffrey Cruickshank
Gordon & Lesley Spence
Graham Bailey
Greg Noonan
Helen Lockwood
Hon J M Batt
J C Blencowe
Jarrod Maglio
Joan Donaldson
Joan O Gibbs
John Campbell
John Clark
John H Hood
John K Boykett
Joyce and Steven Wong
Leif L Lie
Margaret Oulton
Margarete Steffens
Michele Lewis
Paul R Mullaly
Peter Glenning
Robin H Syme
Rosemary & Kelvin Griffith
Sabrina Hayes
Simon Price
Steven Smith
Ted Symes
Tony Bishop
Vincent Rosales
W H & E A Melbourne
Wendy R Taylor
William P Lewis

Corporate

Accru Melbourne
Advanced Skin Care
Allanby Press
Alrick Healthcare
ANZ Corporate Healthcare
AON
Art Hotels Group
Car Leasing Options Pty Ltd
Catanach's
CHT Architects
Cooper Newman Aged Care
Costanza & Son
Ernst & Young
FDC Construction
Google
GormanKelly
Hesta Super Fund
Highmarsh Pty Ltd
House of Golf
Invotec
Medirest
Medsafe
Moores
Norden Conversion
Salary Options
Supercare Aged and Health Services
Telstra Health
Tischler Pty Ltd
United Physiotherapy Group
Warragul Linen Service

Trusts and Foundations

Aged Persons Welfare Foundation
Bentleigh RSL
City of Greater Geelong
City of Stonnington
Danks Trust
Department of Veterans' Affairs
The William Angliss (Victoria) Charitable Fund
Transurban

Community

Bunnings Notting Hill
Bunnings Pakenham
Cafe 127
Café Mocha
Café Vanille
David Fitzpatrick - David's Cleaning
John Dakin - Home Maintenance
Kathy Sarkozi
Martin Weller - Jims Mowing
Meadowvale
Our Wicked Delights
Peter Walker - Stirling Carpet Care
Stonnington Jewellers
The General Food Store
Terang Community Op Shop
Zest Café

***mecwacare* would like to
acknowledge and thank all
of our donors for their
generosity throughout the
year. Donations over \$250
have been listed in this report.**

mecwacare is supported by financial assistance
from the Australian and Victorian Governments



STAFF AND VOLUNTEER RECOGNITION

30 YEARS

Tracey Haverkort

25 YEARS

Mary Aguilar
Janice Donohoe
Julie Kovacevic

20 YEARS

Anne Bouchier
Anna Kenworthy

15 YEARS

Rosemary Berrell
Coby Brown
Thanh Bui
Simone Clifford
Brigid Courtney-Dunlop
Daniel Cronin
Virginia Davies
Marlene Ennis
Gail Gordon
Elise Hope
Louise Kenrick
Jennifer Lewis
Glenda Malempre
Pearl Manor
Glenda Marinelli
Phyllis McLean
Judith Miguel
Luba Possik
Lata Sumaru
Carmen Van Rennes
Filomena Wright

10 YEARS

Magaly Adones
Judith Bell
Bradley Bermingham
Olga Bondarenko
Karen Brown
Douglas Brown
Sulistijawati Budiharto

10 YEARS

Kathleen Carberry
Karen Cavanagh
Kwok Chiu
Alexandra Dzwonkowski
Maria Favorito
Louise Gale
Madeline Granger
Susan Hayden
Louise Hopgood
Christine Houston
Prince Jacob
Samniang Jaroenkesorn
Matthew Kenworthy
Marilyn Kitchen
Niva Lang
Carol Levens
Michele Lewis
Sonjai Lhordthong
Yan Xian Li
Jose Loayza
Desmond MacKay
Hayley Mason
Maria McIntosh
Patricia McNiece
Moiria Mugnier
Ferzeen Patell
Patricia Pearson
Paula Phillips
Margaret Rossiter
Michele Russell
Patricia Scanlon
Chantelle Spiess
Marijana Stokes
Lynette Thomas
Olga Vasileva
Hoa Vu
Ann-Maree Vugs
Avril Walter
Saffron Wileman

5 YEARS

Nirmala Agnihotri
Karin Baumert
Andrew Bell
Jaruska Bellu
Minoo Biria
Lisa Brooks
Allan Brown
Fejzieliza (Liza) Bunyan
Helen Candy
Janine Carlin
Benneth Chekwube
Reji Cherian
Santa Maya Chhantyal
Marelle Cunningham
Kamal Preet Kaur Dhillon
Fernando Dipietrantonio
Ritche Echanes
Glenda Elkan
Almaz Galgalu
Douglas George
Angelo Gianchino
Swan Goh
Peter Griffin
Kerry Hall
Debbie Harwood
Dianne Hayes
Kumudumal Hettiarachchi
Jill Jerabek
Yuqiong Jiang
Jo-Ann Abigail Jones
Mary Jossey
Sanjana Kalia
Joanne Kosach
Miwon Lee
Qi Wen (Jane) Liapis
Xiao (Mary) Ma
Debbie Maddern
Tracey Marino

5 YEARS

Mary McBride
Lyndal McNamara
Carmel Mercieca
Michael Mildren
Melinda Millington
David Mitrovic
Nguyen
Don Niklas
Michelle North
Glenn Papworth
Parimalkumar Patel
Neha Patel
Maan Patron
Ruksana Rahman
Shiu Rai
Num Rana
Lata Rangaswamy
Judith Redmile
Arvin Saba
Krishnakala Sapkota
Jeanette Scott-Kemball
Vidhyaa Selvaraja
Sanju Sharma
Jing (Jenny) Shen
Paul Singh
Joanne Sloetjes
Netty Solomon
Amanda Strain
Veronica Taylor
Neil Thorpe
Jael Too
Isagani Veloiria
Endalamaw Woldemichael
Annette Woof
Ching Han Yang
Jun (Ella) Zhao



Ha

BOARD OF DIRECTORS

CHIEF EXECUTIVE REVIEW COMMITTEE

Mr J Atchison
Mr J Hood (Chair)
Mr C Squires



JOHN HOOD
Chairman
BE (Mech), FIE (Aust),
FAICD, FIMC



JOHN ATCHISON
Vice Chairman
BE (Civil), MIE (Aust)



COLIN SQUIRES
Treasurer
BE (Hons), MBA,
MAICD

FINANCE AND AUDIT COMMITTEE

Ms D Coe (Parental Leave)
Mr I McHutchison
Mr N Rogers (retired Jan 2017)
Mr C Squires (Chair)



IAN MCHUTCHISON OAM
BJuris, LLB



SUSAN CALWELL



BARRY FENTON



SUSAN BARTON AM

CLINICAL/SERVICE GOVERNANCE COMMITTEE

Ms S Barton
Mr B Fenton
Ms S Calwell
Mrs A Court
Ms E Dimitriadis (Chair)
Mr J Hood (ex officio)



ANNE COURT
DipMus



NICHOLAS ROGERS
MSc

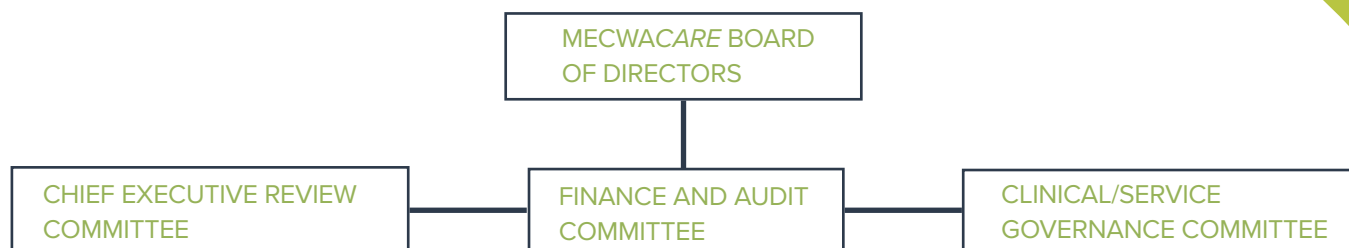


ELIZABETH DIMITRIADIS
MBus, DipBus, BA



DALLAS COE
B Com/LLB (Hons), CA

LEADERSHIP TEAM



MICHELE LEWIS
Chief Executive



LEESA CONN
General Manager
Business Improvement



SUSAN CAMILLERI
General Manager
People and Culture



NEIL THORPE
General Manager
Corporate Services



LEIGH CASHEN
General Manager
Home Nursing and Care Services



LINDA SMART
General Manager
Community Services



LORETTA RADGE
General Manager
Residential Services

FINANCIAL STATEMENT

Statement of Financial Position As at 30 June 2017

	2017	2016
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	45,163,719	26,867,815
Trade and other receivables	2,941,061	2,354,793
Other assets	26,150	246,472
Total current assets	48,130,930	29,469,080
Non-current assets		
Property, plant and equipment	122,291,150	113,566,939
Intangible assets	43,907,425	46,407,425
Total non-current assets	166,198,575	159,974,364
Total assets	214,329,505	189,443,444
Liabilities		
Current liabilities		
Trade and other payables	7,240,766	4,797,754
Employee benefits	5,788,292	4,780,493
Other liabilities	136,014,933	123,163,628
Borrowings	17,900,000	17,900,000
Total current liabilities	166,943,991	150,641,875
Non-current liabilities		
Employee benefits	1,206,200	1,825,264
Total non-current liabilities	1,206,200	1,825,264
Total liabilities	168,150,191	152,467,139
Net assets	46,179,314	36,976,305
Equity		
Reserves	-	
Retained earnings	46,179,314	36,976,305
Total equity	46,179,314	36,976,305

Statement of Income

For the year ended 30 June 2017

	2017	2016
	\$	\$
Revenue (fees, government subsidies, interest, accommodation bond retentions, rent, fundraising and donations, other)	93,561,536	74,646,818
Other income	728,291	2,544,150
Employee benefits	(57,158,388)	(46,886,193)
Depreciation and amortisation	(4,514,965)	(3,629,329)
Food and provisions	(4,848,402)	(4,326,476)
Property and cleaning	(6,089,505)	(4,216,795)
Transport	(579,212)	(481,982)
Administration	(1,471,092)	(1,609,505)
Other operating expenses	(2,559,354)	(2,230,957)
Finance costs	(1,254,858)	(579,107)
Impairment	(2,500,000)	(9,470,000)
Program Contract Expenses	(4,111,042)	(1,621,244)
Net surplus	9,203,009	2,139,380

Statement of Cash Flows

For the year ended 30 June 2017

	2017	2016
	\$	\$
Cash flows from operating activities		
Receipts from clients and residents	31,665,404	23,860,946
Government grants and subsidies	64,449,279	50,706,057
Fundraising and other income	2,311,352	2,034,125
Payments to suppliers and employees	(77,230,525)	(63,522,409)
Net interest received / (paid)	(504,352)	442,090
Net cash provided by operating activities	20,691,158	13,520,809
Cash flows from investing activities		
Proceeds from sale of plant and equipment	1,728,291	4,903,952
Capital purchases and acquisitions	(14,239,176)	(66,554,533)
Net accommodation bonds	10,115,631	7,309,488
Net cash used by investing activities	(2,395,254)	(54,341,093)
Cash flows from financing activities		
Proceeds from borrowings	-	17,900,000
Net cash used in financing activities	-	17,900,000
Net increase in cash and cash equivalents held	18,695,904	(22,920,284)
Cash and cash equivalents at beginning of year	26,867,815	49,788,099
Cash and cash equivalents at end of financial year	45,163,719	26,867,815

SERVICE MAP

mecwacare offers the following programs and services:

- Nursing Care
- Care Assessment
- Care Coordination
- Personal Care
- Home Care
- Disability Care & Support
- Socialisation
- Community Transport
- Gardening
- Home Maintenance
- ISP Care and Management
- Meals on Wheels
- Volunteer Support
- Extra Care (Residential Service or SRS)
- Transport to Medical Appointments
- Centre-based Respite Care
- In-home Respite Care
- Supported Holiday Program
- Permanent Care
- Respite Care
- Dementia Care
- Dietetics
- Podiatry
- Strength Training

* Some programs will be subject to government eligibility criteria

Our programs and services are supported by:

Private Care and Services

Home Care Packages

Home Nursing and Care Services

- South East Metro Service, Malvern East
- North West Metro Service, Keilor East
- South East Region Service, Pakenham
- South West Region Service, Ballarat
- Melbourne Services
- Nillumbik Office
- Brokered Services
- Retirement Living

- Commonwealth Home Support Programme (CHSP)
- Veterans' Community Nursing
- Veterans' Home Care
- Registered NDIS Provider

Residential Services

- mecwacare Malvern Centre, Malvern
- mecwacare Noel Miller Centre, Glen Iris
- mecwacare Trescowthick Centre, Prahran
- mecwacare Rositano House, Richmond
- mecwacare Park Hill, Mornington
- mecwacare Simon Price Centre, Mont Albert North
- mecwacare John Atchison Centre, Hoppers Crossing
- mecwacare Elstoft House, Hamlyn Heights
- mecwacare Vincent House, Westmeadows
- mecwacare May Noonan Centre, Terang
- mecwacare O'Mara House, Traralgon

Community Services

Disability Home Services

Disability Day Services

- Fisher Street, Malvern East
- May Armstrong, Chadstone

Planned Activity Groups (PAG)

- Bowen Street, Malvern East
- Rivendell House, Pakenham

Opportunity Shops

- Malvern East
- Malvern
- Prahran
- Hawthorn
- Reservoir

Community Housing Services

- Glen Iris
- Beaumaris
- Sandringham

SERVICE NETWORK

Corporate Services

1287 Malvern Road
Malvern Vic 3144
P 03 8573 4888
P 1800 163 292 Freecall
E enquiries@mecwacare.org.au
www.mecwacare.org.au

Home Nursing and Care Services

E intake@mecwacare.org.au

South East Metro Service
1287 Malvern Road, Malvern
P 03 8573 4999

Melbourne Service
200 Little Collins Street, Melbourne
P 03 9658 9733
E hncs.com@mecwacare.org.au

North West Metro Service
Level 1, 34 Amis Crescent, Keilor East
P 03 9325 5500

Nillumbik Service
Greensborough
P 03 9433 3363

South East Region Service
4/66-68 Main Street, Pakenham
P 03 5941 5454

South West Region Service
10 Drummond Street North, Ballarat
P 03 5333 0900

Geelong Region
P 03 5240 7890

Warrnambool Region
P 03 5557 8855

Home Care Packages Victorian Service

1287 Malvern Road, Malvern
P 03 8573 4777
E homecarepackages@mecwacare.org.au

Residential Services

E admissions@mecwacare.org.au

mecwacare Noel Miller Centre
9-15 Kent Street, Glen Iris
P 03 9835 2333

mecwacare Trescowthick Centre
70 Charles Street, Prahran
P 03 9510 6100

mecwacare Malvern Centre
1245 Malvern Road, Malvern
P 03 9248 6100

mecwacare Park Hill
160 Mornington-Tyabb Road, Mornington
P 03 5975 2700

mecwacare Rositano House
273 Church Street, Richmond
P 03 9427 1404

mecwacare Simon Price Centre
13-25 Strabane Avenue, Mont Albert North
P 03 9898 7404

mecwacare Elstoft House
12-14 Beulah Street, Hamlyn Heights
P 03 5277 3081

mecwacare Vincent House
125-135 Kenny Street, Westmeadows
P 03 9333 3022

mecwacare May Noonan Centre
3 Foley Street, Terang
P 03 5557 8888

mecwacare O'Mara House
15 Hunter Road, Traralgon
P 03 5174 4628

mecwacare John Atchison Centre
312 - 318 Derrimut Road, Hoppers Crossing
P 1800 163 292

Community Housing Services

P 03 8573 4888
E enquiries@mecwacare.org.au

Elm Road, Glen Iris
Dalgetty Road, Beaumaris
Sandringham Road, Sandringham

Community and Disability Services

E community@mecwacare.org.au

mecwacare Bowen Street Centre
72 Bowen Street, Malvern East
P 03 9564 5100

mecwacare Fisher Street Centre
57 Fisher Street, Malvern East
P 03 9572 9000

mecwacare Rivendell House
8 Henry Street, Pakenham
P 03 5941 2315

Podiatry
72 Bowen Street, Malvern East
P 03 9564 5104
E podiatry@mecwacare.org.au

Opportunity Shops

E: enquiries@mecwacare.org.au

East Malvern Store
299 Waverley Road, Malvern East
P 03 9571 4221

Malvern Store
136 Wattle tree Road, Malvern
P 03 9509 2408

Windsor Store
52 Chapel Street, Windsor
P 03 9521 1774

Hawthorn Store
111 Auburn Road, Hawthorn
P 03 9882 7730

Reservoir Store
295 Broadway, Reservoir
P 03 9460 5713



www.mecwacare.org.au