



My Macs

ANNUAL REPORT 2016-2017



\$64,949 received
through community
partnerships

SUPPORTED BY



Geelong
Community
Foundation



Staying connected

thanks to community
partnerships.

MACS' vision for family and community to remain connected has always been a strong driver of our program development.

Thanks to the generous assistance of Give Where You Live Foundation and Geelong Community Foundation, we have been able to initiate and fund a program that brings connection, companionship and wellbeing into the lives of our residents and home care consumers. As an organisation and as the MACS' family, we thank both foundations for their invaluable support.

In 2016, we received a Give Where You Live Foundation grant of \$16,949 to part-fund the purchase of our 12-seater commuter bus to provide safe, regular transport for a group of socially isolated, culturally and linguistically diverse home care consumers with limited disposable income. We're able to offer these people regular transport from their homes to MACS in North Geelong to participate in programs, as well as other outings around the region. This grant builds on Give Where You Live Foundation's support of MACS' redevelopment over the last few years, including \$75,000 towards our piazza development.

Geelong Community Foundation grants totalling \$48,000 have helped us implement (and continue to resource) a new structured wellbeing program called Mindful Moves (see page 5), which empowers residents and home care consumers to have more control over their health at a stage of life where they often feel independence being diminished.

Without the financial support of Give Where You Live Foundation and Geelong Community Foundation, we could not have realised our vision for these programs. We now have Mindful Moves running 11 sessions a week with home care consumers bussed in to join our residents in a positive, healthy activity.

Without these partnerships, we wouldn't see Herbert (MACS' resident joker) rocking up early ready for every Mindful Moves session, as he's done since day one.

We wouldn't see the community bus arrive with program leaders Owen and Monika helping their charges disembark and make their way to the chapel amidst much laughter and excitement.

We wouldn't see familiar faces, like Inge, being guided to the chapel by Frances, her seeing eye dog.

And we wouldn't see the group gathered around tables in the piazza, enjoying barista coffees from Stella's Café in the morning sun. Chatting, laughing, telling stories and swapping news. Having fun. Staying connected.



Our Vision

A community where there is confidence in aged care, where cultural diversity is truly celebrated and family and community remain connected.

Our Mission

MACS is dedicated to providing excellence in aged care to meet the culturally diverse needs of the community.

Our Values

We live them every day, in every way ...

Diversity

Our most recent three staff recruits have been of Chinese, Persian and Croatian background. Represented on our staff – 40 nationalities and counting!

Dignity

Our residents are our family too, in life and in death. When a resident leaves our facility for the last time, wherever possible staff and fellow residents farewell them with a guard of honour in friendship and remembrance of their life.

Respect

It's not unusual to see Gail (our gentle lifestyle worker) stopping on her way out at the end of shift to assist and calm a resident. No hesitation. No rushing off. Respect is kind; it doesn't watch the clock.

Empowerment

Our Wishing Tree is all about empowering residents' choice. Seventy-six year-old Hanny (a Mary Costa House resident) longed for a tattoo featuring her, her husband Jim's and her children's names and the word "forever". We made it happen.

Integrity

The Macquarie dictionary defines integrity as: soundness of moral principle and character; uprightness; honesty ... also an accurate character checklist for our 9 MACS' Board Directors, and inspiration for their mantra: "if it isn't good enough for our own mothers and fathers then it isn't good enough for anyone under our care."



MACS brings home another international award

In June 2017, MACS was presented with a Bronze Asia-Pacific Stevie Award in the category: Excellence in Innovation in Non-Profit or Government.

The award recognises our innovation in creating and introducing our Body, Mind & Spirit Lifestyle Program. The program, which is aligned to our core values and coordinated across our residential houses and out into the community, is the result of extensive research and development, resident feedback and organisational change. Mindful Moves (see page 5) is a cornerstone of the program.

The Stevies are the world's premier business awards and we're delighted to be acknowledged again on the international stage, building on the Silver Stevie we won in 2016.

And we're thrilled that our Lifestyle Program is empowering our residents and giving them opportunities to improve wellbeing through body, mind and spirit concepts.

Table of contents

From our Chair and CEO	4	Celebrating Jordan Mavros OAM	12
Mindful Moves	5	MACS' Board of Directors	15
The Piazza - MACS' place of gathering	6	Having fun at MACS	16
Delivering quality residential care at MACS	8	List of Donors	18
A big busy year for MACS' Home Services Team	10	Annual Financial Summary	19
Introducing MACS' first Hotel Services Manager Rob Fraser and his team	11		



From our Chair and our CEO

Countless moments, people, events and decisions reflect how MACS tracked the 2016/17 year as a not-for-profit, community-based organisation ... and as a family where "My MACS" means something special to everyone.

From a governance perspective, Board Directors held fast to the underlying premise: "if it's not good enough for our own mothers and fathers, then it's not good enough for anyone under our care."

Our skills-based board of nine directors brings together the broad and deep expertise needed to successfully govern an organisation like MACS.

To understand MACS on a micro-level, each Director serves on at least one committee. It's not about simply rolling up to a meeting every month or two to read through a pile of prepared papers – Directors get to know the staff, the pressure points, where the real issues are to help achieve best practice governance.

Passion is a quality inherent in each Director; they give of their time and talents freely, because they believe in what we do for the community. We're dealing with people – staff, residents, home care consumers, volunteers – and we need to respond with humanity and empathy. Of course, there's robust discussion around the board table and everyone's views are heard. That's a sign of healthy governance, as is our united support once a decision is made. We have a great mix of youth, age, gender and cultures on the board. As we learn from each other we focus on the love and care of our MACS' family.

No one has more passion for MACS than Jordan Mavros OAM, who put his heart and soul into the

MACS' family from the late 1980s, helping rally pre-establishment support before serving on the Board until retirement in late 2016. It was our unanimous decision to gift Jordan a life governorship of MACS to honour his significant contribution.

In late 2016, we also farewelled John Macarol, a MACS' Board Director of 10 years. John took his role of Treasurer very seriously and we valued highly his quietly effective service over many years.

The 2016/17 year certainly had its challenges around our evolving regulatory environment. The government's *Living Longer, Living Better* reforms meant major change for home care services from February 2017. Marrying our values along an unyielding business model is a challenge we're rising to meet.

As the government asks us to do more with less and our community's expectations rise, we need to educate people that, even with the best of effort, the dollars simply don't stretch to meet all expectations.

Through their strategic decision-making and strong governance, our Directors drive the MACS Vision, Mission and Values through MACS, via the CEO and leadership team into every facet. Throughout, the ethos remains steadfast: you can't be in the business of caring for people without having a heart.

We extend thanks to all Directors, staff and volunteers for the heart-centred passion they bring to the MACS' family, every day in every way.

Gael Perry + Joy Leggo.



Mindful Moves

making a difference in the chapel

In the chapel, Mindful Moves is about to get underway. To a gentle music soundtrack residents are gathering.

Instructor Dani Costa developed Mindful Moves, a chair-based health and wellness program, specifically for MACS' residents and home care consumers. Integrating movements in the style of Pilates, Tai Chi and Yoga, the program actively enhances wellbeing and promotes independence.

Dani is an experienced nurse and qualified instructor with a passion for movement and exercise.

"I had a dream to bring the benefits of movement to aged care," she explains. "Our tagline is finding peace through movement. It makes such a difference for these people to think about something else, not just their pain."

"I've modified the movements but not every movement is accessible to everyone. Each class is different. We do a lot of emphasis around breath. We have residents with high care needs joining in as well. Everyone just does what they can. Simply being here is good for them."

Mindful Moves began in July 2016. Dani now delivers a total of 11 sessions each week including three

afternoon sessions in Gerda's House.

"Something that seems simple can make a real difference in people's daily lives," says Dani. "MACS' Clinical Care Manager once found Nellie, a Borrelia House resident in her nineties, in her room crocheting. Nellie explained how she'd been missing doing crochet, but since doing the fingertip movements at Mindful Moves, she's been able to get back to one of her favourite pastimes."

"Herbert, a regular since day one, was recently unwell for a time. I'm convinced that the anticipation of coming back to Mindful Moves played a big part in his recovery."

In the relaxed environment of the chapel, where morning sun streams in through leadlight and music calms the air, Mindful Moves has a distinctive, spiritual feel.

Dani's gentle instruction to "do what feels right for you today" encourages all.

And finishing on a reflection extends the positivity beyond the class: "Take this little bit of peace with you throughout your day."



897 trims,
colours, perms
performed



The Piazza – MACS' place of gathering.

Our piazza has developed, as we imagined, into a vibrant gathering place in the tradition of town squares, plazas and public open spaces across the globe. A favourite with residents, staff, volunteers, family and visitors alike, it's the heart of our facility – a lively, connective space filled with conversations, activities, great food and much laughter.

Stella's Café was officially opened on the 7th of May 2017 and we acknowledge the De Stefano family for their financial support in taking up the naming rights after their dear mum Stella. Stella's Café boasts barista coffee and a display cabinet brimming with lunch snacks and tempting cakes and slices. There's always a steady stream of customers: staff popping in for takeaway lattes, family visitors sharing a meal with a loved one, residents gathering for a morning chat in the sun beneath the clock tower.

Anna is part of a small team of volunteers serving up Stella's created-on-site goodies. She brings a wealth of hospitality and catering know-how to the café three days a week. With a ready smile and Italian heritage she's a natural in her volunteer role.

"It's what I know," she explains. "I love it here. I love the people and the atmosphere. We've got great volunteers and the café's slowly building up. We already have plenty of regulars."

Over in The Boutique, MACS' Volunteer Coordinator Linda is restocking the racks and shelves alongside volunteer Carol. Operated on an "upmarket oppy shop" model, The Boutique is French-themed and serves an

important role for residents, family and staff.

"We've already had a resident in buying up all her Christmas presents," explains Linda. "They love to have a gift ready when they have a visitor coming or if they're heading off for an outing."

"Sometimes they'll pull up a chair and fossick through the jewellery or the scarves for half an hour. We've fitted out people for cruises, holidays and outfits for special occasions."

"We're giving them the pleasure of shopping, of choosing for themselves and experiencing the joy of giving."

In the hairdressing salon, Sylvana is doing a set for Mary Costa House resident Val. Sylvana came to MACS for a charity shave event 9 years ago and is still here.

"For many years, the salon was in a door off a corridor. It's lovely now being part of the piazza," she said.

"Everyone here has a story. I've been hairdressing 32 years, but they've been having their hair done longer, so they can tell me plenty."

Eighty-two year-old Val usually comes in Fridays, keeping up a personal tradition of weekly hairdressing visits. "If your hair looks right, you can wear a hessian bag and still feel terrific," she explains.

"I do about 10 regular permanent sets a week," says Sylvana. "It's lots of perms, colours, treatments and trims, plus some waxing and nose hair trimming. The men come along, too, of course."

Community Connectedness in the *Piazza*

MACS' home care consumers arrive via the MACS' community bus for four Mindful Moves sessions each week.

Owen, along with Monika, home services care staff, collect people from their homes around Geelong and bring them to MACS for the day, which includes the class, a catch-up in the piazza over coffee from Stella's, followed by a nutritious hot lunch served in Annie O'Malley House.

The Wellbeing Bus Program also includes other popular outings like pub lunches, drives to the Bellarine Peninsula and morning melodies sessions.

"It's the best job I've ever had," says Owen, who retrained after a career at Alcoa. "I get to spend time with these lovely people and see the difference it makes in their lives to be out and about, connecting with each other and everyone else at MACS."

"We're thrilled to see our group swapping stories and phone numbers with one another."

Monika, who's been with MACS for 17 years, loves the program. "I've worked with our home care consumers for more than seven years. They feel comfortable seeing a familiar face. I love bringing them here to MACS, where they're so welcomed. This program can

change the way people feel about nursing homes, help take away any fear they might have."

After class, the group gather around a table outside Stella's for a coffee and chat. Everyone knows everyone; conversation flows freely. Anna's serving cuppas and Owen's busy making sure everything's ready for lunch. Sadija passes around her ipad, sharing photos of her son's wedding that took place in London the day before. Jan, who lost his wife not so long back, enjoys the company, the coffee and chit-chat.

Later at the lunch table, it feels like any family gathering. Cliff and Pat, both in their nineties, have been married for 71 years and are in their 67th year living in the family home where they raised a brood of eight (now extended to 20 grandchildren and 7 great grandchildren).

Inge's guide dog, Frances, waits patiently under the table for any scraps. Inge has a busy life but almost always makes it to mindful moves.

"When I look up at that clocktower, it reminds me of home, of a village in Denmark," she says. "And I'm a spiritual person. I feel so good when I walk into the chapel."





34,668 residential
bed days



Delivering quality residential care at MACS

Two key drivers of MACS' residential care are Luba (Director of Care) and Shari (Clinical Care Manager). Recently, Luba and Shari got together to chat about MACS' team approach to delivering care.

Luba: Keeping aged care staff happy and satisfied is a big challenge. We strive to attract and retain good people who in turn deliver high quality care. We've been focusing on empowering staff through our ongoing education program, getting them confident about decision-making and suggesting change. Developing Skills Gap Training and providing dementia-specific education for all staffing levels, not just nurses and carers, has been significant.

Shari: All our team members can gather information and life stories to help us better understand each resident holistically. Without the right training, they might not understand that what they know can impact care.

Luba: Continuous improvement is central to our care delivery. We benchmark against 200 other aged care facilities across a range of clinical care indicators, and we're working on a "quality of life" indicator.

Shari: Following a recent roster review, we've been moving staff around from one area to another, allowing them to interact with different residents and staff. This helps us reduce staff burn-out and get fresh eyes into each area.

Luba: Having designated lifestyle workers in each of the houses helps us get to know and support our residents closely. Mary Costa House resident Anna hand feeds the chickens daily. Phil likes to collect banana peels from the kitchen every Wednesday to feed the worm farm. In Annie O'Malley House, Nevenka helps the lifestyle team fold serviettes.

Shari: In Mary Costa House, Rose cares for her pet bird and Livio joins other residents in Borrelia House in the gardening group, growing vegetables and tending plants. As we support their individual routines, the all-important clinical care is still there in the background.

Luba: We embrace and respect all cultures and we all undergo cultural training. While others are banning traditional celebrations, we take every opportunity to celebrate all the special days in our residents' religious and cultural backgrounds. Everyone joins in and we have enormous fun.

Shari: Our staff come from vastly different backgrounds, too, each bringing their own stories to the workplace. When you hear someone like Jaz who has a Serbian background chatting with Samuel (Liberian background), and they're laughing and joking about footy, you know it's because of the footy tipping competition. It's amazing how inclusive it can be.

Luba: My mother is one of our home care clients. She's my reference: How would I want her to be living? How would I want to see her treated in care?

Shari: Recently a family member told us how delighted they were when they visited and found a Liberian carer having a lovely conversation with their grandfather in Croatian. We do have smiles and words in all languages.

Luba: That's why we have a big team focus, working on team morale, trying to get everyone together, giving them a voice and a platform to be heard.

Shari: My hat goes off to our staff who care for those who can do very little for themselves. It's a huge, emotionally draining job, largely undervalued by society and government. As an organisation, we choose to make it valued, by giving recognition and empowerment.

Four residential houses, four senior staffers.

We chatted with team leaders from MACS' four residential houses about working with families, caring for residents, diversity and special moments: Sandy/Borra House, Mima/Mary Costa House, Marta/Annie O'Malley House and Ursula/Gerda's House.

"Families know their parents as they've always been at home," said Mima. "But residents behave differently with us and it's not always easy to see. There are lots of family meetings, addressing issues, helping them and us better understand."

Ursula's own mum has just gone into care so she's experienced the other side. "As family, it's hard to really know what sort of care your loved one's getting. There's so much emotion involved. We need to reassure families and keep them informed."

"Keeping residents at the heart of care delivery is all about focus. You constantly bring the positive back into it. I'm here to help the residents feel comfortable and happy."

Mima added: "When you put a smile on a face, you've done your job. But if there's an issue, you address it. There's always a reason; you just work it out, follow through and make it easy for them."

"Follow up and communication is so important," said Marta. "I use my Hungarian language whenever I can. If I'm caring for a Hungarian person, I'll only speak in my language. They love it and always thank me for it."

For Ursula, the cultural aspect of working at MACS is key. "My years of working here have helped me to understand my own culture and other cultures, and learn from the experience," she said. "I've had a

fantastic connection with a German-speaking resident. She would seek me out as she could talk with me."

"Working in a multicultural organisation has given me a greater appreciation and understanding of individuals' different cultural needs," Sandy said. "I love reading through their histories, seeing their old photos, understanding their journey. Every resident was young once and has their own life story."

Mima feels honoured to use more than one language at work. "Hopefully I've helped residents feel comfortable, allowed them to express themselves confidently, knowing they can turn to me if they need anything translated. Just stopping to have a small conversation in Italian or reminisce about the past is reassuring."

"You know you're valued when you haven't seen a resident for a while or you've been on holidays and they tell you they missed you," Ursula said.

Marta agreed. "It's lovely to be missed by residents. It reminds you you're doing something right. But a big part of what we do is supporting each other as professionals."

Sandy has a life's work in aged care but is a relative newcomer to MACS. "I've been in aged care so long, I find it really rewarding when we have personal carers or students who are orientating or on placement, and I can advise and guide them."

Ursula, Mima and Marta, have each clocked up more than 10 years at MACS, starting as trainees. "It's like a big family," Ursula said. "We do try and support each other and everyone really does care. That's why I've been here so long."





A big, busy year for MACS'

Home Services team.

Challenging and exciting – that sums up 2016/17 for our Home Services team who not only relocated, but also dealt with the substantial impact of changing regulations. As always, the team pulled together to make sure our home care consumers enjoyed continuity and reassurance through the transition. Smiles all round.

The move from offices in Zenona House in Weddell Road to larger premises on Melbourne Road greatly improved the team's working conditions. Although our Home Services team is always out and about in the community, this satellite site is our first foray into actually basing staff beyond our North Geelong facility. The highway site gives MACS and our services a boost in profile and our team members the space they need.

In February 2017, the Federal Government implemented significant regulatory changes that reshape the way consumers access and use a package of care.

With policy now driving more consumer directed care (CDC), our Home Services team need to know their consumers and significant others better than ever – well enough to have meaningful and skilled conversations to explore care options that maximise dignity, respect and independence, and celebrate cultural backgrounds.

CDC emphasises informed choice that depends on consumers having access to the right information for

them. We need to be able to explain their monthly statements and fully clarify the spending under their packages.

It's important that we create and foster a relationship of mutual trust. Rather than relying on a two-minute clinical-based phone call to check-in, we take the time to delve deeper, get to know our consumers and let them get to know us. Within that deeper dynamic, conversation flows more easily and we get to exchange meaningful information that has a positive impact on care planning.

Professional information sharing comes under the integrity umbrella. When it comes to CDC service delivery, it's the actual practice of integrity that counts – one of the entrenched values we have achieved in MACS' care delivery.

Our community's needs for professional and friendly in-home services go beyond government-funded packages. Integrity is also central to MACS' in-home palliative care service, delivered through a partnership with Hospice Foundation Geelong and bringing compassion, comfort, dignity and cultural sensitivity to caring for people who prefer to die in their own home, on their own terms. Complete Care, our privately funded home care solution, continues to care for clients who do not receive government funding.

Through all the changes, it's the same service and the same mission – to help people remain living in their homes for as long as possible. To keep them smiling and keep them connected with their community.



230,840 resident
meals served
(including Bella Chara)

Introducing

MACS' first Hotel Services Manager Rob Fraser and his team.

In March 2017, Rob Fraser was appointed Hotel Services Manager and soon placed Lucy Fantella and Ange Viliardos as team leaders in Housekeeping and Food Service (respectively). All three work closely with the broader team to make every day at MACS more enjoyable, comfy and tasty.

Rob oversees hotel services, encompassing catering, housekeeping, maintenance, security, contracts, equipment and grounds. "It's a big, diverse role. You never know what the day's going to bring," Rob explained.

A chef by trade, Rob has clocked up more than thirty years in aged care and healthcare, including senior roles managing large catering and site support teams across multiple sites.

"In healthcare, the average stay might be 2-3 days," he said. "In aged care, our residents are here to stay. They look to us as family. We need to involve them in what we do to increase satisfaction, for example, through our menu planning tasting sessions."

"We have more than 30 nationalities among residents. We've listened to and integrated many residents' suggestions, even some of their home-grown recipes. You need a budget that lets you achieve satisfaction for the residents; we've got that here."

"Every organisation has a hierarchy, but here you feel like one of the team," Rob said. "The MACS' executive is approachable and open to ideas. Lucy and Ange are brilliant team leaders. I want to empower them, listen to their ideas. We're all looking for ways to do better."

Lucy joined MACS as a cleaner in 2000, gradually skilling up in laundry and maintenance. "I'm proud of where I've got to," Lucy said. "I get enormous satisfaction from

knowing our residents are well looked after. It feels like a really close family at MACS. I belong here."

Lucy's Croatian comes in handy; she's often interpreting or helping put people at ease.

"Respect is so important when the team are in and out of residents' rooms. I never got to spend time with my grandparents, so the residents are special to me."

Ange relishes her role leading the 25-strong Food Service team keeping everyone fed and nourished across MACS.

With an interesting career including fashion design and wholesale food service, Ange joined MACS around 4 years ago. As well as recruiting, rostering and training staff, stock ordering and menu planning, Ange is the keeper of resident dietary lists.

"Everything is focused on quality and satisfaction," she said. "We're always seeking continuous improvement. Currently we're looking at enhancing the presentation of our texture modified foods for some residents who need it. It's important for them to have a good food experience. Little things count. Residents want the meals they used to have at home; the home-cooked meal experience."

Ange has Italian heritage and loves using her language at work. "It's amazing what happens when we all throw our different backgrounds together. A five-minute chat in their own language makes a difference to a resident's day. Their family might not come everyday, but we do."

That sense of family and respect runs deep. Rob said, "I've worked in a vast array of organisations. Here, I see the values being shown from top to bottom every day, making MACS a unique place to live and work."



Celebrating

Jordan Mavros OAM –
MACS' first Life Governor.

On a Thursday night in October 2016 our extended community gathered to celebrate Jordan Mavros OAM, our retiring Board Director and key driver in the conception, birth and growth of MACS over many years. By evening's end, Jordan would be MACS's first Life Governor.

Fittingly, we gathered at Capri Receptions, North Geelong, in the heartland of Geelong's migrant community. Through fabulous food, vibrant dance and old-friends chatter, a powerful thread stitched the night together – giving thanks and sharing memories of a man determined to make a difference in the lives of others, a Greek man who translated his own migrant experience into a powerful legacy.

Early on, guests clustered in the foyer, among them political and community leaders, representatives from ethnic community groups, Jordan's family and colleagues, and MACS' Directors, volunteers and staff – many proudly wearing colourful national dress. The room buzzed with excitement and high spirits.

No wonder. Jordan's work touches the lives of many people, not only through his 22-years on the MACS' Board, but also through his broader commitment to community.

Barbara Abley AM, a founding MACS' Board Member and long-time friend of Jordan's, soon drew the gathering together and oversaw the evening's formal proceedings.

First to speak was Murray Boyd, Chairman of Give

Where You Live (GWYL), who spoke to Jordan's service on the GWYL Board when he took the lead in energising the organisation and initiating change. He said that Jordan has, "by any account, made a significant and lasting contribution to the Geelong community".

Gael Perry, Chair of MACS, spoke not only of Jordan's work in the pre-establishment years, but also of his commitment beyond the hostel opening to "looking after those who could not look after themselves".

"His passion had only just been ignited," she said. "There was more to be done, land to be purchased, high care services to be provided, care for people in their homes ... establishment of our supported residential service Bella Chara, developing partnerships ... Annie O'Malley House and our Piazza in late 2015. But perhaps the icing on the cake has been the opening of our very own Dementia Specific Care Unit."

Next, together with Spiro, Deputy Chair of MACS, Gael presented Jordan with, "for the first time in the history of Multicultural Aged Care Services, a Life Governorship for the outstanding contribution you have made to MACS and those it seeks to serve."

Grazia Shrimpton, past MACS' Board Director, spoke fondly of Jordan's loyalty, dedication and energy during his career at Diversitat (formerly Migrant Resource Centre). She said, "We were one big family and I know Jordan felt the same about us. His door was always open to all of us and we appreciated that."



Jordan was humble (as always). He said, "Whatever MACS has achieved, what MACS is today and its journey into the future has always been a team effort, the harnessing of resources, efforts, energy and good will of all. I was just lucky to be involved in the process along with so many others."

"I want to point out, though, one specific factor that led to the establishment of MACS: unity of purpose and united front. Believe it or not, the Serbs and the Croats, the Greeks and the Turks, the Ukrainians and the Russians, the Scots and the Irish, along with more than 20 other ethnic local groups worked together cooperatively ..."

Not surprisingly, representatives from many of those local ethnic groups were guests on the night, all eager to honour Jordan, proud to call him a friend and keen to talk about their ongoing connections and partnerships with MACS.

Jordan confirmed that MACS was in safe hands. "It's time for me to step out, confident in the knowledge that the Board of MACS has the consolidated experience and wisdom of the long serving Directors, together with the drive, enthusiasm and expertise of its young guns."

Joy, our CEO, delivered an emotional and heartfelt tribute highlighting Jordan's mentoring role to her and his values-driven approach to setting high standards. Mostly, she spoke of his inclusiveness. On behalf of the Leadership team and MACS' staff, she said, "... most of all they will miss the support that you have shown to them over many years, your words of encouragement and your obvious commitment to the work we do."

"To my cultural mentor, my colleague and friend, congratulations on a job very well done. We the staff of MACS respectfully and humbly say eucharistó (thank you)."

In a collective mark of gratitude and respect, MACS' staff, dressed in the colourful dress of their various cultural backgrounds, took to the dance floor to surprise Jordan with a pre-rehearsed Zorba the Greek dance. It was a multicultural flash mob.

Jordan joined in (of course) and the night flicked into party mode. All those local ethnic groups, political leaders, and community representatives? They mingled and melded, moving from table to table, catching up with old faces, meeting new friends and stitching more tightly that unity of purpose and united front that Jordan championed.





In their words...

Dear Jordan,

Your utmost passion and persistence in bringing together people, cultures and their beliefs into a community that was divided is a credit to your character. Happy retirement. **George and Nika Topouzakis, Greek Community**

Jordan on behalf of the Polish community I thank you for the contribution you have made to the Ethnic Communities in Geelong. Your work was not unnoticed and is greatly appreciated. **Henry Szkuta, Polish Community Association**

It's been a long and very wonderful association. You are such a wise, strategic and generous leader and I have valued your friendship greatly. **Austin Paterson, professional colleague for over 20 years**

Jordan, my congratulations on your distinguished career and enormous contribution to the Geelong community, you are remembered for your integrity, passion and care for the disadvantaged. My best wishes. **Gavan O'Connor, former Member for Corio**

To Jordan – a gentleman, a colleague, a friend and the consummate professional committed to the highest standard and service to all. Be proud of a job well done over many years. **Bruna Pasqua, Ethnic Communities Council of Victoria**

Always a smile for every mile, it really is a great honour to have had you as our Chairman. Very afraid at first when I saw you, but then your humble works echoed in my ears with greatness. **Dilesh Chand, Staff Member**

Jordan your work towards ethnic relationships and support has been tireless and endless, but most of all that passion has been inspirational and motivational to the residents of Geelong. **Lily Stefanovic, Serbian Community**

MACS Board Directors 2016 - 2017



Gael Perry - Appointed 2002
Chair of the Board
Chair: Governance Committee
Member: Finance & Audit Committee



Spiro Fatouros - Appointed 2014
Deputy Chair of the Board
Member: Quality Forum, Governance Committee



John Macarol - Appointed 2006
Treasurer
Chair: Finance & Audit Committee
Resigned: January 2017



Tess Aberline - Appointed 2016
Member: Quality Forum and Foundation Committee



Gillian Costa - Appointed 2014
Member: Governance Committee



Gerald De Stefano - Appointed 2002
Chair: Risk & Compliance Committee



Bob Holzer - Appointed 2007
Member: Finance & Audit Committee



Garry Kovacs - Appointed 2016
Member: Risk & Compliance Committee



Zoe McCubbery - Appointed 2015
Chair: Quality Forum
Chair: Foundation Committee



57 nationalities
and cultures represented through
residents, home care consumers,
staff and volunteers.

Having Fun at Maces

"My MACS" is different for every resident, every home care consumer, every staff member, every volunteer and every visitor. That's why we make sure every day is different at MACS.

We make it fun ... with whimsical moments and unexpected delights. Dress-ups and clowning around. Belly-laughs and quiet giggles. Toe taps and eye sparkles. Twinkles in wrinkles. Because growing up is always optional.





Donors

2016 - 2017 - We acknowledge with gratitude the donations received this year.

Individuals:

Ms S. Adams
Ms C. Ainsworth
Mr J. Andresek
Ms M. Balint
Mr G. Ballas
Ms I. Baran
Mrs U. Barnett
Ms K. Bauer
Mr R. Berry
Mr M. Betts
Ms S. Biesot
Ms L. Bilogrevic
Mr F. Bohan
Mrs J. Braddy
Mrs N. Buckley
Ms D. Carag
Mrs I. Collins
Mrs G. Costa
Mrs J. Costa
Ms D. Costa
Mr F. Costa
Mr M. Crittenden
Ms C. Daglas
Mrs J. De Lange
Mr N. De Stefano
Mrs H. Dopis
Ms D. Elzahbi
Mr A. Evans
Mrs L. Fantella
Mr A. Gallina
Ms A. Giles
Mrs H. Glare
Ms L. Goode
Mr R. Grayland
Mr M. Grgic
Mrs K. Henrick

Mrs L. Heyne
Mrs A. Hiusseinova
Mr J. Hoekstra
Mrs H. Hoff
Mr F. Hogan
Mr C. Hudgell
Mrs M. Ioannidis
Ms L. Jankovski
Mrs D. Johnson
Mrs A. Jordan
Mrs B. Jose
Mrs E. Kaminskyj
Mrs R. Kern
Mr E. Kontelj
Ms. J. Kordovic
Mrs R. Kuhar
Mrs J. Kvietelaitis
Ms H. Lao
Mrs J. Leggo
Ms. H. Lucas
Mrs V. Luczo
Mrs D. Lunt
Mr J. McGivern
Mrs E. McKinlay
Mrs F. Mnich
Ms H. Monkivitch
Ms H. Morris
Mrs S. Mulder
Mrs S. Necovska
Mrs L. Nedeski
Mr D. O'Brien
Mrs D. Olechnowicz
Ms E. O'Sullivan
Mrs C. Peel
Mrs G. Perry
Mrs L. Pryslak
Mrs U. Renic

Mr P. Roper
Ms M. Santarsiere
Ms V. Saplamaeva
Mr S. Saya
Mrs E. Schroder
Mrs K. Semianiw
Ms M. Seresi
Mrs G. Shrimpton
Mrs I. Slota
Mrs M. Smith
Mrs J. Southern
Mrs A. Stawiski
Mr K. Szakiel
Mr & Mrs M. Tatasciore
Mrs V. Terranova
Mr P. Terry
Mr D. Trease
Ms M. T. Tunstead
Mrs B. Vaitkus
Ms A. Van Halen
Ms H. Vithanage
Ms M. Wallbridge
Ms B. Wangman
Ms M. Zsebe
Estate of the late J. Arbuckle
14 anonymous donations

Organisations:

Filipino Australian Friendship
Association of Geelong Inc
Geelong Dutch Club Inc
German Karneval Society Geelong Inc
Geelong Community Foundation
Give Where You Live Foundation
Lithuanian Geelong Community Inc
MCG Signs
We Manage IT

We also acknowledge the fundraising undertaken by our volunteers through the Boutique, raffles and craft sales.

Annual Financial

Statements Summary 2016 - 2017

MULTICULTURAL AGED CARE SERVICES GEELONG INC.

ABN 81 567 107 023

FACTS ABOUT FINANCE AND PERFORMANCE FOR YEAR ENDED 30 JUNE 2017

Our Thanks

At MACS we appreciate the valuable contribution of our Directors, staff and volunteers. As a not for profit organisation, all surpluses are used to further our vision and mission. We value the continued support from our community. Our combined effort will assist our strategic development to expand the services we can offer.

Our Board

Composition

All Directors are independent and volunteer their time

Skills and Experience

Information Technology, Marketing, Legal, Finance, Asset Management, Business Administration, Local Government, Corporate Governance and Risk Management

Meetings held

	2017	2016
Board	11	8
Finance & Audit	5	7
Foundation	3	2
Governance	5	4
Risk and Compliance	4	4
Quality	4	4

Our People

Employees

Head count (Permanent & Casual staff)	196	185
Effective full time equivalent	110.5	114.0

Volunteers

Head count	76	69
Volunteer Hours (not including Directors)	14,271	14,940

Nationalities and cultures represented across the organisation

	57	56
--	----	----

Our financial position

Total Assets	32,165,344	28,506,891
Total Liabilities	20,803,987	18,041,365
Net Assets	11,361,357	10,465,526

Refundable Accommodation Deposits and Accommodation bonds held (included in liabilities above)

	13,366,874	11,424,228
--	------------	------------

Net Result **895,831** **1,575,652**

Our key performance indicators

Occupancy

Residential Bed Days	34,668	31,804
Home Care Community Packages Care days	45,874	42,037
Supported Residential Bed Days (Bella Chara)	20,188	19,312

Operations

External auditors have completed an independent audit of our financial statements

Our Prudential Compliance has been maintained

Our Aged Care Standards and Accreditation Agency Ltd Certificate is valid until June 2018

WorkCover rate (2017/18 industry rate 2.636%) **2.14%** **2.06%**
(our WorkCover rate for 2017/18 is 18.75% better than industry average)

A complete set of financials including notes, statement from the members and independent audit report is available from our website macs.org.au.

A hard copy is available on request. Please contact our office on 03 5279 6800 during business hours.

*Growing up
is optional...*



MACS
100 Weddell Road
Geelong North VIC 3215
+61 3 5279 6800
macs.org.au