

Ahead of the curve
with *Care*



ANNUAL REVIEW
2022-2023

Who We Are

mecwacare is proudly a not-for-profit, non-denominational charitable organisation with a dedicated history of supporting Victorians for more than 64 years.

We partner with older Victorians, people living with a disability, and those facing disadvantage to support them to live fulfilling and purposeful lives. Our values inform the care we provide across residential services, community services and in-home nursing, care and support services for the elderly and people living with a disability.

We respect our history and continue to be inspired by the dedication of our founders, a small group of volunteers concerned about the elderly and vulnerable in their community. In 1959, we formally became the Malvern Elderly Citizens Welfare Association (MECWA). In 2007, we changed our name to mecwacare; a name representing our focus as we continue to grow into a major provider of aged care and disability services across metropolitan Melbourne and regional Victoria.



OUR PURPOSE

Partnering with the elderly and people with a disability to live fulfilling and purposeful lives.



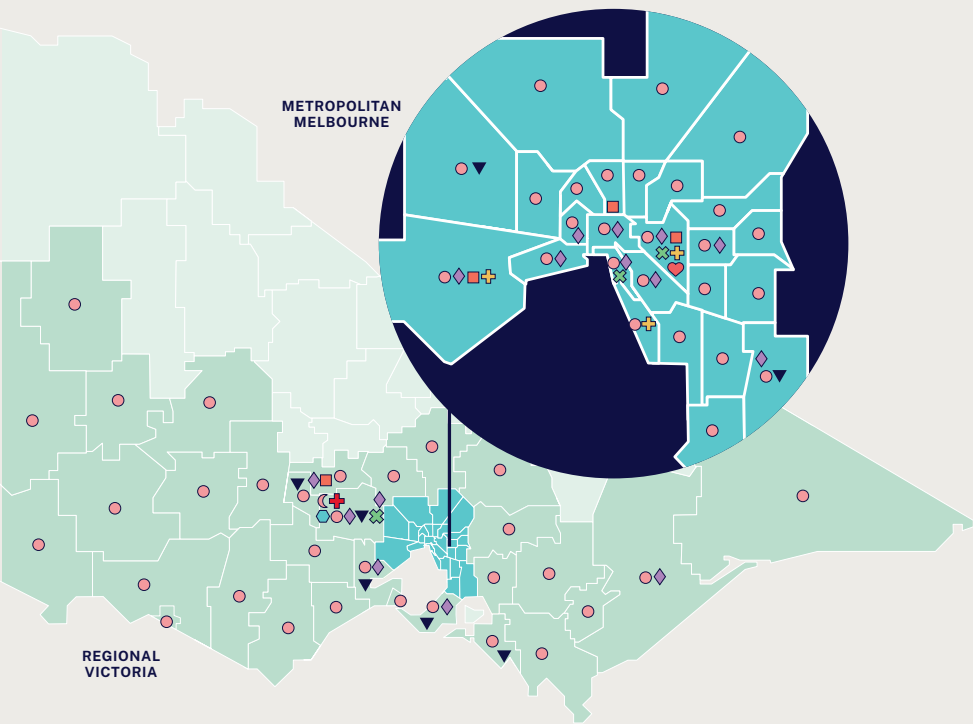
OUR VISION

Enhancing life changing experiences with our community.



OUR VALUES

Our values are at the centre of everything we do. We are: Caring, Accountable, Respectful and Ethical.



Above: mecwacare’s service map.

Our cover: Noel Miller Centre resident Margaret with Personal Care Assistant, Prince Jacob.

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Board Chair and Chief Executive Report



Ian McHutchison, Board Chair, and Michele Lewis, Chief Executive

As our post-pandemic world finally begins to settle, mecwacare's steadfast commitment to providing high quality care remains. In line with our purpose, we continuously and consistently work to achieve our vision through the application of our core values. Empowerment and support for residents and clients is at the forefront of our services, while our new five-year strategic plan for 2023-28 is set to guide us through new growth and an increased care capacity. This new plan provides a solid foundation on which we can build further support networks for Victorians and supports us to maintain our purpose and vision: to be transparent and accountable.

Five key areas of focus were resolved in the new plan:

- Strive to collocate and drive synergies between services to meet growth aspirations;
- Innovate and adopt solutions that positively impact the consumer experience;
- Grow, develop and retain a highly engaged and skilled workforce;
- Maintain the financial viability of the organisation within a social, environmental and governance agenda; and,
- Explore a research and advocacy agenda for the rights of the aged and disabled community.

We have achieved exponential growth across all service areas in the past 12 months. With the rollout of our home care program into Mornington, Casey, Geelong, Hepburn, Moorabool and Golden Plains, we have significantly expanded our network offering with more than 3000 new home care clients and residents.

The redevelopment of our Ballan aged care facility commenced and is a substantial investment into a growing regional area. This new aged care facility will increase our capacity to care for residents, as well as support our 'ageing-in-place' offering for residents at our Ballan Retirement Village and in the surrounding countryside. The new building sits alongside a general medical clinic, allied health and pathology services, and exercise and physical rehabilitation amenities. We expanded the gym and extended opening hours to provide the community with increased access to wellbeing amenities. The gardening team undertook a full landscape of the front gardens with a wonderful donation from the former Ballan Lioness Club. In line with supporting the growing population, this venture has also brought an economic boost to the region as mecwacare remains the largest single employment provider in the Ballan area.

We officially broke ground at John Hood Terrace in Richmond at the Turning of the Sod Ceremony in May 2023. This was an exciting step forward in our history, with the land purchased by mecwacare in 2014 having undergone significant planning and regulatory challenges.

In Mont Albert North, the new Simon Price Centre development is being transformed into a state-of-the-art aged care facility, due to open in October 2023. As one of mecwacare's largest development investments to date, this luxurious site will further the reach of our network to the eastern suburbs of Melbourne and tap into an area full of opportunities to better people's lives through our aged care services.

The last few months of the financial year were some of the busiest and most exciting. We were successful in acquiring the beautiful, well-appointed 242-unit retirement village, Pascoe Vale Gardens. We also won the tender for the 73-unit retirement village, Berwick Brae Gardens in Berwick, set alongside the botanic gardens, as well as a Flemington aged care facility, Gregory Lodge. By September, we will have two further aged care facilities in Ballarat and Bacchus Marsh, as well as development land in Bacchus Marsh and two further properties in Pakenham.

During the year, mecwacare remained cautious and alert of the ongoing risk of COVID-19 outbreaks across our services. We maintained a very high level of diligence in infection control, compliance, and safety. Though we had several small, unavoidable outbreaks, we swiftly and effectively managed these by a proactive approach to infection control to ensure the highest level of care. As standards of COVID-safe practices continue to be enforced within the aged care and public health industries, we are maintaining a pragmatic, people-first attitude to safety, infection control, compliance, and care.

Recommendations made by the Australian Government's Royal Commission into Aged Care Quality and Safety have been welcomed, and we are continuously striving to facilitate these changes and improvements across each of our aged care facilities as they are solidified in legislation.

The final report of the Royal Commission has resulted in the

Board Chair and Chief Executive Report

December 2022 introduction of legislation enforcing a nationwide star-rating system for residential aged care facilities. This was designed to allow people to compare available aged care facilities based on each site's star rating, empowering people to make informed decisions about the service they may select. Whilst in its infancy with errors and definitions to be clarified, mecwacare welcomes this system and is undertaking work to improve and maintain high star ratings across each of our aged care facilities.

Further federal government reforms to the aged care sector include two changes relating to services provided in residential aged care facilities. In August 2022, reforms to mandatory care minutes for residents were announced in response to the Royal Commission's final report. Commencing in October 2023, this requires a mandatory 200 minutes of care per resident per day, including 40 minutes of time with a registered nurse. The final report of the Royal

Commission identified staffing levels as crucial to the quality of care provided to older Australians. The requirement for a minimum of one registered nurse to be on site and on duty at all times commenced on July 1, 2023, however mecwacare have offered 24/7 registered nurse care to our aged care residents for the past 17 years, and so have welcomed and been prepared for this change.

Preparations are underway to accommodate incoming federal government reform into mecwacare's home care services. This reform will allow mecwacare to reset and reframe Home Care Packages (HCP) and the Commonwealth Home Support Program (CHSP) in preparation for implementing a new model of operation. The focus is to prepare mecwacare as a provider through stakeholder engagement and co-design. The reforms will provide opportunities to implement innovative and sustainable models of care, ensuring we remain one of the largest and most highly regarded providers of

in-home care within Victoria.

As an organisation, we rank the importance of our sustainability responsibilities highly. We address this responsibility in a myriad of ways, including the continued development of a hybrid vehicle fleet, the installation of solar panels and eco-friendly lighting options, as well as the provision of biodegradable products such as toothbrushes and toilet paper to clients and residents. Recycling continues to be a big focus across the organisation through a maintenance support service, centralised storage and our five opportunity shops.

The Board continues to embrace changes introduced by government to strengthen the sector and ensure the safest, best care for elderly and vulnerable Victorians.

We wish to thank our staff for their unwavering commitment, diligence and the thoughtful care provided to the people of mecwacare.

Below: John Hood Terrace



Farewell to our Chief Executive, Michele Lewis

In 2007, mecwacare experienced something of a rebirth.

In welcoming our new Chief Executive – driven, passionate, and greatly experienced in community health, the appointment of Michele Lewis to the leadership position heralded a new era for mecwacare.

Michele's mother wasn't thrilled to hear about her post-school plans. Dreaming of working in interior design production, the day and age enabled Michele's mother to put her foot down and insist on a more traditional career path for her young daughter – nursing.

As it turns out, Michele's mother was onto something. After studying in Canberra to be a nurse nearly 50 years ago, Michele went on to train further in midwifery and community health. She then returned to her home state of Victoria, working in community health centres and public hospitals for many years.

At 21 years of age, Michele became the unit manager of her hospital; the youngest staff member ever to be appointed to the role at the hospital.

"I'd always been put into management positions because I was highly organised," she explained.

As she worked and climbed the corporate ladder throughout the years, Michele married her husband Rob in the 1990s, with three little boys later joining the family.

However, the family was dealt a crushing blow in 1996 when Rob suddenly and unexpectedly passed away. Now widowed and with three young children to support, Michele's vision for their future faltered briefly, but ultimately never failed.

"My family was so devastated with the

loss of my husband, and for me to be raising our three boys without a father," Michele said.

"I'd had a dream with my husband about how we were going to bring up the kids, and I wasn't going to let that go."

Michele was determined to fulfill their shared goals. She completed a full pivot back into tertiary education, first achieving a Graduate Diploma in Organisational Psychology and then a Master of Business Administration, for which she received the Dean's Award.

"If I put the kids to bed at 10pm, I'd study until 3am, then get up at 6.30am to feed them, clothe them and get them to school," she said.

Undoubtedly, this was a challenging period. Raising three children, completing further studies, and working full time, Michele made sacrifice after sacrifice to make it work.

"I didn't see it as the death of our dreams, I saw it as me having to find a way."

Working in acute health at Box Hill Hospital during this time, Michele noted that the average length of stay at the time was 2.2 days – a distinctly short period in which to build a meaningful patient-carer connection.

Michele enjoyed the relationship side of her work, and thus entered the world of aged care. There, she found her people. Providing high quality care and fostering relationships with those she cared for is Michele's passion and this transition marked the beginning of a long career in aged care.

Climbing the corporate ladder of senior aged care positions, Michele joined mecwacare in 2006 as General

Manager of Residential Services. Shortly after this, it became clear that current Chief Executive Judith Congalton would be moving on from the organisation, so Michele went for it.

"I felt like I could be a role model to women," Michele said.

Putting a strong emphasis on equal treatment in the workplace, Michele values flexibility when it comes to mecwacare's employees.

She explains that following the passing of Rob, she had worked with some managers that had rigid outlooks on flexibility for working parents, making things more challenging.

"I wanted to be able to go and collect my boys after school one or two days a week, and then work from home when I put them to bed," said Michele.



Michele Lewis, Chief Executive

Farewell Michele

"I've had bosses that just wouldn't accommodate that, and I thought, surely, I can do a better job of treating people. I must be able to do better than that."

Now, 17 years on from her beginnings at mecwacare, Michele has chosen to step down as Chief Executive. Having shared with employees' exciting times, challenging times, and everything in between, Michele has loved getting to know members of the mecwacare team throughout the years.

"When I started, mecwacare was little, and we were a family. Now, we're a big family," she smiled.

Michele has big plans for her future. As a grandmother to seven

grandchildren, she is excited to spend more time with them and build new memories. With a strong family support system, Michele expressed her appreciation for their support during her time as Chief Executive, particularly from her husband Craig, whom she met whilst he worked as the architect of the Malvern Centre.

A long, relaxing holiday is also on the cards for Michele, as is completing a full house renovation - in a glimpse back to her girlhood dream of interior design production.

"My hand has been on every single building that mecwacare owns."

Michele wants to slow down a bit and enjoy a life not so hectic. Don't think you've seen the last of Michele Lewis

in the aged care sector, though.

"I still want to work because I love work, and I still want to contribute to the aged care industry," Michele said.

"I'll look for a job, just not one where I work ten days per week."

As our longest-serving Chief Executive, Michele Lewis has impacted our organisation in a manner that will not be easily forgotten. We are lucky to have known her, grateful for her leadership over the past 17 years, and wish her all the very best for her new future.

Thank you, Michele.

"mecwacare is successful; not because of me, but because of the team. Because of all of us."

- Michele Lewis



Welcome

mecwacare is committed to providing high quality services in the Victorian aged care industry. In line with this commitment, we have been working to expand our reach and service offerings by acquiring additional aged care and retirement facilities across the state.

Gregory Lodge Aged Care Facility, Flemington

As part of a large contract, mecwacare purchased several existing aged care facilities including Gregory Lodge in Flemington. The facility offers 66 rooms, each with private ensuite and views of the garden or courtyard. There are three wings of the facility that each cater to the differing needs of residents.

We officially acquired Gregory Lodge aged care facility on June 30, 2023. We look forward to working in the Flemington community. A significant upgrade to the facility is well underway and is expected to be completed in the coming months.



Gregory Lodge

Berwick Brae Gardens Retirement Village, Berwick

mecwacare acquired Berwick Brae Gardens Retirement Village in June 2023. With 76 dwellings, Berwick Brae Gardens provides residents with the opportunity to maintain their independence and freedom, while living in a secure community environment.

The village is located on nine acres, immediately next door to the Wilson Botanic Park. Offering one and two-bedroom apartments and units, Berwick Brae Gardens Retirement Village has a variety of useful services onsite, as well as a strong sense of community with plenty of opportunities for socialising and engagement with others.

We will be working diligently to address some of the pre-existing maintenance issues faced by the residents at the village, while planning is well underway to redevelop the community centre and to give the village a fresh new makeover. It has been a pleasure to welcome the new residents and staff from Berwick Brae Gardens Retirement Village to the mecwacare family.



Berwick Brae Gardens

Pascoe Vale Gardens Retirement Village, Pascoe Vale

mecwacare acquired independent retirement village Pascoe Vale Gardens in March 2023. This acquisition extended our geographical reach into the northern suburbs of Melbourne and was a strategic move in line with our growth aspirations.

As a highly regarded and well-established retirement community, the site and its facilities are a spectacular display of architecture. With a range of residences available, including serviced or independent living apartments and villas, there is even the option for people to try before they buy – as well as respite and short-term accommodation options. The site is close to the city and is easily accessible via public transport. With amenities and services that will leave residents wanting for nothing, the village is really a community of like-minded people.

The comprehensive and holistic approach to care implemented by mecwacare has been smoothly integrated into the retirement village's operations. This has ensured that existing residents experienced have minimal disruption and changes, whilst at the same time having access to more services.



Pascoe Vale Gardens

Residential Services



3

new residential aged care facilities



\$35M

invested into Ballan aged care facility



\$40M

invested into the new Simon Price Centre

While mecwacare's residential portfolio adapts to a new normal in response to COVID-19, the Aged Care Quality and Safety Commission has been active in visiting each facility to complete accreditation checks.

Though the aged care industry has been facing many challenges including staff shortage, lack of government funding, varying occupancy levels, and rigorous compliance issues, mecwacare achieved three-year accreditations across all 15 facilities.

mecwacare continues to focus on clinical care initiatives to improve the care we provide to residents. 24-hour registered nurses in residential facilities have been a consistent feature of mecwacare's aged care homes, and a point of difference for the past 17 years.

As part of government initiatives following the Royal Commission into Aged Care Quality and Safety, mecwacare is regularly audited in food services and kitchens, quality standards, infection control and WorkSafe practices. All of these compliance visits have been successful and have provided

improvements to our care and services provisions.

Annie's Court, Shoreham

The 2022-23 period has been very exciting for Annie's Court. The Easter Bunny didn't forget to visit residents, surprising them with some delicious chocolate. An evening cheese and wine soiree has also been regularly scheduled to the delight of residents.

The Men's Shed has been consistently producing some wonderful creations, with the addition of some extra hands, courtesy of some ladies in attendance. Potential new residents and their families enjoyed touring Annie's Court during on Open Day in June, which was promoted across the Mornington Peninsula.

Ballan

Continuing our commitment to Ballan and the surrounding areas, mecwacare has invested into major works at the existing residential aged care facility. The development of new luxury aged care residences is well underway and is expected to be completed in 2024.

This new aged care site will feature premium rooms with individual ensuites and outdoor balconies, providing residents with views of the beautiful countryside. The common areas will create many opportunities for residents to socialise at the shared lounge and dining areas, cinema, outdoor areas and café.

Calwell Manor, Safety Beach

A beautiful naming ceremony was held at Calwell Manor on the Mornington Peninsula in recognition of long-serving mecwacare board member Susan Calwell. The facility

was fully refurbished with new carpets and furnishings, as well as new café and communal lounges. Residents have warmly welcomed the introduction of regular evening soirees that have boosted social engagement and overall satisfaction.

Elstoft House, Geelong

The library at Elstoft House received a generous donation of new and preloved books from the Elstoft family, to the delight of residents. Residents have been enjoying Elstoft House's lifestyle program, attending a wonderful trip aboard the Sea Road Ferry. Sailing from Queenscliff to Sorrento and back, residents took in the beautiful views and ocean breeze while enjoying a special high tea. Sadly, the past year has seen the passing of both Jorgen and Jenny Elstoft. We thank their family for their generosity to mecwacare and Elstoft House.

John Atchison Centre, Hoppers Crossing

The John Atchison Centre has adopted the Commonwealth Government's Better Place Psychological Services Program as part of a more proactive approach to residents' mental health. Since its introduction, the program has given residents of the home access to bulk billed mental health services, qualified specialists, and allied health services by facilitating several student placements. The site also redesigned and improved the external gardens around the aged care home.

Jubilee House, Caulfield North

Residents of Jubilee House have been enjoying frequent walking events together, travelling through familiar



Annie's Court, Shoreham

neighbourhoods for some fresh air and exercise. This popular event enables residents to build strength and stamina while encouraging socialisation, as well as a literal and metaphorical walk down memory lane.

Malvern Centre

Community demand for entry to the Malvern Centre has influenced the conversion of more single rooms into suites – a popular form of accommodation. In addition, the Malvern Centre has been expanding its presence within the local neighbourhood by building and re-establishing pre-COVID relationships with community parties, including local schools.

Noel Miller Centre, Glen Iris

mecwacare's Noel Miller Centre in Glen Iris has received its accreditation, while the past year has seen the celebration of many significant milestone birthdays for residents. Several centenarians, including Ms Mona Rawlins, aged 102, and Ms Margaret 'Marty' Palmer, aged 105, celebrated their birthdays with family, friends, and staff at the centre. The Noel Miller Centre has a very rich history of caring for community members that live to see long lives, including those in their centenarian years.

O'Mara House, Traralgon

O'Mara House received its accreditation in the past year and the site's residents were very active in community and international fundraising. Significant projects have been either completed or are currently active, including the Toy Run, where residents put their creativity to work making toys, and the Biggest Morning Tea fundraiser, where funds raised went towards cancer research and patient support. O'Mara House has always been a popular facility, with beautiful gardens and the staff providing especially incredible food, activities, and care.

Park Hill, Mornington

Funds raised at the Annual Golf Day Fundraiser in February 2023 enabled mecwacare to purchase a special therapy chair designed to assist residents living with dementia. These fully automated therapy chairs combine calming music, tactile stimulation, and a rocking motion for people with dementia. They offer a unique and multi-sensory experience to calm and soothe users. This has seen an increase in physical and mental relaxation in residents living with dementia and other conditions who use the chair, which include specialised custom settings depending on their individual needs.

Rositano House, Richmond

Residents at Rositano House have enjoyed a full calendar of cultural events in the past year. From the celebration of Annual Nurse's Day in May to the observation of Queen Elizabeth II's Platinum Jubilee celebration, residents have had many exciting events to enjoy throughout the year. One particular highlight was a concert held at Collingwood Town Hall, which was a terrific outing filled with great music and even better company.

Squires Place, Altona North

Having acquired Squires Place in 2021, it has been our focus to upgrade the site to the same quality and standards of other mecwacare's aged care facilities. Squire's Place is now a stunning 60-bed home, offering a range of rooms for prospective residents, depending on their needs.

Residents enjoy the obligatory bingo sessions as well as brain teasers, word games, beading, painting, and other arts and crafts to keep them on their toes. In the warmer months, visits to the nearby beach via the facility bus are always popular, whether residents enjoy an ice cream, sit in the sun or just watch the waves go by.

Trescowthick Centre, Prahran

In the past 12 months, residents at mecwacare's Trescowthick Centre worked together on an art exhibition, aptly named 'These Hands.' Displaying over 20 large black and white photo prints of residents' hands, each photograph tells the story of their lives, explaining they have been lived and what their hands have achieved, overcome, and nurtured.

The facility has transitioned from externally contracted catering providers to in-house catering. This onsite team, in conjunction with the lifestyle team, has further improved levels of satisfaction for residents. The wonderful food is complemented by visiting musicians such as pianists and violinists as part of an organisation-wide music therapy program.

Vincent House, Westmeadows

mecwacare's Vincent House supports some of the area's most vulnerable and high care residents. Through the implementation of therapy programs and tools, staff and residents have been able to manage behaviours more effectively.

One of the more technologically advanced therapy tools implemented is the use of the PARO Therapeutic Robot. This is an interactive robotic baby seal, with five types of sensors to engage with users. Tactile, light, audio, temperature, and posture sensors perceive people and its surroundings – recognising tones and directions of voice and words, being stroked, and behaving as a real baby seal. The PARO Robot provides all the therapeutic benefits of real-life pet therapy, without the needs of a real animal.

Following a recent audit by the Aged Care Quality and Safety Commission, mecwacare's Vincent House received its three-year accreditation.

Our Vision for Design Excellence

As mecwacare continues to grow and expand, we are dedicated to maintaining the utmost level of quality in both the design and execution of our infrastructure. Whether it be our aged care, retirement, affordable housing, disability service, or community support service facilities, mecwacare's past, present, and future design plans provide comfort, accessibility, and security to all residents, clients, staff, and families.

mecwacare's commitment to the continued development and growth of our business is made possible by funds raised through a variety of channels. As a non-profit organisation, it is vital for mecwacare to maintain high levels of regulation, meticulous planning, and purposeful action when it comes to design excellence.

Our building and refurbishment program ensures our residents enjoy life in modern, well-appointed, and comfortable facilities. Throughout the past 12 months, we have invested significantly in refurbishments of our existing aged care facilities.

Annie's Court underwent refurbishments, while Calwell Manor received an update featuring luxurious new curtains and chairs, as well as upgraded light fittings.

Elstoft House in Geelong's Hamlyn Heights underwent several new upgrades including the installation of new industrial dryers and dishwashers and storage area to

accommodate a generator to be used in the event of a power outage.

The Malvern Centre has maintained and upgraded its prestige, recently having fresh new modern carpet installed on the first floor and in the main lounges of the ground floor. There has been further modernisation with the upgrade of the bathrooms, with new cabinets and hot water systems in May 2023.

The Noel Miller Centre received a gorgeous refurbishment of 20 residents' ensuites as well as renovations to Unit One, further opening up the lounge area for residents to enjoy.

The Trescowthick Centre received a refresh in the form of new paint and furniture reinvigorating the presentation and ambience of the home.

mecwacare Park Hill is another facility that has received significant upgrades, with new solar panels, lighting, and curtains installed, as well as an extensive gardening project. The new garden is designed to increase sustainability with tree planting and the installation of different vegetation.

Squires Place received an additional nine rooms with ensuites, broadening our capacity to provide custom spaces for residents. The construction of undercover car parking for staff and visitors has been completed, while the existing sunroom was converted into a beautiful residents' library. The outdoor area has been rejuvenated with new plants and vegetation, providing a lush green space for residents to entertain guests or get some fresh garden air. These enhancements have elevated Squires Place, creating a more welcome and comfortable environment for residents to enjoy.

Finally, Vincent House in Westmeadows received a kitchen upgrade, allowing for more accessible and comfortable use by chefs and their team, and subsequently, the

production of even better meals, cakes and delicious treats.

John Hood Terrace, Richmond

After eight years of planning – navigating local government rules, regulations and approval processes, perfecting designs, amenities, and finishes – ground was broken on the site of mecwacare's new John Hood Terrace aged care facility in Richmond.

Due for completion in mid 2025, the Church Street site has been named in honour of mecwacare's former Board Chair and serving Life Governor, John Hood. At a dedicated Turning of the Sod Ceremony on Wednesday May 10, 2023, John Hood was joined by the Commissioner for Senior Australians, Gerard Mansour, current mecwacare Board Chair Ian McHutchison, mecwacare Chief Executive Michele Lewis, and Total Construction Chief Executive Officer, Jeff Jones.

Originally constructed in the 1850s, 353 and 355 Church Street have had a variety of owners throughout the past decades. With the building at 353 Church Street initially owned by a series of medical professionals, its matching neighbour at number 355 was purchased by an Irish immigrant named John Mullaly in the late 1850s.

In 1917, both properties were acquired by the Young Women Christian Association. The buildings were converted into a 40-room accommodation setting for young country women in need of support. The site was then subdivided in 1969 and sold to a private entity, before it was turned into the Golden Chain Motel. mecwacare acquired the site in 2014 and began the formal process of submitting permit applications and plans to set the wheels of the project in motion.

Former Board Chair John Hood has more than 30 years of history with mecwacare. His own mother was a resident at a mecwacare aged care facility, and John later became a



Squires Place library

dedicated volunteer with us. He has been on the Board of Directors for more than 23 years, with 11 of those years served as Board Chair.

John oversaw a significant and unprecedented growth period at mecwacare, providing strong leadership and guidance. John's dedication to the organisation has been clear through the many years he has devoted and effort he has invested into mecwacare, driving its expansion in aged care and disability across metropolitan Melbourne, as well as into regional Victoria.

The new Richmond facility will pay homage to the rich history of the original buildings, with a modern touch. It will foster a warm and welcoming environment and have the people-first approach that mecwacare is known for. The thoughtfully designed facility is set to feature private and communal dining areas, landscaped balconies, café, library, fitness facilities and recreational spaces.

We are excited to see how this significant investment progresses and look forward to being able to enjoy the facility's spectacular architecture, interior and ambience.

Ballan

Currently under construction is mecwacare's \$35 million luxury aged care residence project in Ballan, located 80km northwest of metropolitan Melbourne. This new

60-bed development will replace the existing nursing home and hostel, with the upgrade set to be completed in 2024.

The new residence will feature premium rooms with individual ensuites and high quality finishings, while many rooms will feature large balconies with sweeping views of the surrounding countryside.

Not only will this investment increase our capacity to provide quality aged care services to the region, but it will also deliver additional ageing in place opportunities for residents of mecwacare's existing retirement living units requiring a higher level of care.

This investment is also delivering an economic boost to the area, with new jobs being created in industries such as construction and public health. The upgraded aged care site will function alongside the existing Health and Care Services facility on the site, which has seen significant success and a strongly positive community response. The site offers a general medical clinic, allied health services, pathology, a Centrelink agency, physical rehabilitation services, a hydrotherapy pool, and gym. Since mecwacare acquired the site, member retention for the gym has increased from 42 percent in the previous financial year, to 52 percent. Total member numbers have also significantly increased from 455 to 871, with 6925 visits the previous year compared to 7181 this financial year.

Simon Price Centre, Mont Albert North

The highly anticipated new Simon Price Centre in Mont Albert North is set to open in October 2023.

The \$40 million project, one of mecwacare's largest aged care investments to date, is receiving the final touches and will reach completion in August. The newly developed luxury facility stands on the site of the original Simon Price Centre that was opened in 1978 and will double the capacity of residences, compared to the previous site.

The new state-of-the-art facility will feature 100 bedrooms and suites, as well as communal lounges, light-filled private and shared dining areas, as well as a variety of communal and retail spaces. Residents of the Simon Price Centre will be able to enjoy the site's cinema, café, and library, as well as onsite hair and beauty salon.

With plenty of spaces for resting the mind and body, this facility will support residents to age in place, allowing residents to remain at the Simon Price Centre as their care needs change. With registered nurses onsite day and night, and accompanied by experienced, caring, and qualified staff, residents will be in highly capable hands at the centre.

The facility has been named in honour of mecwacare's longest serving Board Member and Life Governor, the late Simon Price, who passed away in 2019.



Ballan Aged Care



Simon Price Centre, Mont Albert North

Home Care



400

OT assessments delivered to our HCP clients



3000+

new clients provided with home care services



\$1.3M

in support equipment provided to HCP clients

Home Care Packages (HCP)

We have introduced our Home Care Package Community Nurse Assessment team which provides clinical assessments to clients in their home – particularly clients with complex health conditions such as skin integrity, falls risks, and continence issues.

There has been an expansion of our occupational therapy service team in the past 12 months, with outreach occupational therapists (OT) visiting 400 clients during this period. These visits have made a significant impact on enhancing clients' quality of life at home, by facilitating access to \$1.3 million worth of equipment and environmental enhancements.

Digitised automation of workflows for client processes have been implemented over the last year, allowing more efficient funding approvals for clients seeking safety-enhancing equipment and home modifications, or to approve leave arrangements when clients are in residential respite or hospital.

Home Care Services

Over the last 12 months, mecwacare has maintained its premium level of care as a well-known and highly regarded home care and community services provider. We have been focusing on increasing our reach and capacity to provide services across the state, alongside developing best practice standards of care.

Many mecwacare representatives have attended job expos in the past 12 months, promoting employment

opportunities in the care and public health industry. We have conducted an extensive review across our nursing service provided through home care and are looking to expand our capacity to provide nurses in Ballan, Casey, and northwest Melbourne.

Mornington Peninsula, Bellarine Peninsula, and Barwon Region

Home care services have been increased and extended in the Mornington region, with approximately 2000 additional clients having been onboarded in the past 12 months. Many Mornington clients have received home modifications and home maintenance, such as the installation of accessibility tools like handles for stability.

The delivery of services to Commonwealth Home Support Programme (CHSP) clients from the Surf Coast region has been expanded into the City of Greater Geelong. This has added a further 165 CHSP-funded clients to mecwacare's home care service system.

Intensive networking has led to further strengthening of relationships with jobseeker programs such as Workforce Australia, At Work Australia, GROW G21, and other related groups. These connections have led to an increase in direct candidate referrals from employment networks, allowing mecwacare to work on recruiting further carers more effectively during a period of widespread worker shortages in the industry.

Future plans for the Barwon and City of Greater Geelong regions include expanding further into the region as staffing allows.

We are further promoting mecwacare through relationships with Torquay medical clinics. Direct care workers are being upskilled in medication administration to allow for the introduction of medication assistance services. This will increase supports available through mecwacare and allow clients to fully utilise their Commonwealth Home Support Programme funding.

Ballarat

In the past 12 months, we have transitioned a variety of programs into a broad range of local government areas. Hepburn, Moorabool, and Golden Plains Shires have had mecwacare Home and Community Care Programs for Younger People (HACCPYP) introduced for people aged under 65 years with no access to NDIS funding. Approximately 387 clients in Ballarat City Council and approximately 154 clients in the Shire of Pyrenees are participating in Commonwealth Home Support Programmes, with relevant government funding. Our service agreement with Grampians Health has been extended for an additional 12 months, now set to end in June 2024.

The status of mecwacare in Victoria's southwest is maintained by working closely with the community, job providers, stakeholders, and networking groups. This ensures that we continue to improve our organisational profile in the home and community care sector.

Northwest Victoria

By successfully collaborating with networks such as the Brimbank Shire, Nillumbik Shire, and City of Melbourne, as well as local hospitals,



Independent living at home

Kenneth has been receiving a Home Care Package from mecwacare since April 2021.

As a Home Care Package client, Kenneth receives domestic assistance including cleaning at home, as well as gardening services. He also has a personal alarm in case of emergency such as a fall. Kenneth also receives transportation to and from a physiotherapist who has helped to manage his functional decline and increase Kenneth's mobility.

"The services have impacted me hugely, especially the physiotherapy service that my care advisor arranged – it has helped me so much," said Kenneth.

Kenneth is able to remain at his home and live independently due to the Home Care Package provided by mecwacare.

general practitioners, and other health services providers, we have elevated public awareness of the Home and Community Care Programs for Younger People, provided by mecwacare. This has subsequently led to an increase in referrals to us by health and medical professionals.

The relocation of mecwacare's Keilor team to the new, light filled Westmeadows office has been an exciting transition, as the site comes complete with a training room for carer forums. Plans for mecwacare's future in the Westmeadows region focus on increasing recruitment and stakeholder networking.

Southeast Victoria

Clients in the Boroondara Council vicinity have begun receiving home care services, adding an additional 750 clients to mecwacare's home care portfolio.

Our Meals on Wheels program has continued to provide food to people across Cardinia, Knox, Maroondah, and South Gippsland Shire Council regions, while our volunteer-run Cardinia community transport program provided trips for people in need within the Cardinia region.

Ballan Health Care Services

The Ballan Health and Care Services facility has seen significant success and a strongly positive community response. The site offers a general medical clinic, allied health services, pathology, a Centrelink agency, physical rehabilitation services, a hydrotherapy pool, and gym.

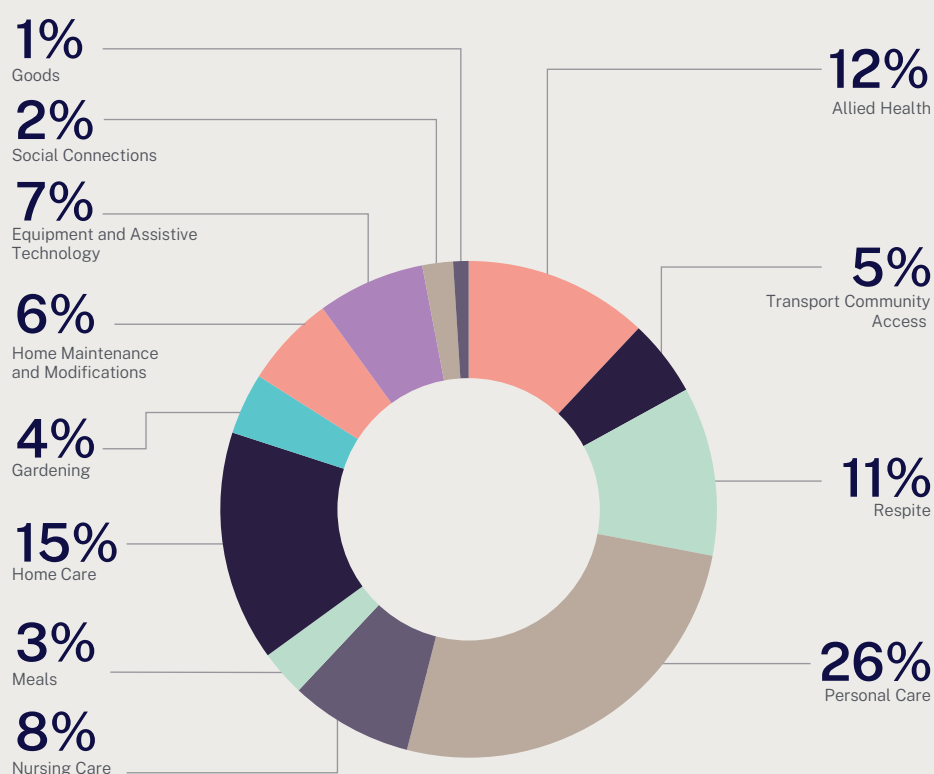
Through marketing and news of mecwacare's extended presence in Ballan, the medical clinic has received increased patient acquisition throughout its services. The new office development has provided

a more comfortable environment for staff to complete their work, resulting in more efficient and effective processes. The site received its accreditation for the coming three-year period.



Ballan gym

Home Care Package Spending



We expect the services to increase in popularity as mecwacare continues to redevelop our new \$35 million luxury aged care residence project in Ballan.

Regional Assessment Service

The Regional Assessment Service team at mecwacare is participating in the trial of a streamlined national assessment approach for older people seeking access to care at home. This is in preparation for significant home care reforms set to commence in 2025.

The existing mecwacare Regional Assessment Service added the regional local government area of Moorabool to the network in July 2022, expanding its reach to six rural and metropolitan regions. This has allowed mecwacare to remain

the largest provider of Regional Assessment Services in Victoria, enabling over 4600 older people to access vital home supports to assist their continued independence.

Technology and Care

In the past year, we have implemented the use of an app for smart devices, to be used by care staff. Implemented to assist mecwacare to provide home care services more efficiently and safely, the new app enables staff to access information on their device, including roster and shift details, relevant tasks to complete, shift and client notes, and alerts and reminders, as well as forms and other documents.

Using the app ensures access to consistent and accurate client information and will support staff to access up-to-date data as well as

providing a more efficient service. Efficiencies created by use of this new program has enabled resources to be shifted to delivering high quality care that supports clients to achieve their care goals.

COVID-19

The impact of COVID-19 continues, with office staff maintaining a vigilant stance, and field staff sometimes affected by the illness. Staff that contract COVID-19 are required not to attend work for seven days, and following this, are only permitted to return upon producing a negative rapid antigen test. Personal protective equipment is still consistently in use by field staff as a means of reducing the chances of catching or transmitting COVID-19.

Rewarding in more ways than one

Lalita Thakur is a Senior Care Advisor with mecwacare's Home Care Packages team.

Since beginning in her role managing client cases more than two years ago, Lalita has learned a lot about herself, her community and her values.

Enjoying the challenges she faces at work each day, Lalita is passionate about helping elderly clients and those with disabilities to remain living independently in their own home.

"Helping elderly people to stay at home is the best part of the job. I love working here," Lalita said.

"I have learnt how to provide quality of life, how to manage wellbeing, and how to guide independence to people who are living alone."

Another aspect of the job that Lalita loves is her colleagues. The work culture revolves around the ability to help and be helped by others in the Home Care Package team.

"My team is my other motivation. Our team has people from diverse backgrounds, and I learn from them every day. I feel fortunate and blessed to work with and learn from them," said Lalita.

Aside from providing care to clients and support to colleagues, Lalita has opportunities to further her own position and ability.

"I have been working with different team leaders throughout my journey as a case manager, and the support I receive from them, helping me to learn and grow, motivates me to look forward to work every day."





New skills at Fisher Street

Alyssa has been attending the Fisher Street Centre since 2001.

The centre has helped Alyssa to make friends and build her confidence.

While she loves art and craft activities, Alyssa's favourite program at the Fisher Street Centre is the disco, where attendees dance and sing to a variety of music.

Alyssa really looks forward to attending the swimming program with her friends from the Fisher Street Centre.

Disability Services



46,967

total NDIS hours provided to clients at Fisher Street



102,757

Total NDIS service hours delivered



48

Average age of NDIS clients

mecwacare's disability services team is dedicated to working closely with participants funded by the National Disability Insurance Scheme (NDIS), encouraging inclusion in all available aspects of services and care.

mecwacare takes pride in the level of care provided to participants and is committed to ensuring the quality remains consistently high.

At the beginning of 2023, we commenced the recruitment of further dedicated support workers, as well as employing a specialised project officer to review all of our service offerings under NDIS funding. We are currently exploring a range of options to grow our disability services and the reach we have in Victoria by expanding programs and initiatives.

As a respected disability provider, mecwacare staff have worked with participants and their families or loved ones to provide individualised services with a focus on choice, control, and individual care support both at home and in the community.

In 2022, mecwacare fully maintained its accreditation, with the audit finding that we were compliant with all relevant benchmarks.

Our support coordination services are continuing to grow, having recently branched out into Melbourne's southwest metropolitan region. mecwacare support coordinators show all available and practical options to their participants, ensuring they have the freedom to choose their own care and services, therefore remaining in control of their supports and maintaining a level of autonomy.

Continually building and maintaining mutually beneficial relationships

has been a vital focus of mecwacare disability liaison officers, as well as continuing to facilitate excellent internal and external mecwacare, participants, and NDIS relationships.

Fisher Street Centre

After two years of challenging times due to COVID-19, the Fisher Street Centre is resuming a sense of normalcy. Throughout the past year, clients have been participating in the community through centre-based and outdoor activities. New clients are welcomed at the centre, with staff excited to offer support and care to those that need it.

Programs and activities are often added and updated to keep attendees engaged and to better meet their goals. Activities offered at the Fisher Street Centre include cooking, swimming, armchair travel, and disco sessions.

The last year has seen more than ten previous participants return to the centre, after having ceased their attendance in 2020. Many new participants have started attending, including one person whose presence marks her first time at a day program in more than ten years.

At the Fisher Street Centre, staff have a strong focus on sharing sustainability tips and concepts. When participants venture out on shopping trips, the use of cloth shopping bags is encouraged by staff. Second hand materials or leftover items are recycled to use for creative projects, and when new items need to be used they are sourced from a mecwacare op shop. The cooking programs at the centre ensure all food scraps are composted.

Below: Fisher Street clients often enjoy enriching activities and outings to build their life skills.



Community Services



7675

total NDIS hours at Rivendell House and the Barry Fenton Centre



84

average age of strength training clients



community service sites maintain regular recycling practices

Rivendell House

The staff at Rivendell House devote time to planning client programs, ensuring that they provide engaging and interesting programs to all attendees. Clients have provided great input with creative ideas and suggestions during these sessions. Feedback from clients has been positive, and they enjoy having their say on how they receive activities and services.

A tea and coffee station has been created in the main program room to help promote independence for clients to get their own water, tea, and coffee. This has been a great initiative by staff and has seen clients often increasing their mobility throughout the day, as well as assisting other, less able clients.

The highlight of the past 12 months for Rivendell House clients was the Christmas season. The last week of programs for 2022 saw the centre adorned with a colourful wall of Christmas trees created by clients. There was also a beautifully decorated table laden with a traditional Christmas dinner of fruit mince pies, a roast with all the trimmings, and Christmas pudding with custard. Clients joined in with singing and playing instruments along with Christmas carols, and there was also a surprise visit from Santa and his reindeer with deliveries for all clients at the centre!

The new year lauded exciting new art projects for clients which were displayed at a local art show. Clients were extremely enthusiastic in their sharing of ideas and collaboration with each other to create some wonderful pieces.

Creative projects are very popular at the centre, with a range of different groups enjoying a variety of challenging artistic endeavours. The back wall of the main program room has become a dedicated feature wall for clients' artwork, used for various themed days including Christmas, Valentines Day, the welcome of seasons such as autumn, and many more. Clients across numerous groups at Rivendell House have enjoyed showcasing their and their fellow attendees' lovingly crafted art.

Groups at the centre enjoy sharing outings with staff and fellow clients. Whether it be a scenic walk around the local lake, a riveting round of mini golf, or picnics and other lunch outings, these trips promote independence, choice, and life skills to clients in the group. Staff work with clients to assist in achieving their goals, providing appropriate support based on each client's interests, abilities, and goals.

Barry Fenton Centre

In the past year, Barry Fenton Centre clients have enjoyed a broad range of programs, including arts and crafts, gentle exercise, games, quizzes, and music. Groups have also worked collectively to showcase different parts of the centre by hosting regular themed event days, such as the Mad Hatter's Tea Party.

One of the most significant achievements for the Barry Fenton Centre in the last 12 months has been the steampunk project and event. Staff, clients, and visitors travelled to another world of gadgets, gears, binoculars, and Victorian charm. These props and decorations were

carefully pieced together by clients over many weeks with the assistance of staff. The items, a mix of old-world design and modern technology, the event's most exciting prop was a time machine built by the Barry Fenton Centre's program coordinator. All attendees enjoyed the afternoon tea, with some even busting a move on the dancefloor to the energetic music of a local musician.

The strength training program at the centre has continued to be extremely popular, with client numbers steadily growing since December 2022. Fitness instructors focus on clients' individual goals and abilities to build their strength and balance, using their ability to motivate and challenge these clients to increase their individual capacities.

Clients at the Barry Fenton Centre have continued to attend their programs in high numbers, despite continued sporadic outbreaks of COVID-19. This has been managed effectively by staff at the Barry Fenton Centre following robust infection control procedures.



Mad Hatter's Tea Party

2022-23 Snapshot



12%

increase in assets from the previous year



4 age of our youngest home care client

102 age of our oldest retirement living resident

103 age of our oldest home care client

105 age of our oldest aged care resident



122

new registered nurses employed in the 2022-23 financial year



3000+

participants in the Home and Community Care Program for Younger People (HACCYP)



4 years

average length of services for clients at Fisher Street



138,000+

hours of home care provided to clients



284

registered nurses working across mecwacare facilities



23,000+

hours of respite care provided to home care clients

Australia's most in-demand jobs:

1. registered nurses
3. aged and disability carers

(source: Hooper N, 2023, August, Skillset in Motion, Company Director magazine, August 2023.)



home care package clients increased by nearly

20%

in the past 12 months



46,000+

hours of personal care provided to home care clients



45,202

meals delivered to home care clients



17,000+

clients receiving services each week



89

nationalities

100

languages

our diverse workforce is made up of staff from across the world

Housing Services



623%

increase in number of retirement dwellings



102

the age of our oldest retirement living resident



98%

occupancy rate in affordable housing

Affordable Housing

mecwacare has three affordable private accommodation sites to assist people experiencing housing difficulties. These sites are open to applications from those aged more than 65 years old or living with a disability, and that meet the Department of Human Services' criteria for concessional rent allowance. Our affordable housing sites continue to be extremely high in demand, with occupancy rates reaching their maximum.

Less than 500 metres from the beach, mecwacare's Beaumaris affordable housing site has eight modern one-bedroom units. The Glen Iris site is set in a serene bush environment near Gardiner's Creek, with 44 one-bedroom units and ten two-bedroom units. The Sandringham housing program is also less than one kilometre from the beach and adjacent to Sandringham train station, with 27 lovely units built in 2015.

The maximised occupancy rate at each of our affordable housing sites gives mecwacare food for thought in terms of what is to come in the future.

Retirement Living

It has been a busy period for retirement living as mecwacare has grown from 55 dwellings to 398 dwellings as a result of acquisitions in Pascoe Vale, Ballarat, and Berwick. The promotion of mecwacare's Home Care Packages has been introduced throughout all of our retirement living locations and has proven to be a popular and convenient service for residents.

Ballan

Residents at Ballan's 11-unit retirement village will soon have access to a 24-hour personal emergency call service. Located close to town and immediately behind mecwacare's Ballan Health and Care Services precinct, residents are able to maintain their independence in a relaxing, supported and low-maintenance environment.

Six of the village's 11 units have been refurbished and upgraded, providing a more comfortable, modern living space with premium finishes and fittings. The remaining units are set to receive a similar redevelopment, resulting in an even high quality overall within mecwacare's Ballan retirement living environment.

Berwick Brae Gardens

Located alongside Wilson Botanic Park, Berwick Brae Gardens Retirement Village is a wonderful new addition to the mecwacare retirement network, with beautiful gardens at the village. We are fortunate to have an expert maintenance team that looks forward to implementing its proven asset management and improvement methodologies to enhance the look and feel of Berwick Brae Gardens.

John Atchison Centre

Residents at the John Atchison Centre enjoy continued peace of mind with convenient access to the 24-hour on-site nurse call service. The village has a capacity of 13 retirement residents, allowing for a quiet and comfortable daily life. With access to a comprehensive lifestyle program, activity and social engagement provide a focus on fun and community at the village. Close to shops and

amenities, the John Atchison Centre allows residents to utilise as many or as few services as they choose.

Pascoe Vale Gardens

As mecwacare's largest retirement living site, Pascoe Vale Gardens has 242 dwellings and a high occupancy level. Having been acquired by mecwacare in April 2023, it offers serviced apartments, independent living apartments and independent living units. The transition to becoming a part of the mecwacare retirement living network has been smooth, with resident feedback overwhelmingly positive. With stunning gardens and lush vegetation, Pascoe Vale Gardens is perfectly positioned near the freeway for easy accessibility to the city and suburbs.

mecwacare's oldest retirement resident lives at Pascoe Vale Gardens – Dorothy May turned 102 years old in 2023 and is still living independently in a unit, where she loves tending to her garden. At the village, we have integrated home care services and packages, setting up a new model with a care advisor onsite to meet with prospective clients and talk them through the process of obtaining a Home Care Package.

Robin Syme Centre

With breathtaking design and execution as well as luxury finishings, Robin Syme Malvern is the pinnacle of retirement village facilities in Victoria. Onsite events are extremely popular with residents who enjoy the safety of living in a secure environment with like-minded neighbours. Occupancy rates continue to grow at Robin Syme, along with the sense of community and belonging shared among residents.



Living independently at 102 years old

Dorothy is a resident of Pascoe Vale Gardens Retirement Village. She had been living in her Derby Street home in Pascoe Vale for almost 60 years when a close friend moved into the site.

"I didn't realise how nice it was. I thought, 'If ever I sell, I'll come up here.'"

Several months later, Dorothy moved into her own lovely corner unit. She loves tending to the flowers in her garden and says it's much easier to manage her home at the retirement village. Dorothy enjoys making new friends and chatting with her new neighbours at Pascoe Vale Gardens.

"Every time I go out somewhere, I'm always late because I get stuck talking to anyone and everyone!"

Corporate Services



21,227

PainChek assessments completed



\$37M+

yearly procurement spend



678

maintenance jobs completed per month

People and Culture

The 2022-23 financial year presented many challenges and successes for mecwacare, spurring on the necessity to be innovative in our approach to attracting and retaining new staff. While the impact of COVID-19 on staff availability decreased, the financial year began with a reduced candidate pool and the environment of what was called the ‘great resignation,’ with many in the industry walking away from the sector after the COVID-19 experience and looking for less demanding roles in other sectors, with longer hours and higher pay.

This shortage increased competition in the sector. To address this, mecwacare has been involved in many new initiatives. mecwacare has been very active working with TAFE and university students to provide employment pathways. In addition, mecwacare has been advocating for the aged care sector at secondary education forums, providing pathways for Year 12 students enrolled in HEADSTART and Local Learning Education Networks (LLEN). Being one of only few businesses Australia-wide to feature in a Virtual Reality Careers training initiative, which allows students to immerse themselves into roles such as personal care work.

mecwacare provides pathways to employment for disadvantaged job seekers, working with WOMENCAN, Fit to Work and migrant community centres to transition skilled migrants into aged care roles. To support this activity, the People and Culture team has been busy in the development of systems to assist with human resources onboarding, Performance

Appraisal processes (PERFORM), online orientation and training materials, and the integration of new time and attendance software. The end of the financial year has seen the renegotiation of the mecwacare Residential Enterprise Agreement, providing new benefits from the aged care work value decision.

mecwacare has been successful in receiving grant funding to participate in the new Aged Care Volunteer Visitors Scheme. Complementing our already strong volunteer base, this program is focused on seeking out volunteers to provide friendship and companionship to older people in their home, and to help develop social connections. This scheme will focus on the needs of older people at higher risk of feeling isolated, including special needs groups.

Business Improvement

Learning and Development

As an organisation, we have strong partnerships with 26 training providers. During the past 12 months, the Student Placement Program hosted 501 students including 186 paramedicine students, 89 enrolled nursing students, 43 registered nursing students, 161 personal care assistant students, 17 lifestyle assistant students, and five nutrition students. More than ten percent of students transitioned to become an employee of mecwacare.

Currently, we are the only aged care provider in Victoria that supports Monash University students completing their Bachelor of Paramedicine community placements program. These students attend our residential facilities to provide

support to residents, equipping the students to respectfully relate to and communicate with our residents.

Training Delivery

We have continued to enhance the range of training opportunities we provide by building our capacity to deliver self-directed e-learning opportunities for staff, with 21 new e-learning courses developed by our e-learning designer. These training programs included food safety practices, sexual harassment, behaviour management, and COVID-19 awareness and have been made available to staff through our learning management system, mecwapedia.

Face-to-face training has also been developed in response to specific site and resident requirements, including anaphylaxis response, choking response and behaviour management. A new Clinical Instructor has been



Learning and Development Manager, Maureen, and Lead Nurse Educator, Rosemary.

appointed in the Learning and Development team, to support Residential Clinical Care Coordinators to develop their leadership and clinical governance skills.

Quality and Risk

The Quality and Risk team provided onsite support to assist nine residential sites that went through a re-accreditation audit with the Aged Care Quality and Safety Commission in 2022-2023. All sites achieved a full three-year accreditation period. We completed a significant impact analysis and review of the legislative and regulatory reform agenda with updates to policies, procedures and systems, and compliance monitoring.

A review of the clinical and service governance reporting framework was undertaken in line with provider governance compliance obligations, and updated the reporting frequency, data, and reports for 2023 to ensure that the Board is able to perform its governance efficiently.

There was a review of the incident management system and processes for mecwacare's home care services, including compliance with the Serious Incident Response Scheme's mandatory reporting requirements. We reviewed the new practice standards for National Disability Insurance Scheme (NDIS) related to severe dysphagia management, mealtime support, emergency, and disaster management, with associated updates to systems and processes.

The quality and risk team conducted over 679 face-to-face resident experience surveys to assist in identifying several improvement opportunities.

Successful accreditation for Ballan Medical Clinic

The Ballan Medical Clinic underwent a full review and update of its policy and procedure manual. These updates involved health and safety processes and infection control including

cleaning, sterilisation of equipment and practice management, with site-specific requirements related to vaccine management, equipment, notifiable diseases, and other service-specific operating procedures. We developed a business continuity plan for the Ballan Medical Clinic and related home care services and audit tools for the Ballan pool and gym.

Health and Safety

The Health and Safety Resources page on the mecwacare intranet was developed in consultation with the Health and Safety Representatives. The site launched in May 2023 with over 210 views in the first two weeks. We achieved ongoing certification against ISO 45001 Occupational Health and Safety. The Quality and Risk department worked with the residential catering team to identify hazards, as well as to update safe work instructions specific to internal kitchens.

COVID-safe plans, response, outbreak data and requirements were reviewed and monitored for process changes and compliance with our obligations. The annual influenza vaccination program voucher system and onsite vaccination clinics were well received and well attended.

Business Projects

The PainChek assessment tool was fully implemented across all residential sites and utilised facial scanning technology to assess pain in residents unable to verbalise their pain. There were 21,227 PainChek assessments completed in the past 12 months.

The implementation of CarelinkGo was completed following user acceptance testing and the development of e-learning material. Relevant training was implemented to service coordinators and other employees as part of mandatory staff forums that were held in October and November 2022.

Initial implementation of Humanforce software was rolled out to the first two of mecwacare's residential aged care facilities. This is a workforce management program used for staff rostering, time in attendance and leave management, all in one centralised system. Managers can populate rosters based on staff availability and preference, while staff members can view their roster, accept shifts, change shifts, submit availability, and request leave. The technology includes fingerprint technology for use when clocking in and out, ensuring maximum efficiency and accuracy for payroll. It will allow mecwacare to demonstrate regulatory compliance in accordance with mandatory care minute requirements – a result of recommendations from the Royal Commission into Aged Care Quality and Safety.

Research

mecwacare continued its research collaboration with partner organisations, participating in a range of focus groups and research projects in partnership with government, universities, and private organisations, with a strong consumer focus and included projects such as psychological therapy services in residential aged care, female chief executive officers in non-profit



The provision of the PainChek service supports a more comfortable life for each resident.

Corporate Services

organisations, and participation in reference groups such as the Department of Veterans' Affairs Nursing and the Yarra Ranges Council.

Finance

The Finance team provided thorough and accurate support and data to mecwacare internally, and externally to residents, clients, families, and stakeholders. The department delivered timely, transparent, and accountable systems and data, with successful audits, acquisitions, budgets, and compliance. One of the most critical aspects of Finance's role at mecwacare is to maintain and ensure compliance with government regulations and reporting standards.

Throughout the past 12 months, the team adhered to all regulations and standards by achieving full compliance in all reporting requirements, including Quarterly Financial Reporting, the Annual Aged Care Financial Report, Data Exchange Reporting, and Minimum Data Set Reporting. The Finance department consistently displayed a high level of accuracy and timeliness in their financial reporting and data management throughout the year, including the Finance and Audit Committee, with the information proving essential to strategic decision making. The Finance department has again successfully delivered mecwacare's next annual budget, allowing a well informed approach to resource planning and achieving yearly financial targets.

mecwacare's new site acquisitions have been successfully integrated into the existing network during the latter part of the financial year. These sites include Pascoe Vale Gardens Retirement Village, Berwick Brae Gardens Retirement Village, and Gregory Lodge aged care facility. The team actively collaborated with other departments in transitioning the residents and clients, ensuring

a smooth onboarding of both groups.

Ongoing professional development is crucial to stay ahead in an ever-evolving regulatory and governance landscape. The team has participated in multiple workshops throughout the year, conducted by various agencies including government departments and the Aged and Community Care Providers Association.

Property and Ancillary Services

Throughout the 2022-23 financial year, a wide range of maintenance, upgrades, and contractual agreements were carried out with great success. Planning has commenced for further upgrades and refurbishment works in the coming year, particularly on our recently acquired sites.

During the year, the Property and Contracts team transacted with 1263 vendors and worked with procurement to manage a total of 8133 maintenance jobs: an average of 678 per month. This is indicative of the immense investment that mecwacare makes to the care of clients, residents, and our facilities. The yearly procurement spend of over \$37 million was a further step towards investing into our care services as well as the organisation's future.

Marketing, Communications and Fundraising

The Marketing, Communications, and Fundraising department continued to support the organisation at all levels whilst at the same time striving to improve awareness levels, promote services, support the occupancy levels of facilities, create engaging communication programs internally and externally, and raise funds to support residents and clients.

The acquisition of several new sites and their integration into the organisation required the team to ensure marketing materials remained consistent and of high quality, allowing new residents to be informed about our services. Onsite communications and signage works were key, while communication programs to staff were integral to ensure that staff remained informed, committed, and engaged with various news and programs that were implemented throughout the year.

A new event on the calendar for mecwacare in September 2022 was our inaugural Charity Tennis Day. This fundraising event was hosted at the Royal South Yarra Lawn Tennis Club and featured a doubles tennis tournament, before a decadent two-course lunch for players and attendees. With 36 players making up 18 teams, a series of good-hearted round robin matches saw corporate and philanthropic sponsors on court battle it out with staff players and other corporate supporters. Non-playing guests joined those competing in the club's renowned Como Room for lunch, with a total of



mecwacare's Charity Tennis Day

67 guests enjoying a delicious and well prepared lunch. The winners of the C-Grade Competition were Rob Joyce and Julian Cross from Telstra, and the winners of the B-Grade Competition were Colin Squires and Warren Pryer of mecwacare.

As always, mecwacare's Annual Charity Golf Day was a popular and much loved event. Held in February 2023 at the Yarra Yarra Golf Club, over 50 attendees appreciated an impeccable playing environment. The event raised a total of more than \$100,000, supporting a wide variety of mecwacare's initiatives to purchase equipment for our facilities. Events such as our Charity Golf and Tennis Days provide mecwacare with additional funds to assist those in need to live enriched and fulfilling lives. The winners of the 2023 Charity Golf Day was the team from Empower Healthcare.

On June 3, 2023, Annie's Court in Shoreham welcomed visitors at a public open day. This was part of a campaign promoting the Mornington Peninsula facility. The Maintenance Department and Residential team beautifully prepared Annie's Court and its amenities before the open day. On the day itself, whilst onsite staff ran public tours, the Marketing team provided eye-catching promotional and advertising materials. The Admissions team demonstrated the highly capable provision of advice and attention to detail, while our catering staff produced delicious food onsite to showcase the amazing meals available to potential residents.

The Marketing, Communications, and Fundraising department finished the year with several new staff joining the team, driving fresh innovations into the new year. This includes growing our social, digital, and marketing capabilities as well as transitioning mecwacare's marketing into new mediums to grow awareness levels, occupancy rates, and services across divisions.

Information Technology

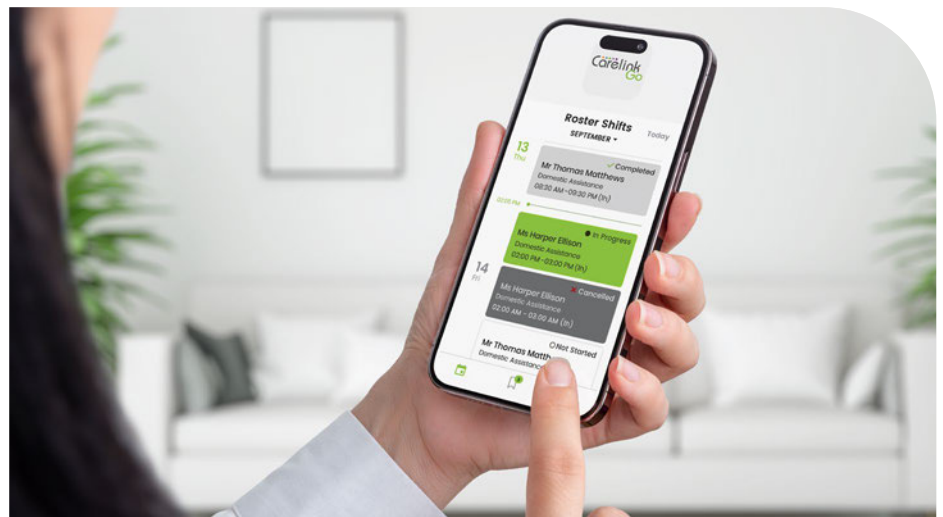
As technology continues to progress further into the future, so too do the challenges faced by mecwacare's Information Technology team. However, despite persistent issues, the department has remained steadfast in its provision of efficient and effective IT services to the organisation. The team provided care workers with further support through the implementation of CarelinkGo, allowing mobile access to client information, mobile rosters, and shift management. Further, the rollout of Humanforce across a growing number of mecwacare residential aged care sites has improved efficiency for human resources staff and new employees completing the onboarding process.

The continuous development of FISH, mecwacare's feedback, incident, and hazard report system, has seen improved record keeping and management, while automated processing of invoices for Home Care Packages and residential aged care services has further streamlined the process. The IT department has smoothly and successfully integrated new site acquisitions such as Pascoe Vale Gardens Retirement Village into mecwacare's enterprise systems,

ensuring further consistency and efficiency across the organisation's network of facilities.

The continued installation and rollout the new Mitel phone system throughout mecwacare offices and facilities, has allowed improved rerouting of client phone calls. The team also increased the number of computers available throughout mecwacare's network of sites to support further staff training through mecwapedia, while ongoing maintenance and the upgrade or replacement of IT systems has remained consistent. The facilitation of properly functioning technology is vital to supporting business growth, as has been proven with the maintenance, replacements, and upgrades of computers, phone systems and server infrastructure.

Base infrastructure uptime is a measure of system reliability, of which the IT team has managed to maintain a more than 99.5 percent reliable system. Finally, in a broader scope, the department kept up a strong focus on security, including cybersecurity training and multi-factor authentication for all staff, as well as system enhancements in accordance with the recommendations of the Australian Cyber Security Centre.



CarelinkGo has enabled staff to access vital information more easily and efficiently, allowing for more time to be spent with clients and residents.

Board of Directors



Ian McHutchison OAM, BJuris, LLB
Chair

Appointed 2021

Areas of expertise: Finance, law and housing

Members of the Board are volunteers that bring exceptional professional skills and experience to mecwa^{care}. Overseeing our governance structures, the Board works with Chief Executive Michele Lewis to ensure responsibility for mecwa^{care}'s financial performance, strategic priorities, and the quality of care and services we provide.



John Atchison BE (Civil), MIE (Aust)
Vice Chair

Appointed 1990

Area of expertise: Building and engineering



Colin Squires BE (Hons), MBA
Treasurer

Appointed 2008

Area of expertise: Corporate finance



Susan Barton AM

Appointed 2005

Area of expertise:
Not-for-profit sector



Susan Calwell

Appointed 2000

Area of expertise: Marketing and events



Anne Court DipMUS

Appointed 2007

Area of expertise: Fundraising and events



Rachel Au

Appointed 2017

Area of expertise: Finance



Linden Smibert

Appointed 2022

Area of expertise: Public health and medicine



Lachlan Cameron

Appointed 2022

Area of expertise: Business and project management

Life Governors



John Hood



Robin Syme



Barry Fenton

Recently Retired Board Members

Dallas Coe BCom/LLB (Hons), CA

Appointed 2006, retired 2022.

Areas of expertise: Finance and accounting.

Elizabeth Dimitriadis MBus, DipBus, BA

Appointed 2013, retired 2022.

Areas of expertise: Health and community services.

Our Governance



Leadership Team

The mecwacare Leadership Team oversees more than 2500 employees and 500 volunteers to support an excess of 17,000 people across metropolitan Melbourne and regional Victoria. Responsible for holding mecwacare accountable, the team ensures the remainder of the organisation continues to provide the highest standards of aged care and disability services.

The Leadership Team fosters a culture that reflects the mecwacare values of remaining caring, accountable, respectful, and ethical. The six members of this group possess a combined excess of 150 years of experience in providing aged care, disability services, and healthcare services across not-for-profit, government, and private sectors.

*Pictured from left: **Steven Lambert** (Executive General Manager, Corporate Services), **Leesa Conn** (Executive General Manager, Business Improvement), **Susan Camilleri** (General Manager, People and Culture), **Michele Lewis** (Chief Executive), **Linda Smart** (Executive General Manager, Home and Community Services) and **Loretta Radge** (Executive General Manager, Residential Services).*

Board Committees

Chief Executive Review Committee

Mr I. McHutchison (Chair)
Mr J. Atchison
Mr C. Squires

Finance and Audit Committee

Mr C. Squires (Chair)
Ms R. Au
Mr L. Cameron
Ms D. Coe (retired October 2022)

Clinical and Service Governance Committee

Mr I. McHutchison (ex officio, Chair from October 2022)
Ms S. Barton
Ms S. Calwell
Mrs A. Court
Mr L. Cameron
Dr L. Smibert
Ms E. Dimitriadis (Chair until October 2022, retired)

Strategic Plan 2023 – 2028

The introduction of a new strategic plan supports us in executing our purpose and vision. Our five new strategic priorities for the coming five years will be the foundation of our work in supporting Victorians in need of care.

To remain transparent, sustainable, and accountable, we closely observe our ongoing action and weigh it against our strategic priorities. Further checks and balances are exercised through the monthly review of mecwacare's performance by the Board of Directors.

There are three accompanying board committees that monitor specific elements of our organisation's performance. The committees are designed to ensure that we successfully deliver on our strategic priorities, with a focus on meeting resident and client expectations, as well as legislative and regulatory requirements.

Strategic Priorities

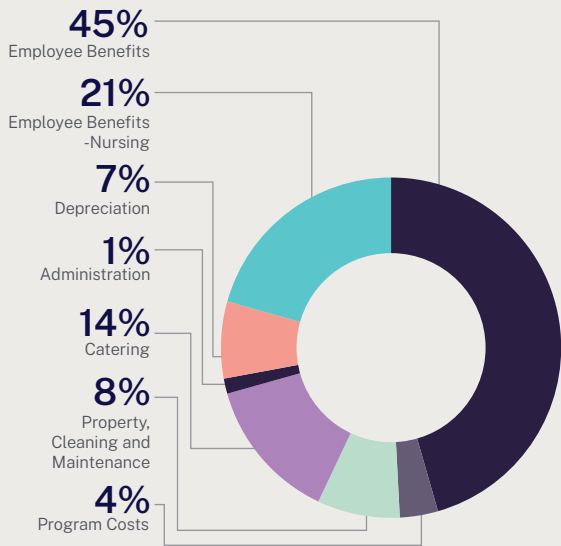
1. Co-locate and drive synergies between services to meet growth aspirations.
2. Innovate and adopt solutions that positively impact the consumer experience.
3. Grow, develop, and retain a highly engaged and skilled workforce.
4. Maintain the financial viability of the organisation within a social, environmental, and governance agenda.
5. Explore a research and advocacy agenda for the rights of the aged and disability community.

Financial Statement

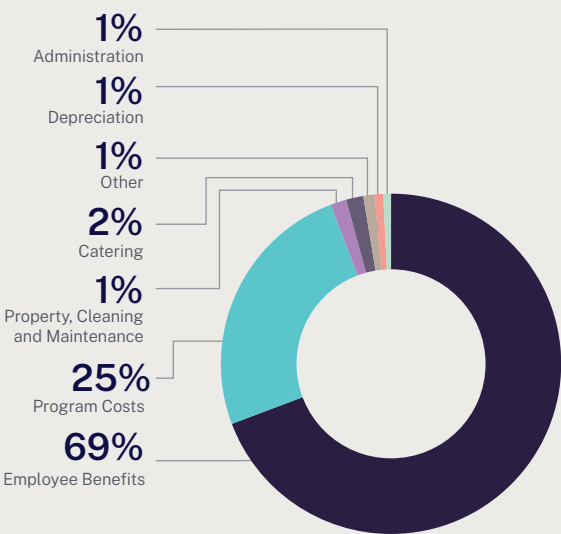


Expenses

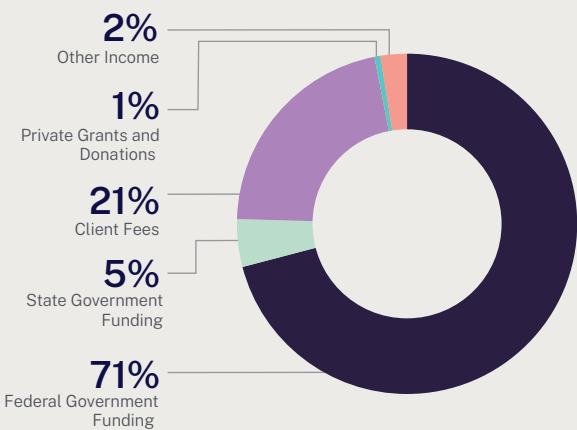
Residential Services



Home Care Services



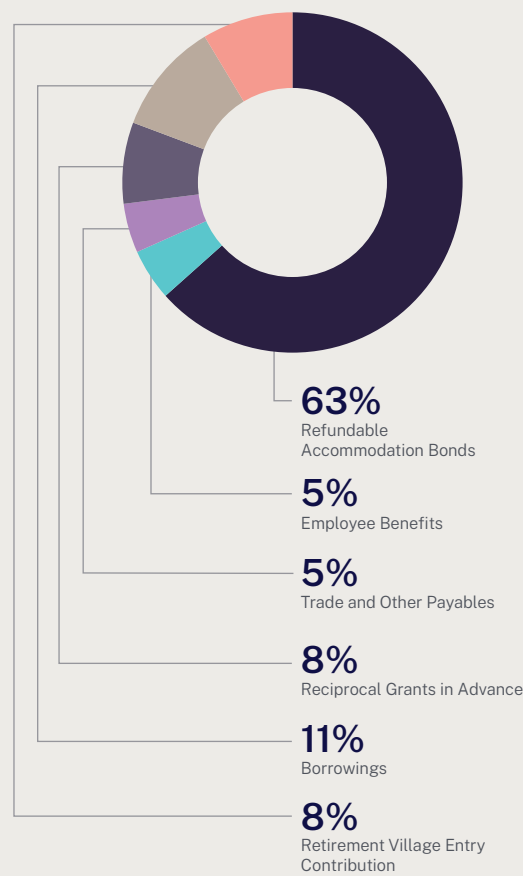
Income Sources



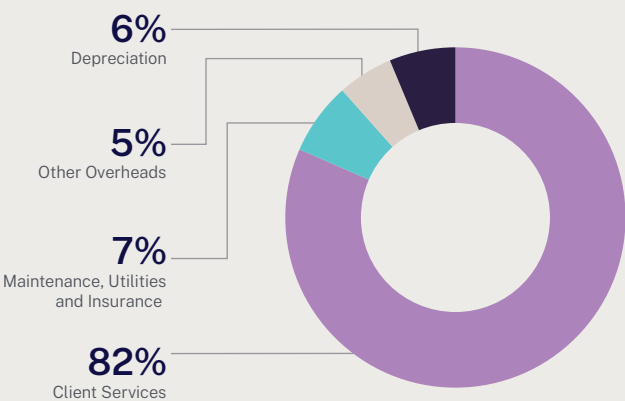
Assets
\$403 Million

Revenue
\$167 Million

Liabilities



How We Spend



Sustainability



738

new solar panels installed



22

new solar panel inverters installed



\$86,000

worth of electricity costs saved due to solar

As an organisation with a strong commitment to social responsibility, the past 12 months have seen mecwacare progress significantly in limiting our environmental impact through a broad range of initiatives, installations, and innovations. These positive changes have been enacted throughout our operations; from maintenance and building, fleet, supply chain and logistics, to purchasing and procurement, cleaning, service delivery and support functions. We are guided by our Environmental Sustainability Management System, and we actively seek out alternative products, suppliers, and processes to further our ability to minimise the effects of our organisation on the environment. Many of these products include biodegradable toothbrushes, pillows and toilet paper used in our aged care facilities.

Solar and Hybrid Power Use

mecwacare has continued its move to hybrid-powered vehicles, with 63 of 79 passenger vehicles now hybrid-powered. We aim to complete the full conversion of our passenger and SUV fleet to hybrid power in the 2023-24 financial year.

The installation of 738 solar panels across our aged care facilities, affordable housing and retirement villages has provided us with significant benefit, both in savings on energy costs and in reducing our potential impact on the environment.

During the 2022-23 financial year, we increased the number of solar systems installed at our residential facilities from seven to 11. These

systems generated a combined power output of more than 500 megawatts per hour, which converts to a saving of more than \$86,000 YTD in electricity costs.

In the 2023-24 year, we will further extend these systems and draw additional benefits from the systems generating solar power for a full year. As such, it is expected that the systems will produce a saving significantly larger than 500 megawatts, as well as an increased saving in electricity costs.

Reusing and Recycling

At each mecwacare site, various recycled products and materials are used in our everyday work. These include items such as paper, printer cartridges, and wastewater for gardens. We also recycle items that cannot be resold or reused, such as computers and other old electrical items.

Items that can be reused are often relocated to different sites or storage. Items stored for reuse include chairs, beds, mattresses, wheelchairs, and more. These are often stored centrally

at a mecwacare site in Malvern, where they can be quickly accessed should they be needed.

This initiative has saved countless items from going to landfill, which in turn saves money and means there will be less demand for and production of different items. We have continued to utilise equipment and items from other sites across our facility network, including air conditioners, boilers, stainless steel benchtops, cabinetry, and furniture.

Our opportunity shops in Ballan, Hawthorn, Malvern East, Windsor, and Malvern also provide the chance for the organisation, as well as the public, to donate used goods and give them a second life. In the case of items that are not in a condition to be resold, we use the services of a recycling provider. There are also other creative ways that we recycle items, such as chipped or cracked mugs, ceramics, and crockery at the Ballan opportunity shop. These are donated to Ballarat Smash, where visitors pay to throw and destroy old items, and the company gifts mecwacare with vouchers in exchange to use as prizes for fundraising raffles or other competitions.



Solar panels at Annie's Court

Our People



145

staff, volunteers, and contractors were nominated for an award in 2023



42

the average age of mecwacare staff



89

nationalities make up mecwacare's staff

On Thursday March 23, mecwacare held the annual Employee, Volunteer and Contractor Awards event.

Recognising the amazing work conducted by members of our team is extremely important. At the awards event, outstanding efforts of staff, contractors and volunteers were acknowledged and celebrated.

This year's award winners were the embodiment of mecwacare's values -caring, accountable, respectful, and ethical. The 2023 recipients displayed a high degree of determination and dedication in their respective areas, with the end goal of providing quality care and support to vulnerable Victorians in the community.

We are so proud of each and every one of our staff and volunteers, and this event is designed to shine a light on particular members whose teams or departments believe they deserve additional recognition.

Our Commitment to Diversity

As a non-denominational, not-for-profit organisation, mecwacare's inclusive and diverse nature is very highly valued, respected, and embraced with enthusiasm.

With a workforce comprised of 89 nationalities and 100 languages, mecwacare prides itself on each of our employees' unique traits. These may include ethnicity, race, language, gender, sexual orientation, knowledge, socio-economic status, age, disability, religious and political beliefs, work experiences, geographic location, and ideologies.

mecwacare's Diversity and Inclusion Strategy aligns with our vision to deliver care and services in collaborative, respectful partnerships with all stakeholders. Designed to support organisational capacity

building, the strategy guides decision making and practices that impact equal opportunity and inclusiveness.

We consistently review progress in this area to identify vulnerable persons and challenges in diversity, and focus strongly on the enhancement of a responsive, participative, equitable, safe, and respectful environment.

Our diverse network of employees enhances mecwacare's capacity to provide high quality care that welcomes, understands, and respects the unique needs of each person we serve. Our staff bring unique perspectives to work, while sharing a commitment to caring for our residents, clients, and participants. Through celebrating our multicultural workforce, we have great capacity to deliver care and services with a strong focus on inclusion, collaboration, and equal opportunity.

2023 Board Scholarships

Alan Ramsey

Lead Initial Response to and Investigate WHS Incidents and Conduct Safety and Health Investigations

Andrew Johncey

Financial Risk Management

Arun Kumar

Power Platform PL 900 and PL 200

Gemma Fyffe

Cert IV Training and Assessment

Loretta Radge

Master of Business Administration

Mostafa Tohidian

Administering Windows Server Core Infrastructure and Configuring Windows Server Hybrid Advanced Services

Muzammil Hussain

Microsoft Certified Azure Administrator Associate

Nisha Chhantyal

Bachelor of Nursing

Paul Bijil

Primary Healthcare (Aged Care Nursing)

Sunaiah Anwarkhan

PRINCE2 Agile Practitioner

Sushma Ghalan

Bachelor of Nursing

Employee, Contractor and Volunteer Awards



Chief Executive Leadership Award

Dayolen Kistnen, Jill Cairney, and Rosemary Perrone

Employee of the Year

(Residential Services)
Sanjeet Sharma

Employee of the Year

(Home and Community Services)
Chantelle Keven

Employee of the Year

(Corporate Services)
Hilke Wenzel

Clinician of the Year

(Residential Services)
Jorge Bustos

Clinician of the Year

(Home and Community Services)
Indy Kupper

Carer of the Year

(Residential Services)
Mavis Lawrence

Carer of the Year

(Home and Community Services)
Sue Jayne Phillips

Support Service Award

(Residential Services)
Michael Hewitt

Support Service Award

(Home and Community Services)
Louise Henderson

Support Services Award

(Corporate Services)
Surbhi Kedare

Administrator of the Year Award

(Residential Services)
Fiona Feenaghty

Administrator of the Year Award

(Home and Community Services)
Matthew Phillips

Administrator of the Year Award

(Corporate Services)
Sharon Weinman

Encouragement Award

(Residential Services)
Raharni Ampuan

Encouragement Award

(Home and Community Services)
Sam Paterson

Encouragement Award

(Corporate Services)
Andrew Johncey

Encouragement Award

(Community Services)
Mike Edmonds

Contractor of the Year

Dinesh Subrimani

Volunteer of the Year

Mary McCormick

Chief Executive Special Award

(Human Resources team) Warren Pryer, Jane Wright, Andrea Walters, Abby Chatterjee, Lorena Pirera, Charlotte Wilson, Liz Jacob, Alistair Mossop, Kanchen Lamba, Daniela Campana-Lessa, Julianne Neilson, and Michaela Johnston

Staff Service Awards

Congratulations to Marilyn Gallop and Margaret Steenholdt for celebrating 35 years of service with mecwacare. Marilyn is a Personal Care Assistant at O'Mara House in Traralgon, and Margaret is a Registered Nurse at Jubilee House in Caulfield North. Thank you and congratulations on such a wonderful achievement.

35 Years

Margaret Steenholdt
Marilyn Gallop

25 Years

Cherylyn Peeters
Mary Yates

20 Years

Glenda McLean
Irene Greening
Jorge Bustos
Kathryn Lawson
Katrine Hutcheson
Khon Chhim
Saroj Kumar
Sylvia Davis

15 Years

Ann Cuxton
Beverley Jeffs
Cheryl Shannon
Graeme Bell
Jill Cairney
Kadija Roba
Karen O'Bryan
Leesa Conn
Marilou Ortega
Mary Pisano
Michelle Craven
Natana Gisma
Rafaella Chapman
Rebecca Dark



mecwacare's award-winning Human Resources team

Volunteers

Volunteers are the founding force of mecwacare. More than 64 years ago, a group of passionate community members joined forces as the Malvern Elderly Citizens Welfare Association to support older people in Malvern and the surrounding areas. Delivering Meals on Wheels, providing compassionate company and more, this group grew to become mecwacare as it is known today.

At its heart, mecwacare is all about caring for vulnerable people in our community. Now, mecwacare has a 500-strong volunteer base that makes a difference in the lives of almost 17,000 clients and residents. These dedicated volunteers spend time running our opportunity shops, assisting in our community centres, delivering Meals on Wheels, driving residents to appointments, and attending our aged care centres to provide support with a variety of other tasks and projects.

Coming from a broad array of backgrounds, speaking a variety of languages, and representing a range of ages, mecwacare's volunteers all have one thing in common: their sense of compassion and giving to those in need. Our volunteers stretch across generations, from our youngest member, aged 16, volunteering at the Malvern Centre, to our eldest member, aged 93, who is part of the Ballan Ladies Auxiliary.

We celebrated our volunteers in May at our Annual Volunteer Appreciation Event, where we commemorated and praised each volunteer and recognised long-standing service milestones.

Our volunteers are a deeply valued aspect of mecwacare. The help and care they provide is priceless. We thank each one of our volunteers for their time, commitment, and kindness in allowing us to further our reach to community members in need.

Award Winners



Mary McCormick
Volunteer of the Year

Since its opening in 1985, Mary McCormick has been a constant presence at the Noel Miller Centre in Glen Iris. A neighbour to the centre, Mary would often provide valued companionship to residents.

As a former teacher, Mary has always been involved with community. Before mecwacare established its aged care homes, she would take students from Kildara College to visit elderly citizens in private boarding houses, to whom the students would provide social support and companionship.

Having retired in 2004, Mary allocated more time to volunteering with mecwacare. She has previously been recognised for her dedication to caring for others in 2011, when she received the Volunteer of the Year Award.

Mary's deep devotion to volunteering has been treasured by residents and families for nearly 20 years. Many residents seeking pastoral care during end-of-life experiences have had Mary to support them in their faith.

"I believe I speak for all volunteers at mecwacare when I say that we all feel it's a privilege to walk with people at this time in their lives."



Alice Carnovale
25 Years of Volunteering

For Alice Carnovale, volunteering at mecwacare's Malvern East op shop was a no-brainer. She wanted a way to give back to her community after her youngest child started prep in 1998, and the op shop was only walking distance away from Alice's home.

This year, Alice was celebrated for her 25 years of volunteering with mecwacare – an achievement she says came as a surprise.

Alice has continued to work full time over the past 25 years, alongside her volunteering commitments. She says that volunteering at the op shop has been flexible and has allowed Alice to fit it in around her work, lifestyle, and kids.

To those thinking of volunteering, Alice is very encouraging. She highlights the chance to meet new people, make friends, have fun, and give back to your community.

From both the community and from mecwacare, we are so grateful to have Alice as part of our team. Despite her resistance, Alice is very deserving of recognition and celebration for her time with us.



Volunteer Appreciation Event

Long-Serving Volunteer Recognition

25 Years

Mr John Hood
Mrs Alice Carnovale
Ms Joan Young

20 Years

Mrs Corrie Van der Velden
Mrs Sonia Goubran
Mrs Diane Hill
Mrs Marjorie Waite
Mrs Mary McCormick
Ms Pam Loynes

15 Years

Mr Colin Squires
Mrs Ros Lewis
Mr Clive Wright
Mr Jon Garrett
Mrs Nora Towers
Mrs Margaret Pevitt

10 Years

Mr David Hill
Mrs Barbara Horrigan
Mr Ian McHutchison
Mr Warwick Barry
Mr Geoffrey Wenham

Opportunity Shops

In 1964, mecwacare opened its first opportunity shop. Since then, our opportunity shop offerings have grown to encompass five stores in Ballan, Malvern East, Hawthorn, Malvern, and Windsor, which greatly benefit the community in a wide variety of ways.

The opportunity shops provide a location for people to donate used goods to be reused or recycled. This saves a huge number of clothes, shoes, bric-a-brac, books, toys, furniture and more from ending up in landfill.

The money raised from sales of items at our opportunity shops goes towards supporting mecwacare's clients and residents. These funds are allocated to a range of projects, including facilitating disability day programs, buying essential equipment for aged care homes, and providing entertainment and activities for aged care residents.

With the support of an employed store coordinator, many dedicated and compassionate community members devote their time to volunteering in each not-for-profit retail setting. Providing a sense of purpose and enjoyment to volunteers is an invaluable concept, allowing them to connect regularly with like-minded people in a social sense, while also giving back to the community. One of our longest-serving volunteers is Alice Carnovale, who has spent a remarkable 25 years volunteering at mecwacare's Malvern East opportunity shop.

mecwacare is incredibly grateful to the volunteers that spend their time giving back to the community through serving in our opportunity shops. We are so thankful to people who choose to donate their goods to mecwacare, and greatly appreciate the interest and care shown by those who purchase from our opportunity shops.



Vale Jenny Elstoft

Our organisation lost a great contributor in Mrs Jenny Elstoft, wife of the late life governor Jorgen Elstoft. Jenny enjoyed a long association with mecwacare, having worked with her husband to establish the Noel Miller Centre and Elstoft House's libraries. Jenny was a retirement village resident at Robin Syme Malvern, while her deep kindness and passion has impacted the lives of countless people. We deeply appreciate her many contributions, and Jenny will be greatly missed.



Vale Elizabeth (Liz) Dimitriadis

As a dedicated member of mecwacare's Board of Directors from 2013 to 2022, Liz was determined and passionate about care and services for vulnerable people, particularly those who are aged or have a disability. Liz's expertise in health and community services provided significant benefit to mecwacare, while her research and audit experience, along with her consumer insights, were absolutely invaluable to us as an organisation. We will miss Liz very much.

Community Support and Partnerships

mecwacare is proudly a not-for-profit, non-denominational charitable organisation, and was founded by a small group of Malvern volunteers concerned about the elderly and vulnerable in their local area.

Today, we consistently receive generous support from individuals and organisations across Victoria. Thanks to this spirit of giving, mecwacare can continue to deliver high quality care and support to some of the most vulnerable people in our community. To all those who support us and contribute to caring for others – thank you. We couldn't do it without you. mecwacare would like to acknowledge and thank all our donors for their generosity throughout the year. Donations over \$200 have been listed in this report.

Individual

Ann Sylvester
Anne Court
Ava An Hwa Wu
Barry J Peake
Caryl P Wynne
Frederic Russell
Geraldine Russell
Helen Cameron
Helen Eddy
J M Batt
Jenny Poolman
Joan Donaldson
Joan O Gibbs
Lesley and Jill Wright
Louise Gourlay
Peter R Lemon
Robert Palmer
Robin H Syme
Samantha Littlefair
Sandeepa Weerasekera
Suzanne Smith
Vickie Gillan
Wendy R Taylor

Corporate and Community

A1 Plaques
Accru Melbourne
Accunamic
Aged Care Developments
Aged Care Online
Airport Toyota
Alltech
Amicum
Appliances Online
Arjo
Ballan Ladies Auxiliary
Ballan Lioness Club
Bidfood
BOLD Urban Planning
Bunnings Hawthorn
Bunzl
Canon
Clifford Hallam Healthcare
Community Bank East Malvern
Cornwalls
Cotter Floors
eCommunications
Energy Innovations Australia
Fisher Lane Mobility
Flos Forum
Gippsland Primary Health Network
HWL Ebsworth Lawyers
In2Fire
Kippax Pty Ltd
LeasePLUS
Livingston
Magnitude 8
Majestic Services Group
McCracken and
McCracken Lawyers
Medsafe Pharmacy
Neon Tiger
Noah's Ark Inc
Norfolk
Officeworks
Q Signs
Recom Cleaning
Schepisi Communications
Sheen Tooronga
SJM Developments
Spectrol
The Print Department
Ticketblaster
Total Construction
United Physiotherapy Group
Xceptional Plumbing

Trusts, Foundations and Bequests

Joan Lavender Charitable Trust
Lord Mayor's Charitable Foundation
Australian Communities Foundation
The William Angliss (Victoria) Charitable Fund
Pethard Tarax Charitable Trust
The Estate of Patricia Murray Hancock

Government Support

mecwacare wishes to thank the Australian Government Department of Health and Aged Care, and the Victorian Government Department of Health and Human Services for their continued support through a variety of funding programs, grants, and initiatives.



If you would like to donate to mecwacare or leave a gift in your will, please visit www.mecwacare.org.au

Proudly a not-for-profit, non-denominational charitable organisation.

Service Network

mecwacare

AGED CARE HOMES

P 03 8573 4812
E admissions@mecwacare.org.au

Altona North

mecwacare Squires Place

Bacchus Marsh

mecwacare Susan Barton House

Ballan

mecwacare Ballan Aged Care

Canadian (Ballarat)

mecwacare Wahroonga

Caulfield North

mecwacare Jubilee House

Flemington

mecwacare Gregory Lodge

Glen Iris

mecwacare Noel Miller Centre

Hamlyn Heights (Geelong)

mecwacare Elstoft House

Hoppers Crossing

mecwacare John Atchison Centre

Malvern

mecwacare Malvern Centre

Mont Albert North

mecwacare Simon Price Centre

Mornington

mecwacare Park Hill

Prahran

mecwacare Trescowthick Centre

Richmond

mecwacare Rositano House

mecwacare John Hood Terrace
(under construction)

Safety Beach

mecwacare Calwell Manor

Shoreham

mecwacare Annie's Court

Traralgon

mecwacare O'Mara House

Westmeadows

mecwacare Vincent House

RESPIRE CARE

P 03 8573 4980

BALLAN MEDICAL CLINIC

P 03 5366 7999

HOME CARE SERVICES

P 03 8573 4980

E intake@mecwacare.org.au

South East Metro (Malvern)

P 03 8573 4999

North West Metro (Westmeadows)

P 03 9325 5500

South East Region (Pakenham)

P 03 5941 5454

South West Region (Ballarat)

P 03 5333 0900

Barwon Region

(Hamlyn Heights, Geelong)

P 03 5271 4888

Gippsland Region

(includes Bass Coast)

P 03 5671 6888

Mornington Region

P 03 5981 7888

Ballan Allied Health

P 03 5366 7878

Ballan Pool and Gym

P 03 5366 7887

HOME CARE PACKAGES

P 03 8573 4980

E homecarepackages@mecwacare.org.au

RETIREMENT LIVING

P 03 8573 4916

E housing@mecwacare.org.au

Ballan, Berwick, Canadian
(Ballarat), Hoppers Crossing,
Malvern, Pascoe Vale

AFFORDABLE HOUSING

P 03 8573 4963

E housing@mecwacare.org.au

Beaumaris, Glen Iris,
Sandringham

COMMUNITY AND DISABILITY SERVICES

E community@mecwacare.org.au

Bass Coast

Cowes (Phillip Island)

P 03 8573 4980

Malvern East

mecwacare Barry Fenton Centre

P 03 9564 5100

Malvern East

mecwacare Fisher Street Centre

P 03 9572 9000

Pakenham

mecwacare Rivendell House

P 03 5943 7500

PODIATRY

Ballan

P 03 5366 7878

E ballanpodiatry@mecwacare.org.au

Malvern East

P 03 9564 5104

E podiatry@mecwacare.org.au

OPPORTUNITY SHOPS

E enquiries@mecwacare.org.au

Ballan

P 0438 309 357

Hawthorn

P 03 8573 4690

Malvern

P 03 8573 4680

Malvern East

P 03 8573 4670

Windsor

P 03 8573 4675

Corporate Services

1287 Malvern Road
Malvern VIC 3144

Freecall 1800 163 292

P 03 8573 4888

E enquiries@mecwacare.org.au

W mecwacare.org.au

mecwacare is proudly a not-for-profit,
non-denominational charitable organisation that
has been caring for Victorians since 1959.

mecwacare

Freecall **1800 163 292** • **mecwacare.org.au**



Corporate Services

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P 03 8573 4888

E enquiries@mecwacare.org.au

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Department of Social Services website at
www.dss.gov.au for more information.