

Annual Review 23 - 24

Our commitment to respectful *Care*



About mecwacare

mecwacare is proudly a not-for-profit, non-denominational charitable organisation that has been supporting Victorians for 65 years. We are a values-based, care-driven organisation that provides residential services, community and in-home nursing, and care and support services for the elderly and those with a disability.

Our purpose

Our vision

Our values

Partnering with our communities to live fulfilling and purposeful lives.

Enhancing life changing experiences with our community.

Caring. Accountable. Respectful. Ethical.

Our values are at the centre of everything we do.

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Lasting friendship

Friends for over 70 years, Mary and Lil reflect on their lives as trainee nurses. Residents of mecwacare’s Malvern Centre, these two continue to share an everlasting friendship.

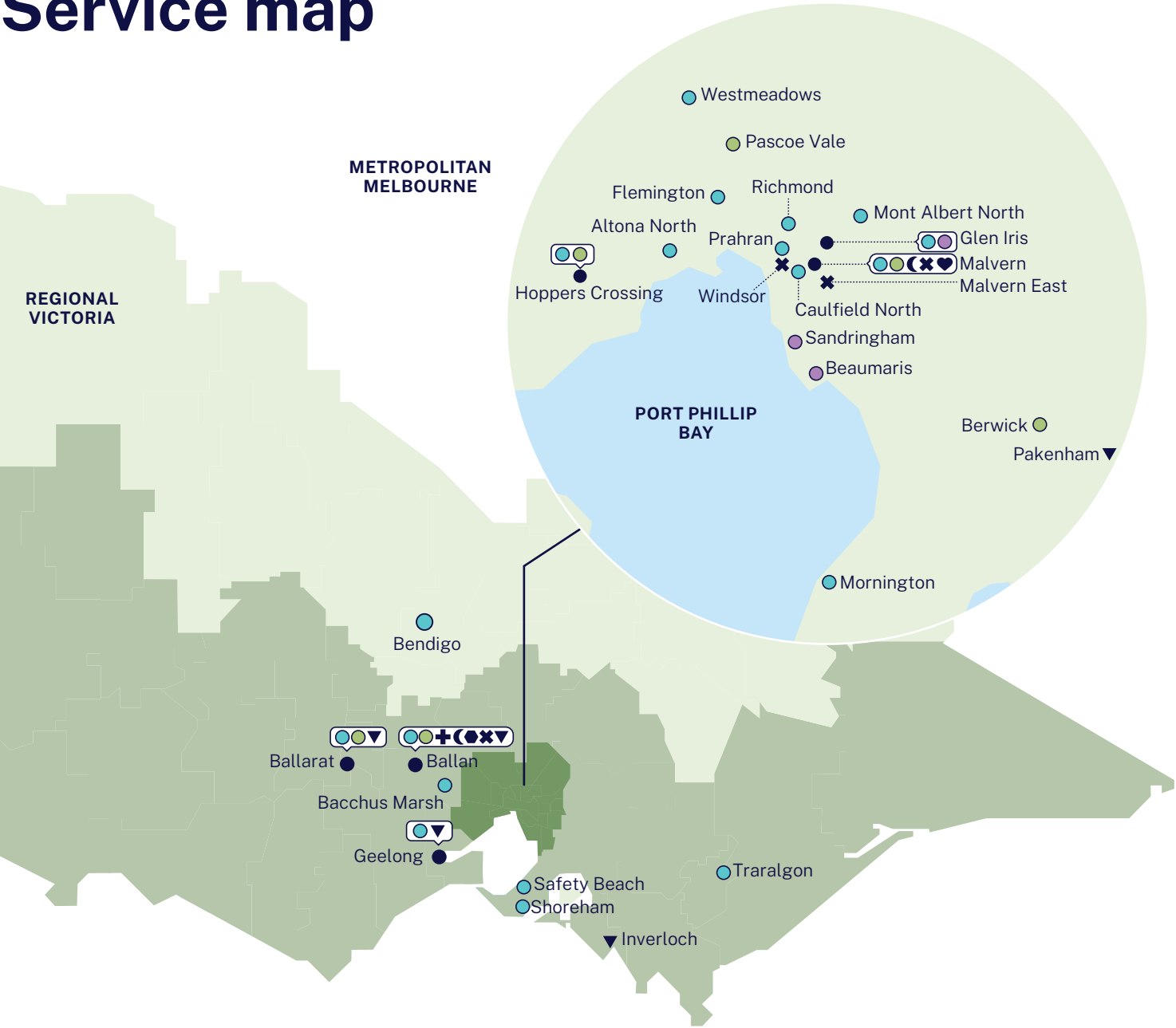
To read more about Mary and Lil, scan the QR Code.



Our Annual Review is available online. Please scan the QR Code to view.



Service map



- Service areas for Home Care, Home Care Packages, Disability Care and Support**
- Residential Aged Care Homes
- Retirement Living
- Affordable Housing
- Opportunity Shops
- Medical Clinic**
- Allied Services
- Pool/Gym
- mecwacare Home Care Offices**
- mecwacare Head Office**

mecwacare acknowledges the Kulin nation as the Traditional Owners of Country on which we operate.

We pay our respects to Ancestors and Elders past, present and emerging. mecwacare is proudly committed to honouring Aboriginal and Torres Strait Islander peoples’ unique cultural, spiritual, physical and emotional connections to lands, skies and waters. We deeply appreciate their rich contribution to the shared society in which we live, work and play.





A message from our CEO, Anne McCormack

This year has been truly transformative for mecwacare – a year of evolution and energy. I was honored to join the organisation as Chief Executive Officer in September 2023, and it has been a particularly exciting journey since then.

In my time here, I’ve had the pleasure of getting to know the people and the spirit of mecwacare. The kindness, patience, and warm welcome I’ve received from residents, clients, staff, volunteers, and stakeholders alike have been humbling and heartening.

One quality that stands out about mecwacare is its openness to change. The organisation views change as an opportunity for growth, all while respecting its proud 65-year history and ensuring that its purpose remains relevant for the future, with the needs of our clients always at the forefront.

The aged care sector has faced considerable challenges in recent times. From COVID, workforce shortages, the introduction of a new Aged Care Act, recommendations from the Federal Aged Care Taskforce and mandatory care minutes in residential care, these are just a few of the hurdles mecwacare has navigated.

Despite these industry-wide disruptions, our performance over the past year is a testament to our resilience and ability to adapt. Our growth is reflected in our revenue of \$249 million, a 39.4% increase from \$167 million the previous year.

We successfully onboarded new home care clients from the City of Stonnington and the City of Port Phillip through two major client transfer campaigns.

Additionally, we welcomed the 4 new aged care and retirement communities of Susan Barton House, Wairoonga, The Pines and Flora Hill to the mecwacare family.

This year, I was also honoured to be part of the opening of the new Simon Price Centre, our luxurious and contemporary Aged Care facility, located in the heart of Mont Albert North.

mecwacare also demonstrated compliance across 86 audits, including those verifying our adherence to NDIS Practice Standards. Impressively, all but one of our residential aged care facilities maintained a four Star Rating.

We have launched the MCare360 Digital Transformation program after thorough planning and research. This initiative will bring together data, technology, systems, and processes to create exceptional experiences and outcomes for all mecwacare staff and clients, solidifying our position as a leader in aged care, community care and disability services.

Lastly, we have successfully launched several key initiatives aligned with our commitment to making mecwacare a great place to work, with more exciting developments underway. These initiatives are focused on enhancing our workplace culture, supporting staff wellbeing, and creating a positive, engaging environment for our team.

A huge thank you, once again, to our dedicated teams for the care you show to each and every mecwacare client, every day.

Anne McCormack
Anne McCormack
Chief Executive Officer



Anne McCormack with long serving employee Jenny Yates celebrating 27 years of service.

“At mecwacare, we are incredibly fortunate to have so many dedicated individuals who treat our clients with the same care and compassion they would offer their own families.

Our values of being caring, accountable, respectful, and ethical are not just words on paper — they are brought to life every day through the unwavering respect, dignity, and commitment our staff provide to those in our care. It is their passion and dedication that truly define the heart of mecwacare.”



Caring.
Accountable.
Respectful.
Ethical.



A message from our Board Chair, Ian McHutchison OAM

This year has been a period of significant achievement and progress for our organisation, marked by the commencement of our new Chief Executive Officer Anne McCormack in September 2023.

Our financial performance was outstanding against a few headwinds with mecwacare achieving a record revenue of \$249 million for the financial year 23-24.

This significant growth highlights the organisation’s strategic success and resilience in a challenging environment. Within this year’s financial results, mecwacare recognised a provision of \$22.5 million in relation to a potential underpayment of staff pay and conditions. This provision reflects management’s best estimate of the potential liability identified during a governance review of employee compensation, conducted with the support of an external professional services firm.

Over the last year, the Board and the Executive Management teams have been working together to develop a strategic vision that is reflective of the unwavering commitment to excellence in care, innovation, and service to our community that embodies mecwacare as an organisation.

Our strategic vision, anchored by our newly developed organisational strategic pillars, is the foundation that will guide us through this next period in the sector’s transformation.

These pillars — Integrated Continuum of Services, Culture and Capability, Growth by Exceptional Design and Partnerships, and Advocacy, Research, and Innovation — are our roadmap, they give form to our commitment to providing holistic, connected, and innovative care. They keep us focussed on being responsive to the needs of our clients, staff, and the broader community, while also preparing us for the future challenges and opportunities that lie ahead with the New Aged Care Act.

Integrated Continuum of Services - Connected Care and Living

Our first strategic pillar emphasises the importance of delivering a seamless continuum of care that integrates our current services and allows for the effortless addition of new ones. This approach will be embodied in our Digital Transformation project which will provide a “hub” that acts as a central system for service delivery. By focusing on connected care, we ensure that our clients receive comprehensive support that adapts to their evolving needs, enabling them to live fuller, more connected lives by enabling us to deliver the care they need, when they need it and in the way they need it.



Trescowthick team celebrating International Nurses Day 2024.

Culture and Capability - A Great Place to Work

At mecwacare, we understand that our people are our greatest asset. Our second strategic pillar is dedicated to fostering a work environment that is both supportive and inspiring, making mecwacare an employer of choice in the aged care sector. We are committed to upholding strong values, promoting a positive culture, and investing in the continuous development of our staff. By doing so, we not only enhance the quality of care we provide but also ensure that our employees feel valued and motivated to excel in their roles.

Growth by Exceptional Design and Partnerships

In an ever-changing landscape, growth and innovation are essential. Our third strategic pillar focuses on expanding our services through innovative design and strategic partnerships. By deeply understanding the needs of our stakeholders, we can co-design experiences that exceed expectations.

Utilising an agile methodology, we are able to adapt quickly and efficiently, ensuring that the services

we provide are both relevant and exceptional. These partnerships and innovations will allow us to reach more individuals and communities, furthering our mission to make a positive impact.

Advocacy, Research, and Innovation - Discover, Support, and Innovate

Our final strategic pillar underscores the importance of being at the forefront of advocacy, research, and innovation. mecwacare is committed to creating platforms that bring together clients, organisations, and stakeholders across the sector to discover and implement data-driven, technology-enabled solutions. These efforts will not only enhance the lives of those we care for but also contribute to broader community and sector improvements. By leading in research and innovation, we aim to influence the future of aged care and continue driving meaningful change.

Each of these strategic pillars is a reflection of our commitment to upholding mecwacare’s core values. By aligning our strategic direction with our values, we ensure that our growth and development as an organisation remains true to the principles that have defined us for over 6 decades. This alignment not only strengthens our organisational culture but

Ian McHutchison with student volunteers Lucie Claisse-Garrett and Sami Robinson.



also reinforces our reputation as a trusted provider of care and services.

I would like to extend my heartfelt thanks to all our dedicated staff for their unwavering commitment to delivering the highest quality of care and support to our residents and clients. Their tireless efforts, compassion, and professionalism continue to exemplify mecwacare’s core values of Care, Accountability, Respect, and Ethical conduct in every interaction. It is through their hard work and dedication that we are able to maintain the trust of the people and communities we serve. I am truly proud of the exceptional care and support they provide, and I am grateful for their continued contribution to mecwacare’s mission.

The foundations we have laid this year, combined with our strategic focus and the strength of our team, position mecwacare to continue leading in the aged care sector. We are committed to making a positive difference in the lives of those we care for and to building a future where every individual can access the support and services they need to live with dignity and respect.

The past year has seen some changes within our Board, marking both the end of an era and the beginning of a new chapter for mecwacare. After many years of dedicated service, we bid farewell to John Atchison, a longstanding board member whose contributions have been invaluable to the growth and success of our organisation. John’s leadership, insight, and unwavering commitment have left a

lasting impact on mecwacare, and we are deeply grateful for his service.

The year also saw the departure of Rachel Au and Rob Hand who due to work commitments were unable to continue with mecwacare.

I am pleased to welcome Susan Barton to the role of Deputy Chair. Susan brings a wealth of experience and a strong commitment to our mission. Her leadership and strategic insight will be instrumental as we continue to navigate the complexities of the aged care sector and pursue our goals.

I am grateful for the contribution of all Board members past and present.

On behalf of the Board, I would like to extend my deepest gratitude to our staff, volunteers, partners, and supporters. The successes we have achieved this year are a direct result of the hard work, passion, and commitment of our people who have continued to demonstrate extraordinary resilience, compassion, and professionalism.

Your contributions have been invaluable, and together, we will continue to advance our mission and deliver on our promise to the community.

Thank you for your ongoing trust and support as we continue this important journey.

Ian McHutchison OAM
Board Chair

Strategic Statement

Partnering with our communities to live fulfilling and purposeful lives.

mecwacare has a mindset that celebrates longevity by nurturing the mind, body and spirit. Alongside good process and performance and providing a culture that encourages staff optimism and passion to make a difference every day.

Our values

Caring. Accountable. Respectful. Ethical.

Strategic Pillars

Integrated Continuum of Services

Goal 01

Connected Care and Living
“Internal Integration”; mecwacare’s model of care integrates current services across the organisation, and enables additional services to be added seamlessly, and delivered in a “mecwacare Hub” which connects consumers to the wider community.

Culture and Capability

Goal 02

A Great Place to Work
mecwacare is recognised as an employer of choice in aged care, recognised for strong values, positive culture and committed to staff development.

Continuous Improvement and Growth of Impact

Goal 03

Growth by Exceptional Design and Partnerships
Through deep understanding of our stakeholders, mecwacare extends its services through partnerships and innovative design. We will use an “Agile” methodology to co-design spectacular experiences.

Advocacy, Research and Innovation

Goal 04

Discover, Support and Innovate
mecwacare creates a platform involving clients and organisations across the sector to develop, partner and implement data driven, and technology enabled outcomes that drive improvements in the lives of those we care for, and the wider community and funders.

Foundation Building Blocks

Sustainability. Compliance. Governance.

Highlights 23-24

The acquisition of **4** new aged care and retirement living facilities expanding mecwacare’s reach into regional Victoria.

The opening of the new **\$40** million Simon Price Centre in October 2023.

On-going development of John Hood Terrace in Richmond and Ballan Aged Care totalling **\$70** million.

Multi-million-dollar investment in an organisation-wide **Digital Transformation Program.**



Transition of **334** CHSP clients from 2 councils.

Introduction of the **Beyond School Program.**



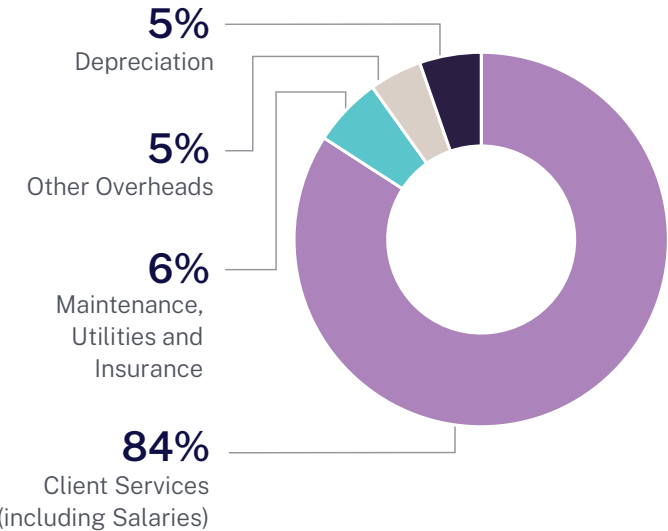
Financial Overview

Revenue
\$250.39 **Million**

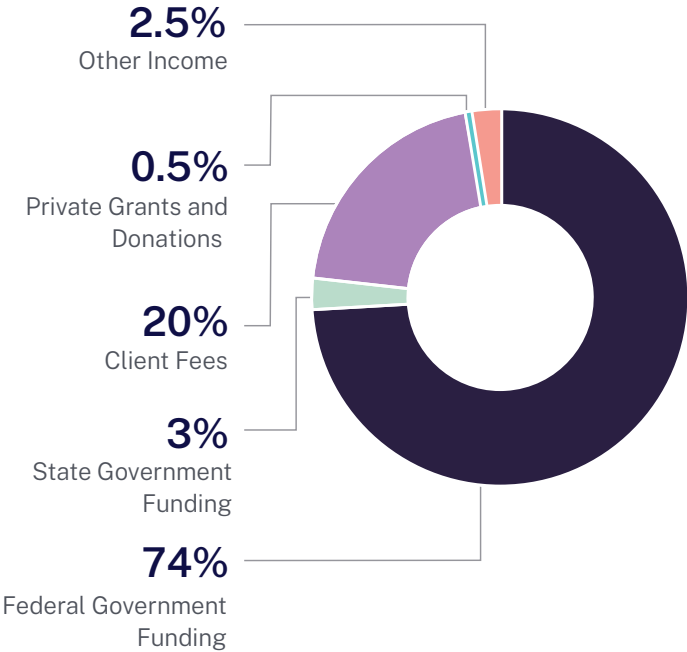
Assets
\$528.72 **Million**



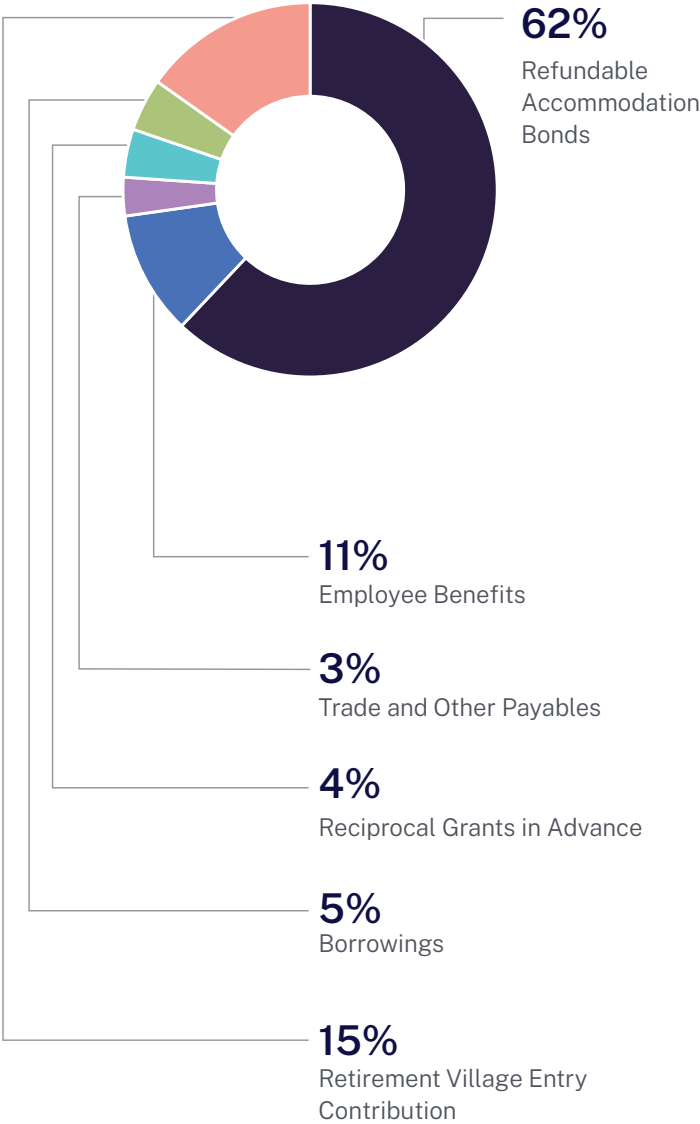
How We Spend



Income Sources



Liabilities



Growth and Innovation

New Developments

mecwacare continues to thoughtfully develop state-of-the-art facilities that provide high-quality care while fostering a sense of independence and connection to the community.

Simon Price Centre

Opening in October 2023, this new \$40 million aged care home, embodies contemporary style with a focus on comfort and community.

Accommodating up to 100 residents, mecwacare’s new Simon Price Centre doubles the capacity of the previous home, and provides an ageing-in-place environment that allows residents to thrive as their needs change.

Large, spacious bedrooms and suites with balconies provide breathtaking views across Melbourne. The ample living spaces ensure that residents enjoy both luxury and tranquillity in their new home.

Ballan Aged Care

Due for completion in December 2025, the new Ballan Aged Care facility will be home to 60 residents, providing a variety of single and double rooms. Designed for comfort and social engagement, residents will enjoy a host of luxurious shared spaces in this \$30 million development that draws inspiration from its beautiful surroundings.

Standout features include elegant lounge and dining areas, a cinema, and a welcoming café.

These amenities give residents the opportunity to relax, socialise, and enjoy the highest standard of living in a beautiful, supportive environment.

John Hood Terrace

Set to be completed in late 2025, this state-of-the art facility will offer 76 aged care suites across five levels, with residents on the upper floors enjoying stunning views of the Melbourne skyline.

Situated in the heart of Richmond, John Hood Terrace will offer a unique blend of historic charm and modern elegance. The redevelopment will restore the historic façade of the former hostel to create warm welcoming spaces for residents.

This architect designed home will provide exceptional care, comfort and support amid Richmond’s thriving community.



New beginnings

First official resident, Elaine made the new Simon Price Centre home in October.

Anne and the mecwacare team celebrated her move and welcomed her home with a bouquet of flowers.

To read more, scan the QR Code.



The new \$40 million John Hood Terrace is set to be completed in late 2025.

John Hood Terrace Aged Care facility has been thoughtfully designed using the innovative small house model, in line with the recommendations from the Royal Commission into Aged Care Quality and Safety.

This model promotes a more personalised, home-like environment for residents, enhancing their quality of life and sense of community. Designed with smaller, self-contained living spaces.

New Aquisitions

In the last financial year, mecwacare successfully acquired four aged care and retirement living facilities from Royal Freemasons: Flora Hill, Susan Barton House, Wahroonga, and The Pines.

The addition of these facilities strengthens our ability to provide high-quality care, ensuring that more older Australians have access to the compassionate, personalised care that mecwacare is known for.

The Pines

In 2023, mecwacare expanded its retirement living community with the acquisition of The Pines, a boutique retirement village located in Canadian, Ballarat. Co-located with our Wahroonga aged care facility, The Pines offers residents the unique benefit of transitioning seamlessly between independent retirement living and residential aged care, ensuring continuity of care within the same community.

This acquisition strengthens mecwacare’s commitment to providing quality retirement and aged care options in regional Victoria, further enhancing our capacity to meet the evolving needs of seniors in Ballarat and surrounding areas.

Wahroonga

This impressive 90-bed facility, with its clean, contemporary finishes and wide, sunlit corridors, is nestled in a peaceful location flanked by the picturesque greenery of Pennyweight Gully and Sparrow Ground Reserve, Canadian. Residents can enjoy peaceful days listening to native birdlife from their windows or exploring the great outdoors, including a specially designed dementia walk, crafted to spark the senses and bring joy.

Wahroonga is a light-filled, north-facing residence, offering spacious rooms with private ensuites, complemented by quality heating and cooling to ensure comfort year-round.

For those seeking more space, our double suite rooms provide an ideal option for couples or anyone desiring a little extra room.

Susan Barton House

Nestled in the heart of Bacchus Marsh, Susan Barton House offers a picturesque and tranquil escape from the bustling city while providing easy access to local amenities. Designed with comfort in mind, this modern facility features spacious rooms and inviting communal areas where residents can relax and socialise, fostering a true sense of community.

The 5 ‘small home’ houses or ‘communities,’ have well-appointed king single rooms that boast access to beautifully maintained gardens or sunny courtyards, maximising the serene views to the east. The abundance of indoor and outdoor family-friendly spaces includes a BBQ area, playground, onsite café, and private dining room, making it easy to accommodate special celebrations.

Flora Hill

Located in a quiet, serene part of Bendigo, Flora Hill offers residents’ easy access to local amenities such as the post office, medical centre, and bakery, with nature reserves and scenic walking tracks just a short stroll away.

Flora Hill’s vibrant lifestyle program is designed to engage residents in meaningful and enjoyable activities. This stimulating environment, coupled with mecwacare’s dedicated staff, ensures that residents feel supported and cared for in every aspect of their daily life.

An ageing-in-place approach means that residents can continue to live comfortably at Flora Hill, no matter how their care needs evolve. Whether it’s respite, permanent aged care, dementia support, or palliative care, mecwacare Flora Hill provides the comprehensive services to ensure safety, comfort, and dignity for all residents.

Digital Transformation

Over the past 12 months, mecwacare has embarked on an ambitious Digital Transformation Journey to create an aged care model for the future — one that is person-centred, sustainable, connected, integrated, digitally enabled, and anchored in quality and safety.

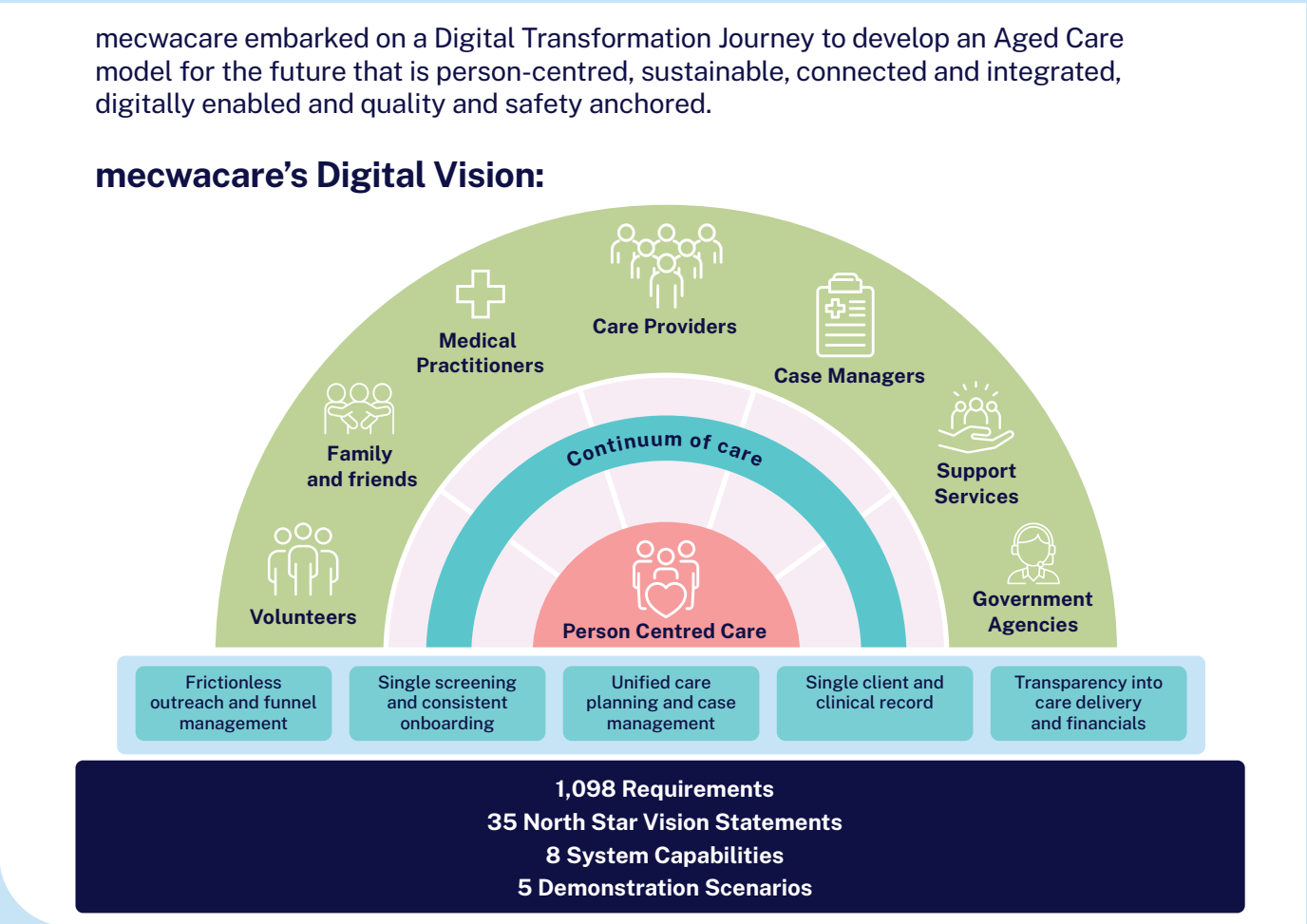
In late 2023, the IT Solution Design and Sourcing Project was initiated following the presentation of mecwacare’s IT Strategy and Roadmap, developed in collaboration with BDO consultants.

This foundational work was followed by Digital Transformation visioning and North Star workshops in February 2024, where 1,098 specific requirements were identified to guide transformation efforts.

March saw the launch of the Delivery Partner Sourcing Approach, with a Request for Proposal (RFP) issued to potential partners. By April and May, responses were reviewed, and three vendors were shortlisted for solution demonstrations.

Over 50 mecwacare staff participated in multiple sessions with the shortlisted vendors, contributing valuable insights and feedback. Following these engagements, Cognizant was selected as the program partner to plan and execute the next phase of our Digital Transformation.

The digital transformation journey will continue over the next 2 years as mecwacare remains committed to leveraging technology to enhance the quality, safety, and experience of care for residents, clients and staff.



Residential Aged Care

At mecwacare, our commitment to providing high-quality care is reflected across all our 19 residential aged care homes.

In the past year, mecwacare has acquired 3 Royal Freemasons residential aged care homes, strengthening its footprint in the regions of Grampians and Goldfields. These homes are Flora Hill in Bendigo, Susan Barton House in Baccus Marsh and Wahroonga in Ballarat.

Each facility has 24/7 onsite registered nurses. This level of care offers significant security and reassurance to our residents and their families. Since the introduction of mandatory care minute reporting, we are proud to announce that all of our sites meet or exceed the required targets for both registered nurse availability and care minutes.

Over the past year, the Aged Care Quality and Safety Commission introduced a new star rating system. mecwacare is pleased to report that most of our residential aged care facilities have achieved an impressive average of 4 stars. This rating is determined by four key components: resident

survey results, compliance, the quality indicator program, and staffing levels.

In line with recommendations from the Royal Commission into Aged Care Quality and Safety, mecwacare has embarked on implementing electronic medication management across all facilities. This initiative will not only reduce the risk of medication-related incidents but also streamline the process of obtaining prescriptions and medications from pharmacies, improving overall care efficiency.

During the year mecwacare established its first Consumer Advisory Body and Quality Care Advisory Body meetings in March. These groups, also recommended by the Royal Commission, are designed to enhance communication between mecwacare and its residents, ensuring ongoing improvements and a stronger connection between the organisation and residents.

Key Projects

A central focus of the Royal Commission’s recommendations has been on delivering person-centred care, particularly in palliative and dementia services. mecwacare has initiated a comprehensive review of its care model, emphasising service outcomes over purely clinical results.

Breakfast buffets have been trialed at several of homes, giving residents more choice and autonomy during mealtimes. Following the success of this initiative, we are rolling out the breakfast buffet across all facilities. Additionally, electronic menu boards have been installed in dining rooms at every site, improving transparency and enhancing the overall dining experience for residents.

The Residential Services department comprises approximately 2,300 dedicated staff members, with the majority being carers, followed by registered and enrolled nurses, as well as hospitality services

staff. Each day, around 4,500 meals are prepared onsite across 19 homes, ensuring residents receive fresh, nutritious meals tailored to their preferences.

Each facility is supported by a comprehensive staff structure, including a facility manager, clinical care coordinator, wellbeing and engagement coordinator, clinical team, care team, and hospitality team. To improve staff retention, mecwacare has implemented a range of strategies and collaborated closely with the People and Culture team, registered training organisations (RTOs), and academic institutions.

These efforts are aimed at growing the workforce and developing a robust succession plan to ensure continued high-quality care for residents.



3
New residential aged care facilities



\$70M
Invested in new facility development



2,300
Dedicated employees

Socially connected

Ray, resident at John Atchison Centre (JAC) enjoys footy (go Geelong Cats), reading in the garden, and getting out and about.

He speaks to family most days, and is involved in various social groups. Ray also loves to chat with residents and staff.



Home Care Services

mecwacare is committed to continuing to meet the increased demand for home care services that support the diverse needs of the community.

South-East Metro

Over the past year, mecwacare has significantly expanded its delivery of the Commonwealth Home Support Program (CHSP) in the South-East metro catchment, further strengthening the commitment to providing high-quality home and community care services.

In addition, mecwacare successfully transitioned services for the City of Stonnington and the City of Port Phillip, after being selected as the provider of choice for the majority of Commonwealth Home Support Program clients. These seamless transitions ensured continuity of care for all clients.

South-East Region

mecwacare successfully relocated the Pakenham team to a new office space conveniently situated near Rivendell House. This strategic move has not only provided a modern and accessible environment for staff but has also strengthened mecwacare’s presence in the Pakenham area, enhancing the connection with the local community.

The Meals on Wheels service continues to provide vital support to clients in the area. Beyond delivering nutritious meals, this program ensures regular check-ins with clients, helping to safeguard their well-being and maintain their independence.

North-West Region

In the 2023-2024 financial year, mecwacare welcomed 1,682 new clients, further demonstrating our expanding reach and commitment to providing quality care. A total of 213,618 service hours were delivered to 3,250 clients, reflecting an 88.5% rise in service provision.

This growth underscores mecwacare’s dedication to meeting the increasing demand for essential services across the community.

Barwon

mecwacare’s Barwon Region welcomed 757 new clients during the year, The region delivered 49,341 service hours to 1,177 clients, which is a significant increase on 2022-2023. The Barwon team, consisting of 69 field staff and 9 office staff supporting Home Care Services and Home Care Packages, continues to grow in response to the increasing demand. The team are actively involved in the community, regularly participates in workshops, jobseeker and career expos, as well as industry events, contributing to a steady rise in brand awareness across the region.

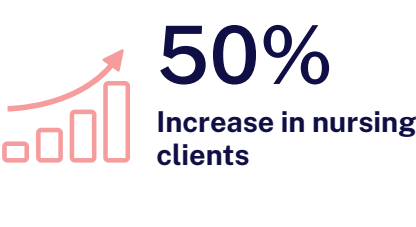
South-West Region (SWR)

mecwacare SWR saw a significant increase in client numbers which rose by 1,434. A total 112,965 service hours were delivered, an increase from 73,485 hours in the previous year, reflecting the growing demand for services. The team has made significant strides in relationship building with stakeholders and external organisations in the Ballarat area, actively participating in job expos and enhancing brand awareness through collaboration with local job networking agencies. SWR also played a key role in supporting the intake team during transitions following recent acquisitions.

Mornington and Gippsland

mecwacare’s presence in the Mornington region has seen significant growth over the past year, by becoming a preferred provider for Commonwealth Home Support Program (CHSP) services.

In Gippsland, there has been a notable increase in clients under 65 while maintaining robust support for our over 65 client group. Spanning across a large region from Phillip Island to Leongatha, Korumburra, and Wonthaggi, mecwacare remains committed to providing comprehensive care services tailored to meet the diverse needs of clients in this area.



Independence

Graeme can live independently at home because of the home care services he receives.

“It has had a significant impact on my life”.

To read more about Graeme, scan the QR Code.



Ballan Medical Clinic

In the 2023-2024 financial year, the clinic welcomed 99 new patients. Nursing home visits doubled to 876, significantly expanding care access for residents of mecwacare aged care facilities in the region. Additionally, the clinic facilitated approximately 2,950 more standard appointments compared to the previous year, reflecting increased demand for services. The introduction of ECG and Holter Monitor appointments has had a profound impact on the community, enabling quick diagnoses without the need for patients to travel, further enhancing local healthcare delivery.

Growth in Nursing

Over the past 12 months, mecwacare has experienced significant growth in its home care nursing services, with our client base doubling during this period.

This remarkable expansion is the result of extensive networking and relationship-building with various organisations, fostering trust in mecwacare’s ability to provide high-quality nursing care to home care clients.

Home Care Packages

Supporting clients to receive consistent high-quality care so that they can remain in the comfort of their own home as long as possible.

Supporting Clients to Thrive at Home

Over the past year, mecwacare supported more than 1,800 clients, with Care Advisors conducting over 5,000 home visits. These visits facilitated the delivery of more than 250,000 hours of home support services.

The occupational therapy team, of four full-time outreach Occupational Therapists (OTs) has significantly enhanced clients’ quality of life at home. Through these efforts, clients gained access to \$1.5 million worth of essential equipment and environmental improvements.

Responding to the growing demand for services that help clients age well at home, \$1.8 million was invested in allied health services over the last 12 months, helping improve their strength, mobility, and overall wellbeing [see Home Care Package Allied Health Spending chart].

Recognising the importance of social connections, mecwacare introduced monthly wellbeing phone calls to further support our clients’ emotional health.

Additionally, 27 Home Care Package clients participated in the inaugural Consumer Advisory Body, offering valuable feedback about the services they value most, while also making recommendations for areas of continuous improvement.

Community nurse assessors continue to be a crucial part of the Home Care Package support network. They provide comprehensive assessments to ensure each client receives personalised clinical care tailored to their unique needs. Whether it's facilitating access to mobility aids, ensuring proper wound care, or coordinating regular health checks, the expertise of mecwacare’s community nurse assessors has been vital in supporting clients’ overall well-being and independence.

Their ongoing involvement in the care process ensures that clients’ health is continuously monitored and adjusted to meet their evolving needs.

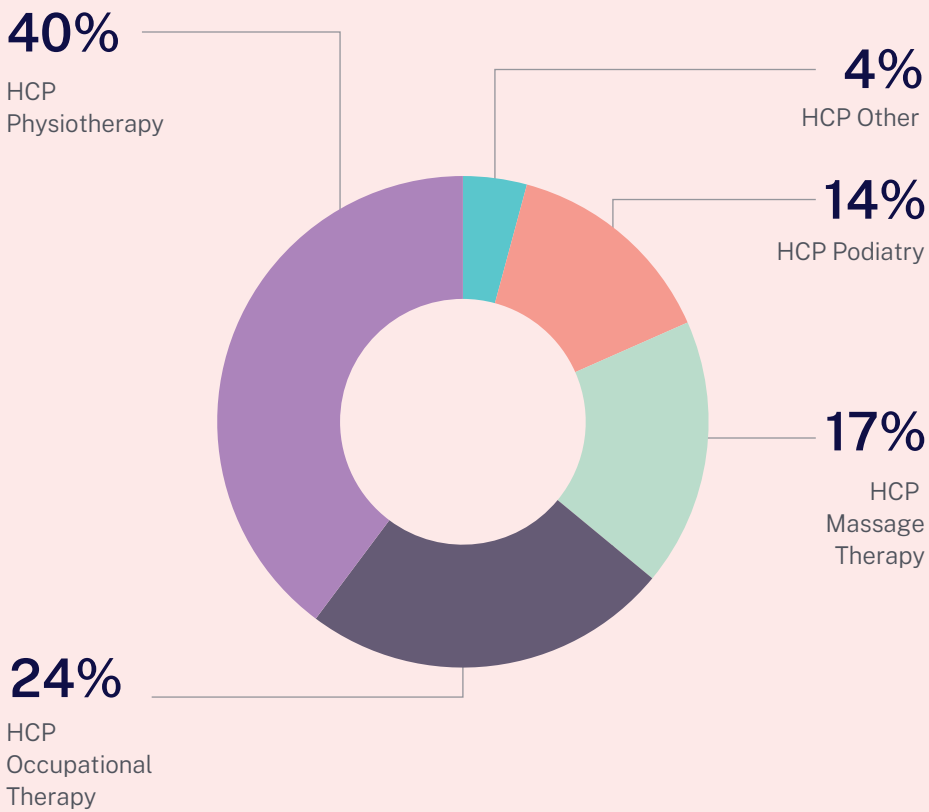


We place clients at the centre of our service delivery with individually, tailored home care packages. Helping older people and people with a disability live independently in their own home for as long as they want.

Our wonderful client services team Carina, Community Nurse Assessor and Courtney, HCP Intake Care Advisor are passionate about their clients wellbeing and assisting them to remain independent so they can continue to stay in their own homes.



Home Care Package Allied Health Spending



Embracing an Integrated Service Approach

mecwacare’s commitment to an integrated service approach has been evident throughout the year. In close collaboration our Home Care Packages team, Retirement Living team and Residential Aged Care team have worked together to ensure that clients transitioning from independent living to receiving additional care services, experience continuity and personalised support.

Disability Services

In 2023-2024, mecwacare’s Disability Services continued to grow and adapt, delivering comprehensive care and support to NDIS participants across home, community, and centre-based programs.

Home and Community

mecwacare’s Disability Services team is dedicated to delivering exceptional, client-focused care to participants funded by the National Disability Insurance Scheme (NDIS).

In late 2023 the Disability Program for home care and community services became its own dedicated department. This strategic shift allowed for the expansion of services to NDIS participants and offer a more specialised and individualised level of care. Further strengthening service delivery is the expansion of the Disability Liaison Officer team and the introduction of a dedicated Support Coordinator.

Fisher Street

In early 2024, mecwacare’s Disability Services programs were refreshed and refined to provide enhanced opportunities for participants to develop functional skills. Programs have been designed with a focus on practical application, enabling participants to build real-world capabilities.

Collaborations with other business units and the introduction of volunteering programs have

flourished, providing participants with enriched experiences and fostering meaningful community connections.

The money handling program has also been transformed into a comprehensive planning, shopping, and budgeting initiative. This new approach takes participants out of the classroom and into real-world environments, where they can practice essential life skills.

Cooking programs have been extended to create more opportunities for active supports, allowing participants to take a more hands-on role in meal preparation. Additionally, the community access program has expanded to include exciting activities like pottery, mini-golf, and animal farm visits, offering a range of stimulating and engaging experiences.

This year, the centre welcomed bunnies, providing participants with the chance to learn about pet responsibility while benefiting from improved mental health, a sense of purpose, and fulfilment.

The Beyond School Program has also evolved and has been actively promoted through participation in three post-school information expos and hosting multiple tours at Fisher Street.

The Beyond School Program is dedicated to helping young adults with a disability to transition from school into the community.

The program supports young people to continue to focus on learning outcomes while developing life and vocational skills.



Watch the video here by scanning the QR Code.



62,411

Total NDIS hours provided to clients at Fisher Street



41,318

Total NDIS service hours delivered in the home/community



47

Average age for NDIS clients



Connections

Fun at Fisher Street’s International Day of People with Disability event.

Ava celebrated with her dedicated long-term carer, posing for the camera between eating pizza, enjoying the raffle and singing in karaoke sessions.

To read more, scan the QR Code.





94,008

Total NDIS Hours at Rivendell House and Barry Fenton Centre



82

Average age of strength training clients



45,522

Total CHSP hours at Rivendell House, Bass Coast and Barry Fenton

Community Services

mecwacare’s support groups continue to offer a variety of programs designed to enrich the lives of participants. From strength training, arts, crafts, and music, to games, quizzes and regular outings.

Barry Fenton

Strength training remains extremely popular, with participants benefiting from sessions focused on enhancing strength and balance. Delivered in a motivating and supportive environment, the program empowers participants to work towards their individual fitness goals. Positive feedback and high participation rates highlight the importance of this initiative in supporting the health and wellbeing of the community.

A Carer Support Group was reintroduced in June 2024. Carers came together at a sumptuous High Tea gathering, where they could connect and shared ideas with one another. Regular carer group meetings are now in place.

Bass Coast

Operating across Phillip Island and the Bass Coast, the community services program provides engaging and rewarding activities that support home care clients in the region. These programs offer a mix of in-house activities and group outings, ensuring variety and enrichment for participants. New initiatives are on the horizon for a ‘Monthly Men’s Group’ and basic Strength Training Exercise

classes, both aiming to improve health and wellbeing in our community.

The Carer Support Program has a long-standing reputation for helping carers manage their roles and improve their wellbeing. Respite care, peer support, information sessions, group outings, and self-care are some of the services on offer. The program supports carers by providing the tools needed to take care of themselves while caring for others.

Rivendell

At Rivendell, clients enjoy a variety of activities that bring them together like games, puzzles, bingo, and arts and crafts. Visits to local attractions, movie screenings, bowling sessions, and the ever-popular Morning Melodies events further enhance their experience. Programs aim to foster a sense of community while offering fun and stimulating experiences for all.

It is also home to mecwacare’s largest Strength Training group, with 44 active members. The program continues to help clients improve strength and balance in a supportive and fun environment.

70s Groovy

The Fabulous, Groovy, and Awesome Party, themed around the vibrant 60s, 70s, and 80s, was a resounding success, with over 50 participants from the Barry Fenton Centre, Fisher Street, and Rivendell House coming together for a fun-filled celebration. Attendees embraced the nostalgic atmosphere, enjoying every moment of the event.

To read more, scan the QR Code.



Morning Melodies concert and lunch at Caldermeade Farm

The Morning Melodies concert and lunch at Caldermeade Farm was a delightful change to the regular program. Appreciative clients shared their feedback, “I enjoyed singing along to some of my favorite songs,” and “The two-course lunch was delicious.” Positive experiences like these continue to enrich the lives of participants.



Rivendell’s Biggest Morning Tea

Staff enthusiastically supported this client-led initiative by organising a delicious high tea, live entertainment and a sing-along. Thrilled to be part of such a meaningful event, clients raised over \$200 for the Cancer Council — a testament to their generosity and community spirit.

Housing Services

mecwacare is committed to providing housing solutions that offer safe, supportive living environments in prime locations, where residents feel connected to their communities.

Affordable Housing

mecwacare operates 3 affordable private accommodation sites supporting people who are aged over 65 years or living with a disability and at risk of experiencing homelessness. Affordable housing dwellings are in extremely high demand with vacancies filled almost immediately. Of the tenants occupying the 89 affordable housing dwellings, 62% are female and 38% are male.

The Glen Iris site is set in a serene bush environment near Gardiner’s Creek. Each unit has a front yard where tenants enjoy planting very colourful, healthy flowering plants.

The Beaumaris affordable housing site has eight modern one-bedroom units and is situated in a quiet street, close to the Beaumaris Pier.

The Sandringham housing site has 27 apartments situated in a prime area just a short walk from the beach and local shops.

Affordable Housing services work closely with the mecwacare maintenance department, throughout the year to maintain the high quality of the dwellings and gardens.



Retirement Living

mecwacare owns and operates six retirement villages with a total of 392 dwellings situated in Malvern, Pascoe Vale, Canadian (Ballarat), Berwick, Ballan and Hoppers Crossing.

In line with mecwacare’s strategy to deliver a continuum of care model, home care services have been made available to our residents. Many of mecwacare’s retirement living communities are also co-located with residential Aged Care facilities to allow residents to seamlessly transition should their needs change.

mecwacare residents enjoy living with a community of likeminded people who want to continue to live vibrant, independent lives. Many residents continue to be engaged in full or part-time work, volunteering in their local communities or are actively involved in local clubs.

The key focus for the villages has been to create communities of trust and wellbeing through a broad range of engaging activities and the facilitation of social relationships creating a strong sense of belonging and community. As a result, residents feel secure, less lonely and enjoy life more.

Meet Marlene, our lively Resident Coordinator at Robin Syme Malvern.

You can often spot her darting around Robin Syme, gathering residents for social activities and ensuring they’re well looked after. Residents look forward to the famous Friday lunches she lovingly prepares, the ever-popular Thursday Happy Hour, and morning coffee chats.

Marlene’s ultimate goal is to ensure that residents love their homes, feel comfortable and secure, and, most importantly, have fun. Her dedication shines through in the thoughtful activities she organises and her commitment to residents’ wellbeing.



6
Retirement Villages



89
Affordable Housing dwellings



392
Retirement Living dwellings



Pet Therapy

Furry friends

Casper, a small, fluffy white Chihuahua, offers much needed puppy love to residents as part of the pet therapy program at The Pines.

To read more, scan the QR Code.



Corporate Services

Corporate Services have continued to provide crucial support to client-facing departments by conducting thorough analysis of processes, identifying areas for improvement, and introducing new systems to enhance efficiency.

Information Technology

Over the past year, the IT department has played a pivotal role in supporting mecwacare’s digital transformation initiatives.

The migration of our ICare system to a cloud-based platform was a significant milestone, improving scalability, accessibility, and team collaboration while reducing operational risks.

New automation tools have streamlined various processes, resulting in increased efficiency across the organisation.

Advanced data analytics capabilities were also launched, enabling in-depth analysis of employee profiles and facilitating a better understanding of mecwacare’s workforce. Additionally, customer data was analysed through multiple channels, empowering departments with valuable insights to improve team dynamics and enhance the understanding of mecwacare’s overall landscape.

In an increasingly digital environment, the security of our systems remains a top priority.

As a result, several key measures to strengthen our cybersecurity position have been implemented including:

- Comprehensive penetration testing and security assessments
- The introduction of a robust cybersecurity framework
- Ongoing employee training programs to raise awareness and reduce vulnerabilities

Improving IT services has been a major focus to enhance user experience and align with organisational objectives. Key upgrades included the launch of a remote support model, providing ongoing IT support to remote facilities and offering better insights into the user experience.

An organisation-wide IT survey was conducted to assess user satisfaction levels. Based on the results, several projects aimed at improving service delivery have been initiated. Additionally, a continuous feedback mechanism has been introduced to capture user insights, and ensure that services evolve in response to user needs and expectations.



300+
Laptops deployed



100+
Wide screen monitors deployed



4
Aquisition technology integrations

Finance

The Finance team at mecwacare has demonstrated exceptional support for both internal and external stakeholders, including residents, clients, families, and partners, by delivering comprehensive and precise financial services.

Their unwavering commitment to transparency and accountability has been reflected in successful audits, acquisitions, and strict adherence to government regulations.

In the past year, the team achieved full compliance with all reporting obligations, such as Quarterly Financial Reporting and the Annual Aged Care Financial Report, highlighting their efficiency and attention to detail.

This was in part achieved through the prioritisation process improvement by regularly assessing and refining our financial procedures to enhance both efficiency and accuracy in reporting. Through a series of targeted reviews and the implementation of best practices, we have streamlined workflows, reduced and optimised resources.

A key achievement has been the seamless integration of newly acquired residential aged care sites, including Gregory Lodge, Susan Barton House, Wahroonga, Flora Hill, and the newly constructed Simon Price Centre, ensuring continuity of care for residents and clients during these transitions.

Collaboration across departments has played a critical role in supporting strategic decision-making and resource planning, resulting in the successful delivery of the annual budget, which was aligned with organisational financial goals.

To stay competitive in an evolving regulatory landscape, the team engaged in ongoing professional development, attending workshops with industry agencies to refine their expertise.

Overall, the Finance team’s dedication and diligence have been pivotal to mecwacare’s operational success and strategic growth.

One of mecwacare’s significant environmental achievements this year was upgrading the entire fleet of pool vehicles to hybrid dual-fuel models, substantially reducing carbon emissions.

This step reflects mecwacare’s commitment to sustainability and reducing its environmental footprint.



The all new hybrid mecwacare car.





25,404

Internal
maintenance
requests



850

Employees and
volunteers
receiving in-house
flu vaccinations



38

Worksafe inspections
conducted

Procurement and Maintenance Highlights

Over the past 12 months, mecwacare’s Procurement and Maintenance team has demonstrated resilience, adaptability, and a commitment to continuous improvement, ensuring the smooth operation of all residential homes and facilities.

Despite the challenges posed by COVID-19 outbreaks, supply chain disruptions, and shortages of essential items, the team successfully maintained the supply and support of crucial goods and services.

The organisation also undertook a strategic amalgamation of our Procurement and Maintenance departments into a unified operation. This move has brought about improved efficiencies, synergies, and enhanced service delivery across all facilities, ensuring that maintenance requests and supply needs are addressed promptly and effectively.

Homes were successfully integrated into mecwacare’s supply network, ensuring seamless support from day one. All legislative reporting requirements across Residential Aged Care Homes, Affordable Housing, Community Services,

and Retirement Living were met, maintaining compliance and excellence. Moreover, the team played a pivotal role in supporting all homes to achieve successful Commonwealth Accreditation Audits, a testament to the commitment to high standards of care and operational excellence.

In line with global best practices, the organisation liaised with the top 100 suppliers to ensure they have robust systems in place to prevent and manage ‘Modern Slavery’ within their supply chains. This proactive approach reflects mecwacare’s ethical responsibility toward fair and transparent procurement practices.

The department also processed an impressive 25,404 internal maintenance requests, demonstrating the team’s capacity to manage high demand and deliver prompt, high-quality services.

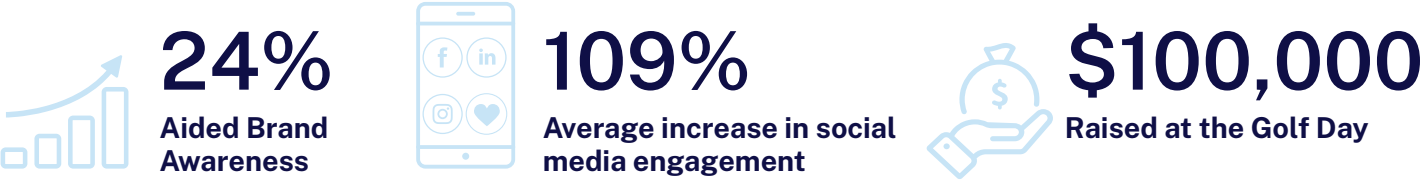
To further streamline operations, a new internal warehouse and distribution centre was opened. This facility has enabled mecwacare to store and efficiently distribute critical medical PPE and frequently used consumables, ensuring that homes remain well-stocked and prepared to meet residents’ needs at all times.

mecwacare’s Procurement and Maintenance team ensures the homes are well maintained for our residents. John Atchison Centre, pictured.



***Chef Prepared
Meals***

mecwacare residents enjoy delicious, nutritious meals prepared by mecwacare’s in-house team of chefs.



Marketing Activities: Year in Review

Over the past year, the marketing team has been instrumental in driving key initiatives that have not only strengthened the mecwacare brand but also engaged with the mecwacare community in meaningful ways.

Targeted Marketing Campaigns to Support Occupancy Growth

This year, mecwacare implemented a series of targeted marketing campaigns aimed at supporting occupancy targets across retirement living and aged care facilities. Leveraging data-driven strategies, these campaigns were tailored to specific audience segments, ensuring that the messaging resonated with prospective residents and their families.

Through a mix of digital advertising, direct mail, and local community engagement, there was a focus on

highlighting the benefits of mecwacare’s facilities, including mecwacare’s personalised care, vibrant community lifestyle, and state-of-the-art amenities. These campaigns played a key role in driving inquiries and tours, significantly contributing to increased occupancy rates at both existing and newly acquired facilities.

By aligning marketing efforts with occupancy goals, we not only enhanced brand visibility but also reinforced mecwacare as a trusted provider in retirement living and aged care.

Annual Golf Day Success

The highly anticipated mecwacare Annual Golf Day once again exceeded expectations, raising over \$100,000. This event, a highlight on the fundraising calendar, brought together sponsors, supporters, and partners for a day of fun and philanthropy, reinforcing mecwacare’s commitment to excellence in care and community support.



**mecwacare Op Shops:
Supporting Communities and Exploring
New Opportunities**

The mecwacare op shops continue to be the lifeblood of the communities they serve, offering much more than affordable goods.

They are vital hubs for connection, support, and charity, where locals can contribute, volunteer, and find quality items at great value. Through these shops, mecwacare not only provides an accessible shopping experience but also generates important funds to support essential services, helping to care for those most in need.

During 2023/24, mecwacare undertook a comprehensive review of its retail assets, focusing on optimising the performance and sustainability of its op shops. The review evaluated the support systems and operational processes in place, ensuring they aligned with the strategic goals of the organisation.

This included assessing the efficiency of inventory management, staffing, and customer service procedures to enhance the overall retail experience. The review also explored new opportunities for growth, with a focus on potential retail expansions and improvements.

As a result the strategic step was taken to close the Hawthorn Op Shop at the end of its lease period. While this decision was not taken lightly, it allows mecwacare the opportunity to explore new retail options and reimagine how to best serve the local community. As potential new locations and innovative retail models are investigated and innovative retail models, the organisation remains committed to ensuring that mecwacare op shops continue to make a positive impact.

The success of the remaining op shops is a testament to the dedication of their volunteers and staff, whose hard work and passion keep these vital community spaces thriving.

mecwacare’s Annual Charity Golf Day 2024.



Events like Harmony Day provided opportunities for marketing to work with the People and Culture team to support staff engagement activities.

Harmony Week

We’re proud to celebrate the diversity in our workforce and community.



89

nationalities

100

languages



 **1,936**
Staff hired in last financial year

 **206**
Staff award nominations

 **2,794**
Staff Survey completions

People, Culture and Safety

Key initiatives in staff training, recognition and engagement continued to support our goal of becoming an employer of choice in Aged Care.

Strengthening Culture and Capability

As part of mecwacare’s dedication to its strategic focus on Culture and Capability, several impactful initiatives have been introduced to cultivate a positive workplace environment, enhance staff recognition, and boost employee engagement.

To streamline the recruitment process, mecwacare launched an improved Refer a Friend program, making it easier for employees to recommend talented candidates. This initiative not only supports recruitment but strengthens team cohesion by fostering a sense of ownership and community among staff.

In recognition of outstanding contributions, mecwacare also introduced the Employee Awards this year. These awards reflect the organisation’s core values of Caring, Accountability, Responsibility, and Ethical and celebrate team members who exemplify these principles. This program underscores mecwacare’s commitment to honouring the dedication and passion that drive the high-quality care we provide.

Aligned with the aspiration to be an employer of choice in aged care, a comprehensive Employee Engagement Survey was introduced. This initiative aims to build a workplace recognised for its strong values, positive culture, and commitment to staff development.

By gathering insights on employee satisfaction, mecwacare can continuously improve and foster an environment where team members feel valued, supported, and motivated to thrive.

This year, mecwacare welcomed 1,936 new team members, a testament to the use of new innovative recruitment practices. These efforts included participation in expos to attract top talent, transitioning to internally led hotel services, and launching a new recruitment day model.

These strategies have enabled us to build, grow, and retain a dedicated workforce committed to delivering exceptional care. By cultivating a strong, skilled team, mecwacare is well-equipped to continue providing the highest quality services and compassionate care to mecwacare clients.

Pride

O’Mara House aged care home celebrated Pride month with high tea and special guest, the fabulous Magnolia Starr.

Residents, families, staff, LGBTQIA+ leaders, the Latrobe City Mayor and councillors came together to raise money for the Cancer Council and celebrate diversity in the community.



To read more, scan the QR Code.



Celebrating Diversity

mecwacare is deeply committed to fostering a culture of diversity and inclusion across all levels of the organisation.

This commitment is reflected through both formal and informal celebrations held throughout our facilities and corporate office.

We recognise and celebrate many cultural, religious, and social occasions throughout the year.

Volunteers

Volunteers contribute significantly across many areas of mecwacare and have given over 36,000 hours of their time over the past 12 months.

Volunteer numbers continue to grow, and mecwacare regularly welcome over 550 volunteers to mecwacare sites.

The fastest growing group of volunteers has been at the Malvern East Op Shop. The oldest volunteer recently celebrated her 94th birthday and mecwacare’s youngest volunteer is just 16 years old.

This year, there’s been a significant growth in requests for mecwacare aged care homes to form school partnerships and create intergenerational programs. Creativity remains central to engaging volunteers through diverse initiatives such as Dog Companions, the Greek Club, the Jolly Trolley Service, the Book Club, and Café Club volunteering programs.

At new mecwacare homes Gregory Lodge, Susan Barton House, Wahroonga and Flora Hill over 30 new volunteers have been recruited to help enrich the lives of residents.

Many amazing volunteers have given numerous years of service with key milestones celebrated at the annual Volunteer High Tea, during National Volunteer week in May. For the first time, a Volunteer of the Year was awarded alongside

inaugural awards for New Volunteer of the Year and the Aged Care Volunteer Visitors Scheme (ACVVS) Volunteer of the Year.

In July 2023, mecwacare became a provider of the Aged Care Volunteer Visitors Scheme (ACVVS) and are delighted to provide this amazing program as it aligns with mecwacare’s values and the history of being founded by a group of volunteers in 1959.

The new federally funded program targets loneliness and isolation by matching like-minded volunteers to the elderly either living in an Aged Care Home or clients living at home accessing a Home Care Package.

Feelings of isolation and loneliness amongst the elderly are often due to language barriers, so there is a particular focus on finding a volunteer from the same cultural background. Referral to the ACVVS can be by an individual, family member or aged care provider.

The commitment for volunteers is weekly or fortnightly, so this program is attracting a new and diverse group of volunteers, including those in full-time employment, who can visit their elderly recipient during a lunch break or on the weekend.



Volunteer Angela and participant Antonia both have Italian backgrounds, they love cooking together and heading out for Italian treats and coffee.

They have connected as part of mecwacare’s ACVVS program and a love for food and all things Italian has meant trips to Victoria Market and the Italian Festival. Antonia says the connection has really improved her wellbeing and she’s even feeling and looking younger!



Anne McCormack with Barry Fenton at the Volunteer High Tea.

Thank you to all our long serving volunteers:

40 years of volunteer service: Mr Barry Fenton

Barry is a local icon. He’s a former Mayor of Malvern and has also served as a councillor for the City of Stonnington. Barry who was on our Board of Directors for 37 years, is now a mecwacare Life Governor, and along with Grace, his wonderful wife, has volunteered at the very aptly named Barry Fenton Centre for 27 years. He now drives the bus picking and dropping off clients, helps with activities, assists with morning and afternoon teas, and helps cleaning up. He is a special part of the centre, and a true mecwacare icon.

25 years of volunteer service: Peter Vawdon, Rivendell House

For a quarter of a century, Peter Vawdon has given up his time to visit Rivendell House in Pakenham. Dedicating 25 years to volunteering and supporting staff, clients, and participants, he has built wonderful relationships with woodwork and NDIS participants over this time.

He is kind, compassionate, caring, supportive and humorous, and is a very valued and inspiring member of our team.

20 years of volunteer service: Claire Gregory, Noel Miller Centre

Claire Gregory became a volunteer at the Noel Miller Centre after her family member resided there. Now, 20 years later, we celebrate Claire for brightening residents’ days with one-on-one visits, running regular events, and facilitating the Footy Tipping competition.

Her warmth, creativity, and unwavering dedication over the past 20 years have made her a deeply loved member of the Noel Miller Centre family.

15 years of volunteer service:

Margaret Bell, Elstoft House
Jenny Pickering, Rivendell House

Ten years of volunteer service:

Tony Browne, Windsor Op Shop
Susan Budda, Windsor Op Shop

Congratulations to all our 2024 volunteer winners:

2024 Volunteer of the Year:

Geoff Wenham: Fisher Street Disability Centre

Melissa Doyle: Malvern Op Shop

Debbie Bryant: Pascoe Vale Gardens Retirement Living, Squires Place and the John Atchison Centre

2024 New Volunteer of the Year:

Stacey Kercher and Brady Massari

2024 ACVVS Volunteer of the Year:

Eda Vistac

Learning and Development 23-24



- 64,354** training video episodes were accessed by mecwacare staff
- 54** completed the Accredited Medication Administration course
- 11** Double Diplomas of Leadership and Development/Competitive Systems and Practice awarded
- 42** commenced Diploma of Leadership in June
- 28** graduated with Certificate III in Individual Support over the last 12 months
- 148** new unskilled workers were upskilled to perform Domestic Assistant roles

Safety and Well-being

mecwacare achieved ongoing certification against ISO 45001 Occupational Health and Safety Management Systems, with comprehensive audits conducted successfully across six sites.

Of the 38 inspections conducted by WorkSafe this financial year, eleven related to the health care and social assistance Targeted 5000 project, to provide guidance and assess and enforce compliance with health and safety laws related to occupational violence, bullying, manual handling and infection control. All these visits were positive,

and improvements were identified for only one.

This year’s annual influenza vaccination program has vaccinated over 850 employees and volunteers. Free vaccines were offered through on-site clinics, a voucher system for use at multiple pharmacies, including an option for reimbursement if employees had paid for their own vaccine. There was a 56% increase in vaccination from 2023, this incredible result helps to protect not only employees and volunteers, but also residents and clients.



Over the past year, mecwacare has supported 393 students in their pursuit of qualifications through invaluable student placement opportunities.

By offering hands-on experience in real-world settings, mecwacare has helped these students develop their skills and deepen their knowledge, ensuring they are well-prepared for their future careers. This commitment to nurturing the next generation of healthcare professionals aligns with mecwacare’s mission to provide high-quality, person-centred care across the community.



Student Nurses

Current and future nurses celebrate International Nurses Day.

On International Nurses Day, Registered Nurse and mentor Aviyanta and nursing student and Personal Care Worker Selaja, came together to celebrate with mecwacare’s dedicated team of over 500 nurses.

Board of Directors

Members of the Board are volunteers that bring exceptional professional skills and experience to mecwacare. Overseeing our governance structures, the Board works with Chief Executive Officer Anne McCormack to ensure responsibility for mecwacare’s financial performance, strategic priorities, and the quality of care and services we provide.



Ian McHutchison OAM
BJuris, LLB
Chair Appointed 2021
Areas of expertise:
Finance, law and housing



Lachlan Cameron
Appointed 2022
Area of expertise:
Business and project
management



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



Linden Smibert
Appointed 2022
Area of expertise:
Public health and
medicine

**Recently Retired
Board Members**

John Atchison
Retired 25/10/2023

Rachel Au
Retired 25/3/2024

Robert Hand
Joined 25/10/2023
Retired 28/3/2024.

Life Governors



Barry Fenton



John Atchison



John Hood



Robin Syme



Leadership Team

Our Leadership Team oversees 3,200 employees and more than 500 volunteers, supporting more than 20,000 people each week across metropolitan Melbourne and regional Victoria. They are responsible to ensure mecwacare is upholding the highest standards in aged and disability care, and for creating a culture that reflects the mecwacare values: caring, accountable, respectful and ethical.



Anne McCormack
Chief Executive Officer



Steven Lambert
Executive General
Manager Enabling
Services



Linda Smart
Executive General
Manager Home and
Community Services



Samuel Sharma
Executive General
Manager Residential
Services



Lyndal McNamara
Company Secretary



James Cramond
Executive General
Manager Strategic
Growth and Business
Development



Rob Guest
Executive General
Manager People,
Culture and Safety



Gaye Sheppard
Executive General
Manager Retirement
and Affordable Housing

Board Committees

**Finance, Audit and Risk
Management Committee
(FARM):**

Mr Squires (Chair)
Mr Hand
(retired 28/03/2024)
Mr McHutchison
Mr Cameron
Ms Au
(retired 25/03/2024)

**Care, Quality and Service
Development Committee
(CQSD):**

Dr Smibert (Chair)
Ms Barton
Ms Calwell
Ms Court

**Nominations, Remuneration
and Governance (NRG):**

Mr McHutchison (Chair)
Ms Barton
Ms Au
(retired 25/03/2024)

Sustainability

mecwacare is dedicated to making future business decisions that enhance the wellbeing of our people, stakeholders, and the wider community through positive social and environmental change and stronger governance.

Environmental, Social, and Governance (ESG) provides a framework for measuring an organisation’s impact on society and the environment that create long-term value for stakeholders.

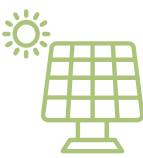
By developing sustainability strategies, mecwacare aims to deliver value to a broad group of stakeholders, including employees, clients, suppliers, and community groups, while fulfilling its broader responsibilities to society and the environment.

mecwacare’s ESG priority statement will be developed in collaboration with key internal stakeholders and overseen by the ESG committee, which is chaired by an executive sponsor.

Formed through an expression of interest, the ESG committee comprises of mecwacare employees from around the business.

In May 2024, two workshops led by an external consultant were conducted to build collective understanding around ESG investment, the practice of good governance, and business sustainability. During these workshops, the committee developed a Materiality Matrix that identified key environmental, social, and governance issues that significantly affect both the organisation and its stakeholders.

Steps to a Sustainability Plan



877

New solar panels installed in the last 12 months



170

Fleet of hybrid vehicles



1,100

Cans recycled through CDS



Recycling

The Fisher Street Centre has been going green.

Participants, families and staff members are all making a positive impact on the environment with their community recycling program.



To read more, scan the QR Code.

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

J Atchison
Anne Court
Barry Fink
Joan Gibbs
Louise Gourlay
Peter Horch
Peter Lemon
Sue Manton
Jenny Poolman
Colin Squires
Ann Sylvester
Robyn Syme
Wendy R Taylor

Corporate and Community

Accru Melbourne
Aged Care Online
Aidacare
Airport Toyota
Alltech Amicum
Betterwaste
Bidfood
Bunzl
Bunnings
Careforce
Chaffey Bros. Wine Company
Classic Cinemas
Canon
Costco
Dyson
eCommunications
Electflight
Evergreen
Flos Florum
House of Orange
HWL Ebsworth Lawyers
IN2Fire
LeasePlus
Majestic Services Group
Media Republic
Modern Promotions
NCE Consulting
Nimbus Health
Neon Tiger Café
Norfolk Food Services
Q Signs
Recom Cleaning
Schepsi Communications
Sheen
Spectrol
Swap Electrics
Telstra
Ticketblaster
The Good Guys
The Print Company
Total Construction
United Physiotherapy
Vivir

Trusts, Foundations and Bequests

Joan Lavender Charitable Trust
Lord Mayor’s Charitable Foundation
Australian Communities Foundation
The Keith Chenhall Charitable Trust
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.

Cultivating Lasting Relationships

mecwacare continues to foster meaningful long lasting partnerships with community and business partners.

Thank you for your generosity and support

Service Network

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 Wairoonga

Caulfield North
mecwacare Jubilee House

Flemington
mecwacare Gregory Lodge

Flora Hill (Bendigo)
mecwacare Flora Hill

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

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

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