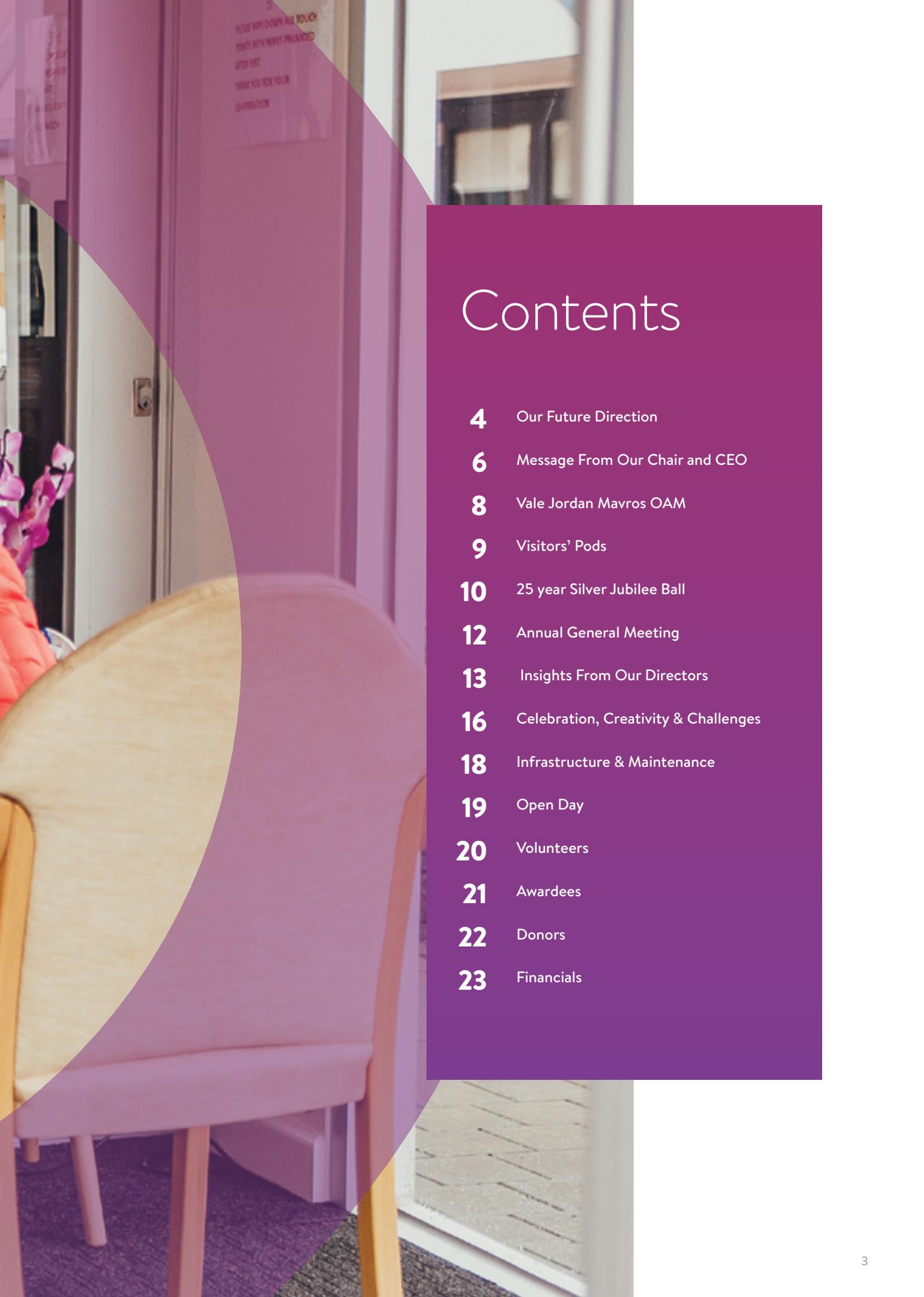


Annual Report  
**2019-2020**



Diversity in  
Aged Care



The background of the page is a photograph of an interior space. In the foreground, the back of a yellow upholstered chair is visible. To the left, there is a pink floral arrangement. In the background, a white door is partially open, and a sign is posted on the wall. The sign reads: "PLEASE Wipe DOWN ALL TOUCH POINTS WITH WIPES PROVIDED AFTER VISIT. THANK YOU FOR YOUR CONTRIBUTION". The overall lighting is bright and clean.

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# Our Future Direction

## Our Vision

Culturally diverse individuals living life to the full

## Our Purpose

MACS is dedicated to excellence in aged care

## Our Values & Guiding Principles

Diversity	Dignity	Integrity	Respect	Empowerment
<p>We are inclusive and welcoming of different cultures, languages, traditions and religions.</p> <p>We understand, accept and embrace differences.</p> <p>From diversity we build happy communities for clients and staff.</p>	<p>We are sensitive to the problems, frailties, needs and preferences of our clients.</p> <p>We are resolute in our efforts to preserve their self-esteem and sense of self-worth.</p> <p>We do all we can to enable clients to lead the life they wish, regardless of their circumstances.</p>	<p>We are fair, impartial, honest and genuine. We always do the right thing.</p> <p>We work professionally and apply the highest standards to achieve the best outcome for clients, their families and their friends.</p>	<p>We hold people in high regard and are considerate of everyone's unique qualities.</p> <p>We appreciate people for who they are as well as who they once were.</p> <p>We acknowledge that our clients have lived long lives packed with experiences that deserve our recognition.</p>	<p>We enable clients to have a say in their circumstances and we encourage them and their families to speak up for what they want.</p> <p>We listen to the ideas of our staff and trust them to deliver on their accountabilities.</p> <p>We encourage all staff to participate in decision making and welcome their input into our work practices and policies.</p>

## Our Goals

In 2019 the Board set four goals to pursue our Vision, deliver on our Purpose and live our Values and guiding principles:

- > **GOAL 1:** To grow the scope, quality and culture of care in our services
- > **GOAL 2:** To innovate our care systems, our business systems and our technology
- > **GOAL 3:** To connect strongly with our clients and their families, our potential clients and the broader community
- > **GOAL 4:** To continue to develop staff and volunteers, and strengthen MACS capabilities and culture

Since February 2020 and the rapidly changing circumstances associated with working in a pandemic environment, we have endeavoured not to lose sight of these strategic goals. In fact, our approach has enhanced the opportunity to improve the quality and culture of MACS services. We have innovated and implemented technologies that were previously not thought possible. We continue to develop new measures to ensure families and consumers of our services remain connected. We have implemented a change-management process to develop and strengthen our staff. Importantly, we are sending a clear message to our staff that they are valued and supported. Our focus continues to be on caring for our residents and home care consumers during this extraordinary time.



# A message from Chair **Spiro Fatouros** & CEO **Joy Leggo**



**There is no doubt that we are living in the strangest of times. As a community, our most important message right now is that we at MACS continue to be connected and true to our Vision, Purpose and Values.**

It's really been a rollercoaster year of celebration, creativity and challenge. We celebrated 25 years of service to the MACS family of residents, home care consumers and their families. There was much joy and pride in looking back on all we have achieved together. There was also immense sadness at the passing of our first Life Governor, Jordan Mavros OAM.

Every year brings its own special kind of challenge, and this year was no different. The Royal Commission into Aged Care Quality and Safety tabled its interim report to the Australian

Parliament in October 2019. This report exposed many of the issues that have plagued the aged care system for a long time. It has certainly challenged all aged care providers to review and reflect deeply on what changes are needed to ensure that residents, home care consumers and their families are kept at the centre of aged care.

At MACS we are playing our part by making sure we identify any risks early on and conduct due diligence in all areas on a continuing basis. In addition to supporting staff professional development and training, we have also identified appropriate training to support our Board members, who continue to build on their knowledge and understanding of the complex industry of aged care. This is helping to ensure our decision-making remains rigorous and well-informed.



Our dedicated staff have continued to demonstrate their commitment to keeping MACS residents and home care consumers (and each other) safe and happy, and for that we are all immensely grateful. Our response to the COVID-19 pandemic shows how well we have all come together as a team and as a community, united and stronger than ever. There will no doubt be changes into the future – there always are – and we are ready to face them together.

One thing that has not changed at MACS is what we call the ‘MACS vibe’. This warm and welcoming atmosphere is only possible because we are living our values and those values are at the core of everything we do here – from caring for residents and home care consumers to communicating with families and the broader community, to the way we care for staff, as well as our grounds and buildings. The development of the Visitors’ Pods is a wonderful example of the values we share at MACS, and how we all strive to maintain the human connectedness that is at the heart of everything we do.

Although we continue to do very well on all measures at MACS, we are not content to rest on our laurels. We see the focus of the Royal Commission and the challenges presented by the COVID-19 pandemic as opportunities to explore how we can do even better to serve the MACS family. We have raised our profile and now have a stronger voice for aged care, and we’re working hard to ensure that the positive side of aged care is also highlighted. Importantly, we want to make sure we convey that it is possible to have a good quality of life in aged care and to showcase the success stories of our MACS residents and home care consumers.

A good measure of success and sustainability is our ability to be nimble and adaptable as an organisation. At MACS we listen to our residents, home care consumers, families, staff and volunteers, and continuously look for opportunities to improve and to grow. This will help us ensure the viability of MACS into the future, without losing sight of who we are as a community.

To that end, we are open to feedback – compliments and constructive criticism – that enable us to explore new opportunities to enhance the multicultural aged care experience in Geelong. And to remain proactive, as we always are.

Currently we are operating at 99 per cent occupancy and there has been significant growth in home care package numbers. This indicates how well we are travelling overall. There is a waiting list of people who want to join us. Moving into aged care, even one as good as MACS, is not an easy or light decision to make. Many families are having to make decisions on behalf of a loved one. We are strongly aware that these families entrust us with the care of their loved ones, and we will strive to honour that trust at all times.

We would like to acknowledge the significant contribution of our Board of Directors over the past year. There is a huge responsibility that comes with being a director, and we have been fortunate that the directors have continued to be strong and united in their decision-making; strategically and financially highly focused yet never losing sight of the MACS values. We also extend a warm thank you to our dedicated staff and volunteers, who have really worked so hard to deliver a successful year for MACS.





# Vale

## Jordan Mavros

### OAM

We were deeply saddened by the passing of one of our first and finest members of MACS, Jordan Mavros OAM, in August 2019.

Jordan was a founding Director of MACS from 1994, and as Chair of the Board for 8 years he guided MACS through a significant period of growth. Jordan's deep commitment to social justice shone through in the strength and passion of his advocacy for migrant communities in Geelong, and especially in his advocacy for the establishment of MACS. We are profoundly grateful for his contribution, which came with the loving support of his wife, Lina, and their three children, Elias, Helen and Julia.

In 2016, Jordan's service to MACS was recognised with the award of Life Governor, the first and only awarded to date. Jordan also contributed to other areas of community life, including two decades at the Geelong Migrant Resource Centre, including as Chief Executive Officer, and more broadly as a Justice of the Peace and inaugural Chair of the Board of Give Where You Live Foundation, where he was made a Life Member in 2016.

Jordan was well known as a kind, compassionate and strong leader. He was also a friend and a mentor to many in the community, including senior members of community organisations and boards in the Geelong region. He was deeply committed to his Greek heritage and served the Geelong Greek community for many years.

In 2014, Jordan wrote the book, *To look after those who could not look after themselves: A history of Multicultural Aged Care Services Geelong Inc. (MACS) 1994-2014*, highlighting the difference that MACS has made in Geelong and to the community at large. True to the kind of man he was, Jordan dedicated it to 'first generation Post-War II migrants, whose settlement in Geelong has been a vindication of human resilience, strength and endeavour'.

Jordan is remembered fondly as a most passionate and generous member of our community at MACS, and it was a privilege to have had him as one of us. His life was a reflection of the MACS vision of culturally diverse individuals living life to the full.



# Two peas in a (Visitors’) Pod

**In response to the COVID-19 pandemic, the MACS team designed and created two innovative ‘MACS Visitors’ Pods’ by converting a verandah space at Bella Chara and moving a shipping container on site in the Piazza.**

Through the smart use of glass screens and other safety protocols, the Visitors’ Pods provide a safe and welcoming space for relatives to visit loved ones and chat with them face-to-face. From a design conceived and delivered in less than a month, the Visitors’ Pods were constructed and fitted out by a Geelong business and, according to MACS CEO, Joy Leggo, it is a “roaring success!”

“When the first Visitors’ Pod opened in late April, families and loved ones of our residents began booking visits seven days a week. We immediately worked on creating a second Visitors’ Pod in the Piazza. Both have been in such high demand and it is so lovely to see.

“We wanted to keep that human connection between our residents and families,” Joy says. “To be able to visit, see their loved ones and to know that they are well and happy is really comforting for families. It gives them confidence that their loved ones are being well cared for at MACS.”



The Visitors’ Pods are decked out to give a warm and cosy feel to the space, with sofa chairs, pictures on the wall and soft, carpeted floors. They are also equipped with a hearing loop and are wheelchair friendly, making them truly accessible.

“There has never been a more critical time to be innovative, and for this to be completed in such a short period of time during the lock down demonstrates just how proactive we have been in meeting the needs of our aged care residents and their families, while protecting the most vulnerable,” adds Joy.

The Visitors’ Pods have been an international sensation. The City of Greater Geelong approached MACS to participate in a worldwide UNESCO City of Design event, exploring the role of design in responding to crisis and keeping people and communities connected. The story has been covered in local, national and international news and has had over 1.3 million views on social media platforms to date.





## Silver Jubilee Ball

**In October we celebrated 25 years of service to the community with a lively, colourful and fun Silver Jubilee Ball. This gala event concluded a year of celebration of the MACS journey.**

The dress theme of national costume set the scene for an unforgettable evening. More than 200 residents, home care consumers, families, staff, volunteers, board members (past and present) and supporters attended. Those who wore their national costumes did so with pride in their heritage, and we all loved watching the traditional dances.

Dancing was the order of the evening, with much laughter and enjoyment as the music wafted across the tables and the dance floor. Cover band Test Pilot Molly entertained us with toe-tapping tunes, from Elvis to John Farnham.

A highlight was the 'dance-off', won by Director Deanne Firth's partner, Andrew Pell. Juanita Diblasi, Mindful Moves facilitator, won best national costume. Another highlight was the cutting of the cake by our Patron, Frank Costa AM, and past chairs of the board. Best of all was to see the glow of enjoyment on the faces of our residents. A few tears were shed as we watched a poignant video of MACS first 25 years.

We had invited politicians, businesspeople, past board members, families and supporters to come and celebrate with us. These were the people who were part of the early creation of MACS, who 30 years ago identified the need for a migrant-specific aged-care facility and helped to bring it to fruition. We were thrilled that so many were able to attend, and many expressed the pride they felt as they walked in and saw how far MACS has come.

Directors Gael Perry and Gerald De Stefano reminisced about the smoking ceremony conducted by Wathaurong Aboriginal Co-op at Borrela House when MACS first opened, and then to see the enjoyment and celebration here, 25 years later:

'We felt so proud, and at the same time humbled, to see what we had all achieved together, as a community. We all love being part of the family and culture of MACS.'





# Annual General Meeting

**You would think there's not much to say about an AGM – meetings are usually not that exciting! But at MACS we always have much to report and so much to celebrate.**

One of our business priorities is growth and expansion, and we are pleased to have been able to construct two additional residential care beds.

Quality care of residents and home care consumers is at the very heart of our operations at MACS, and staff are critical to our success. Each year at the AGM we recognise the exceptional contributions of individuals who demonstrate the MACS values on a day-to-day basis and excel in what they do. The 2019 overall winner of the Making a Difference (MAD) Awards was Monika Zsebe. The MACS Well-being Bus Program would not be the same without Monika's organisational skills, energy and friendly disposition. Monika has made the program successful and enjoyable for all involved, and we congratulate her on this wonderful achievement.

We also congratulate and thank all staff and volunteers for their dedication and commitment to MACS. Badges for years of service were awarded to 37 members of staff and five volunteers. Ten staff members were awarded accredited training certificates. Recipients of this year's awards are listed on page 21.



At MACS there is no single way we measure success. It's a combination of financial success, improved facilities and amenity, how well we look after residents and staff, and how we maintain our good reputation in the community. On these measures we have done exceptionally well over the past year, particularly under extremely tough and extraordinary circumstances.

# The Value of Human Connection

## Insights from Our Directors



### What makes up the culture of MACS?

*Spiro Fatouros*

'Culture' does not simply mean that MACS has a diverse group of residents, home care consumers, staff and volunteers representing over 60 different nationalities. It is much deeper than that: it is how we interact with each other, how we live our values of diversity, dignity, integrity, respect and empowerment. It is the manner in which all are welcome at MACS, the hum of conversation each and every day in a myriad of languages, the food served, the activities undertaken, the tolerance and acceptance displayed between all individuals. As Directors, it is the manner in which we lead the organisation, with an ethos of openness and transparency, commitment and strategic focus, even in the most difficult of times. The culture of MACS is one of living and breathing our vision, our purpose and our values, each and every day.



### How have you seen MACS embrace innovation and creativity during the pandemic?

*Gillian Costa*

The year has been incredibly challenging, with the findings of the Royal Commission casting a shadow over aged care, and then added to that the effects of the COVID-19 pandemic. But we are grateful to have had such a strong and proactive leadership team in place. While the necessary response to avoiding the spread of COVID-19 has been challenging for many, MACS has been an industry leader, providing a shining example through innovations such as the Visitors' Pods. Beautifully decked out and made to cater for all, these pods have become so important in helping to keep us all connected. MACS has a culture of creative thinking and this is evidenced in every aspect of the place. Residents, home care consumers, family representatives, staff and volunteers: between us we continue to find a way, together no matter what lies ahead.



### What has been one positive that has come out of the COVID-19 pandemic for MACS?

*Deanne Firth*

It has been a really positive experience to see the MACS leadership and staff work so well and work so thoroughly together to ensure the safety of residents. The Visitors' Pod idea and implementation was one such demonstration of innovation and thinking 'outside the square' with a heart of caring for people. Seeing family and residents' faces as they walked into the pod brought tears to my eyes. There have been many changes and a lot of extra work has gone into preparation of these pods, and it was great to see the teamwork and ability to adapt to change. I want to thank the leadership and staff for everything they have done this year. I have seen for myself all the extra work you have done, and I can't say enough how much it is appreciated.





**Aside from the pandemic (yes, there was life before COVID-19!) what challenges has MACS had to overcome during your time?**

*Gerald De Stefano*

MACS has faced many challenges over the years, starting with our establishment some 26 years ago. A united, whole-of-community spirit has enabled the dream to be realised. Over the years, a cohesive MACS Board and management team has continued to openly embrace challenges, with regular growth and expansion – Mary Costa House, Bella Chara, Annie O’Malley House, Gerda’s House and our fabulous Chapel and Piazza, to name a few. These projects have been cohesively managed with a single focus, that being to overcome the biggest challenge of all... How do we continue to provide the best quality clinical care and support to our residents, consumers, their families and loved ones? With these objectives in mind, the regulatory, financial, personnel and loads of other day-to-day challenges seem to be so much more manageable.



**Reflecting on celebrating 25 years of MACS, what do you see as our biggest achievement?**

*Gael Perry*

Over the past 25 years, MACS has had many stages of material development, from just one building to the enveloping complex that it is today. From the hearts and minds of visionary migrant community members, MACS has set a benchmark for multicultural aged care facilities all over the world. There have been many achievements over the years, but for me the best is maintaining the feeling that MACS is a family. Everybody associated with the organisation has this special feeling and understanding that MACS is not just an aged care facility but a family home for all who choose us. Every resident, home care consumer, staff member and volunteer is valued and respected for who they are and what they contribute to the MACS family. To build up this feeling and maintain it for such a long period of time is certainly a wonderful achievement.



**Thinking about the value of human connection, what does this mean to you during COVID-19?**

*Zoe McCubbery*

Distilling life into its purest form, it is the human connection that I value most. The meaningful exchanges and moments between people – love, friendship, care, sharing a laugh or a smile (even from behind a face mask!). I think the silver lining of the COVID-19 pandemic is the way we are reminded to see and hear one another as people first rather than as ‘an old person’ or ‘a politician’ or ‘a newsreader’. The human connection is what inspires us at MACS to strive for the very best for each and every MACS family member while we keep each other safe, happy and in good health.



**Are there any key MACS moments that stand out for you from the past year?**

*Tess Aberline*

We celebrated another wonderful year at MACS with our AGM and staff presentations in the Piazza on a beautiful sunny day. This was an especially special day for me as I was able to bring along MACS first baby director, Noah, who was just six weeks old! In November, we celebrated 25 years of MACS with a fabulous dinner dance, where staff wore their stunning national costumes. We reminisced about the past 25 years of MACS, shared in a touching tribute to the late Jordan Mavros and danced the night away! While 2020 has been a challenge, it has been heart-warming to witness the MACS family respond compassionately. They did so while the bushfires raged, raising funds to support an aged care provider in Mallacoota. It has also been a joy seeing the vision of the Visitors’ Pods come to life to keep our residents and their families connected and safe.



### **What sets MACS apart from other aged care providers?**

*Garry Kovacs*

In aged care there is an expectation that a provider will have appropriately trained staff. That the facility will meet certain standards. And that care levels will also meet government approved minimum standards. At MACS we do far more than exceed these standards, far more than ensuring our residents and consumers are well fed, well dressed and well groomed. We deliver a customised model of care that is right for each individual's unique needs.

When I first joined the Board of MACS I was greeted by our Chair welcoming me to the 'MACS family'. For our family, we all do that little bit extra to give them the very best. This 'little bit extra' doesn't just happen. It involves careful planning, resourcing, time and effort, and all aligned with MACS core values. What sets us apart from other aged care providers is our understanding that the more preparation we put into each experience, the better the outcome for the resident or consumer, their family, our staff and our community.



### **Welcome to the MACS family! What attracted you to become a Director of MACS?**

*Peter Birkett*

I am the Chief Executive Officer at Hesse Rural Health, located to the west of Geelong. Recently my organisation has been recognised as a leader in aged residential care, having created an innovative dementia-care facility that is widely acknowledged at state, national and international levels. My background is in both business and nursing, and I have held a Board role with Maryville Aged Care in Geelong for 10 years. I am committed to service excellence in the provision of care to aged people, very much focused on compassion and person-centredness. I believe that the leadership of MACS shares these values, as demonstrated by its long-term vision and strategy. This has the potential to influence the delivery of high-quality care experiences, and I am delighted to be welcomed into the arms of the MACS family.



‘

...going that extra mile to ensure they keep up their spirits at a difficult time.



# Celebration, Creativity & Challenges

**It's fair to say that we are living in an extraordinary time, and into the future there will be so much to look back on when we remember the past year.**

For many, the last few months of 2019 have paled into insignificance in the wake of the global pandemic of 2020. Luba, our Director of Care, Karin, Home Services Manager, and Gwen, Manager of Bella Chara, reflect on what an extraordinary year it has been:

“When we started the new year we had much to celebrate and be thankful for.”

“Staff, volunteers and management have been challenged to maintain the wellbeing of residents and home care consumers, as always, while going that extra mile to ensure they keep up their spirits at a difficult time,” says Luba.

Gwen agrees: “Creative ideas can really inject a bit of fun into the day – such as the popular bus trips with bonus ice cream!”

Through the year, residents were kept entertained with some well-known visitors, including Barney Rubble and Where's Wally? (Cue much laughter and frivolity!)

Home Services created a consumer Book of Wisdom to showcase our special activities, such as tips for growing flowers and vegetables, baking cakes and hobbies started in later life. Photos and stories are published in the monthly MACS newsletter to help us to capture and share the wonderful stories and memories of residents/consumers.

Christmas at MACS is the most wonderful time of the year, with most of December consumed with excited preparations and many different functions, including the traditional European Christmas Eve supper and the nostalgia of Christmas carols sung in different languages.

We celebrated Trijintje (Trudie's) 100th birthday and two 90th birthdays, as well as many other significant milestones. The births of great-grandchildren were wonderful highlights that kept residents and home care consumers connected with their families.



Guided by sound organisational values and strong leadership, we have built a solid, compassionate workforce that is responsive and adaptable to change. Relationships are critical to our mental and emotional wellbeing, and it has made a tremendous difference for staff to be able to support each other. Relationships between staff, residents and home care consumers have also been strengthened, especially with many families from Melbourne and further afield being unable to visit.

Aged care is a challenging industry to work in at the best of times, and talented, dedicated staff are needed to overcome this. At MACS and for us as leaders in the industry, we are fortunate to have people dedicated to our values of diversity, dignity, integrity, respect and empowerment.



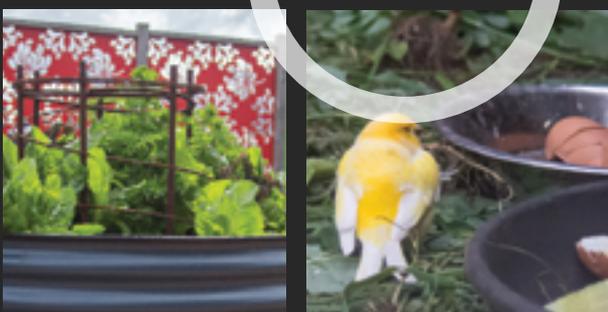
# Infrastructure & Maintenance

## Borrela House

An exciting change is coming to Borrela House!

At the suggestion of the residents, a welcome extension of the dining room will provide additional space and ease of movement for residents using walking aids. In addition to providing more space, there will also be an abundance of natural light – a wonderful opportunity to soak up all that vitamin D!

The extension will provide an improved dining experience for residents. At MACS, mealtimes are important opportunities for people to spend time with their friends, to break bread, enjoy a glass of wine and share social experiences. While residents are not restricted to single portions (they can enjoy second helpings if they wish), it's important for staff to be able to monitor residents' nutritional intake in a non-clinical way. The new dining room will provide a homely experience while optimising health and well-being.



## Roslyn Road Purchase

The recent purchase by MACS of a property in Roslyn Road, Highton represents a strategic opportunity for future expansion and diversification.

While we have not yet locked in a specific use for the property, the existing dwelling and accompanying 2 acres of land has great potential. For example, it could be developed into a new, state-of-the-art aged care and retirement village to meet the needs of the community both locally and regionally. Or it could be used to expand existing MACS services, or to diversify services into other areas of need. Currently it has potential to provide up to five bedrooms to accommodate staff as needed during the COVID-19 period.

## Technology & Maintenance

At MACS we take pride in our ability to remain abreast of new technologies and ways to improve our operations.

In particular, we are keen to reduce our environmental footprint. One way we do that is by harvesting solar energy to meet all our energy needs. Another is our greening program, which has implemented the use of a machine to create compost from all food waste from the main kitchen and serveries. The end results can be seen in the beautiful landscaped gardens enjoyed by staff, residents and home care consumers alike.

There's a saying that growing a tomato gives people a greater sense of power than money and status combined, and that is certainly evident at MACS. We have a designated gardener, a band of volunteers who assist residents to create their own gardening patches. Our resident gardeners happily share their produce with the kitchen and with staff. It gives them a sense of purpose and the ability to contribute in a satisfying way.

# A Blooming Good Time at **MACS**



**On a beautiful crisp day with blue skies on Sunday 22 September 2019, MACS opened its doors for a Spring Open Day to showcase everything we have on offer and give insight to anyone curious about what life would be like being a part of the MACS family.**

Visitors were not disappointed. They arrived to a festive atmosphere in the Piazza, the hub for the day's activities. It was alive with sounds, sights, signs and tempting cooking aromas. Food vendors were set up in the Piazza and kept very busy throughout the day, cooking everything from delicious wood-fired pizzas to spicy Mexican street food and sweet Dutch poffertjes. Residents joined in all the fun, and as well as being MACS greatest ambassadors, loved sampling all the different international food on offer.

The wonderfully talented and colourful Stiletto Sisters roamed around, singing and entertaining visitors and residents in a carnival atmosphere, causing lots of toe-tapping, dancing and laughter. The boutique was open and visitors didn't waste

any time checking out all the bargains, along with our volunteers' art and craft stall, which was jampacked with gorgeous hand-made items.

Our tri bikes were on hand, and there was a queue of people waiting to take their turn for a spin. Thanks to our volunteer pilots from Cycling Geelong for making it such a fun activity for all the participants – the smiles on their faces said it all.

Information booths were set up for visitors wanting to know about our various services, including Home Services, and were given show bags filled with information to take home.

Senior staff were kept very busy, taking a total of 88 interested visitors on tours every half an hour around the entire facility and, despite not even having a spare minute for a break, were delighted to hear so many compliments from people about MACS. Several people commented that they had lived in Geelong all their lives and didn't know that MACS existed, and how impressed they were with the warm and welcoming feel of the place and all the fabulous amenities. Well, the secret is out now!





# Volunteers

**Our wonderful volunteers are part of the life blood of MACS – we wouldn't be who we are without them.**

Over the past year our volunteer numbers have grown tremendously, with up to 71 volunteers from more than 22 nationalities contributing their time and energies to supporting MACS. At 10,624 hours we were on track to surpass 2018–2019's volunteer hours of 13,432. The highest volunteering months were October and November, with 1612 hours given by our volunteers. Due to concerns about COVID-19, our volunteer service had to be put on hold in March 2020.

When Illaria, our Volunteer Liaison Officer, went on maternity leave in March, Maryam (Nina) took on the role of Acting Volunteer Liaison Officer. When Nina was volunteering with us she worked with the residents in the Artist in Residence program.

Our volunteers donate their time and energies to a wide range of activities at MACS. Some look after the café – where we never underestimate the value of a good coffee! In the boutique, others engage our residents and home care consumers who come to browse through the clothing racks and knick-knacks.

The Piazza is a lovely cosmopolitan space that gives the 'feel' of going down the street to enjoy a cuppa and a chat with a friend, to do a spot of shopping or just to get out and about during the day. Volunteers help to create this atmosphere and support for residents, especially those who have few visitors.

Volunteers maintain our magnificent gardens, which are so very much admired by the MACS family as well as visitors and supporters. They assist with administrative duties, deliver mail, help residents with their meals and provide personalised support to enhance their quality of life. Volunteers coordinate cultural communities, such as the Croatian, Italian and Ukrainian groups, and assist with the choir. Our volunteers raised \$6205.50 to support our 2019 Annual Giving project.

MACS volunteers do much more than provide valuable practical support. They offer friendship and emotional support as well. They are a delight to witness as they sit around a table, enjoying a biscotti and a laugh, and generally contributing to the vibrant and welcoming spirit of MACS.

We know our residents and home care consumers enjoy the company of our volunteers a great deal, and in turn the volunteers enjoy coming to MACS and being part of the team. We extend our warm and grateful thanks to all the volunteers.

# Congratulations and Thank You to Staff and Volunteers

for their dedication and commitment to MACS.

## Staff

### 25 Years of Service Awards

Joy Leggo  
Ljiljana Jankovski  
Lisa Lombardo

### 20 Years of Service Awards

Rosa Law  
Gwen Mackie

### 15 Years of Service Awards

Marija Balint  
Luzidel Carag  
Karoline Cvetkovski  
Lembe Heyne  
Pawel Jablonski  
Susanna Longo  
David Lowe  
Duangjit Lunt  
Maria Mitchell  
Lida Nedeski  
Danuta Olechnowicz  
Luba Pryslak  
Ursula Renic  
Domenica Sciotto  
Gayle Stuart  
Serena Toth  
Cornelia Van Wynen

### 10 Years of Service Awards

Catriona Ainsworth  
Milijana Arsenijevic  
Nancy Buckley  
Kym Cartledge  
Terena Ditcham  
Helen Flanagan  
Katherine Gardiner  
Adnana Hiusseinova  
Renate Kern  
Leanne Lang  
Hong Lao  
Sophia Medelis  
Isabella S-Leonard  
Renee Turner  
Rhonda Turner

## Volunteers

### 25 Years of Service Awards

Norma Kos  
Sue O'Donoghue  
Maureen Van Andel

### 15 Years of Service Awards

Anthona Henderson

### 10 Years of Service Awards

Silvia Spitale

Congratulations to staff who undertook formal training, for their efforts and dedication in completing their studies.

### Staff Accredited Training Certificates

Mevlida Ademovic  
Phillip Drummond  
Julia Dupnak  
Alexandra Ferendinos  
Vesna Geaboc

Sania Jameel  
Gloria Longo-Bagshaw  
Johara Nevin  
Yuani Ni Made  
Ursula Renic

# Donors

## For Financial Year 2019-2020

### Individuals

Ms S Adams  
Ms C Ainsworth  
Mr N Augerinos  
Ms M Babaniaris  
Mr G Ballas  
Mr S Bobbera  
Ms A Bowden  
Ms M Brenner  
Mrs J Burzynski  
Mrs I Carini  
Ms C Conder  
Mrs G Costa  
Mr F Costa  
Ms D Costa  
Mrs J Crittenden  
Mrs M Crittenden  
Mrs D Crowl  
Mrs V D'Amato  
Mrs M Davison  
Mr N De Stefano  
Ms A Donald  
Ms Evsukot  
Mr A Fairchild  
Mrs L Fantella  
Mr G Fantini  
Mrs Fatoue  
Mr H Fickers  
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Mr R Fraser  
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Mrs E Gregorio  
Mrs M Hamilton  
Ms L Hankin  
Ms M Harris  
Mr J Hoekstra  
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Ms M Humphrey  
Mrs M Ioannidis  
Ms L Jankovski  
Mr B Konstandinopoulos  
Mr D Kozijevic  
Ms D Kyriacou

Mrs J Leggo  
Mr F Lehpamer  
Mr S Levakis  
Ms Z Lunic  
Mr B Macula  
Ms M Malakellis  
Ms L Mantzaris  
Mr P Mantzaris  
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Ms C McKenzie  
Mrs E McKinlay  
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Mr T Occhibove  
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Mrs D Olechnowicz  
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Mrs J Pedri  
Mrs H Phipps  
Ms L Pryslak  
Mr P Roper  
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Ms A Schoning  
Mrs E Schroder  
Mrs K Semianiw  
Mrs G Shrimpton  
Mr M Simjanov  
Mr W Stansfield  
S Stavros  
Mrs A Stawiski  
Ms V Szakiel  
Ms A Taylor  
Mrs F Tepper  
Mr E Thompson  
Dr B Trifletti  
Ms D Veprek-Pawluk  
Mrs A Verderame  
Mr S Verikios  
Mrs B Waller  
Mrs R West  
Mrs M Winiecki  
Mr G Zauner

19 anonymous donors

### Families

Balasopoulos family  
Divitaris family  
Gnjec family  
Ivanoski family  
Karandasios family  
Marinelis family  
Mokka family  
Noorderbroek family  
Paptas family  
Polorotoff family  
Skoutas family  
Srbinovski family  
Vurli family

### Organisations

Diversitat  
Geelong Dutch Club Inc  
MCG Signs

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



**MULTICULTURAL AGED CARE SERVICES GEELONG INC.**  
**ABN 81 567 107 023**  
**FACTS ABOUT FINANCE AND PERFORMANCE FOR YEAR ENDED 30 JUNE 2020**

**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 purpose. 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	2020	2019
Board	13	13
Finance & Audit	7	8
Foundation	0	0
Governance	4	4
Quality, Risk and Compliance (formerly Risk & Compliance)	4	4
Community Engagement Forum (formerly Quality)	4	4
Elder Rights	3	3

**Our people**

Employees

Head count (permanent & casual staff)	216	217
Effective full time equivalent	114.6	116.9

Volunteers

Head count	71	61
Volunteer hours (not including directors)	10,624	13,432
Nationalities and cultures represented across the organisation	66	66

**Our financial position**

Total Assets	43,844,949	38,364,781
Total Liabilities	29,999,685	25,177,663
Net Assets	<u>13,845,264</u>	<u>13,187,118</u>
Refundable Accommodation Deposits and Accommodation bonds held (included in liabilities above)	22,339,021	18,002,935
Net Result	<u>659,605</u>	<u>808,335</u>

**Our key performance indicators**

Occupancy

Residential Bed Days	36,832	36,245
Home Care Community Packages Care days	68,143	52,719
Supported Residential Bed Days (Bella Chara)	20,922	19,616

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 till June 2021		
WorkCover 2020/21 industry rate is 2.71%	3.04%	2.33%

A complete set of financials including notes, statement from the members and independent audit report is available from our website: [macs.org.au](http://macs.org.au).  
A hard copy is available on request. Please contact our office on 03 5279 6800 during business hours.



**MACS**

100 Weddell Road  
Geelong North VIC 3215

1300 622 778

5279 6800

[macs.org.au](http://macs.org.au)

ABN 81 567 107 023