



Diversity in
Aged Care

Annual Report 20/21



Aspire, **Change**, Achieve.

Vision

Culturally diverse individuals living life to the full.

Purpose

MACS is dedicated to providing excellence in aged care.

Values

- Diversity
- Dignity
- Integrity
- Respect
- Empowerment





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

As I reflect on the last twelve months at MACS and the work that we do, I can't help but acknowledge what an extraordinary year it has been. I have no doubt that in every Annual Report that is being written for this financial year the pandemic will feature; the impact it has had on its people as well as its bottom line financially.

MACS is no different and our decision to merge with our like-minded counter-part Diversitat, kept directors and staff extremely busy. It has been a privilege to lead such a dedicated group of directors, staff and volunteers throughout this challenging year.

Details of the merger are contained on page 7 of this report.

In our report last year, we focussed on our 25 years of service to the community, celebrating all that is good about MACS and what it means for our residents and consumers. We participated in the Royal Commission into Aged Care Quality and Safety, were saddened with the interim report findings, but remained determined to present the positive side of Aged Care and what good quality care meant to the broader community. With the final report being released in March this year, I note that there were three critical/standout findings from the Commission that the Government needed to address:

1. Much of what the report commented on was the chronic underfunding of the sector over a long period of time. Directors see this as critical and fundamental to many of the proposed reforms – employing more staff, paying them better, more home care packages, increased funding for residential care. It is a well-known fact that as a nation we spend significantly less on aged care as a percentage of GDP (around 1.2 per cent) versus the OECD average of 2.5 per cent.

It was therefore pleasing to see a boost in funding of \$452 million as a starting point towards financial reform and that MACS overall returned a surplus of \$291,543 for the year under difficult circumstances, given that COVID expenses alone are costing approximately \$50,000 per month. A very skilled Finance and Audit Committee oversee this complex area of our work.





2. The older person must be at the centre of reforms - from human rights-based legislation, employing more staff and supporting more to live in their own homes. Here at MACS we have always seen this as a priority. Our Board Elder Rights and Wellbeing Committee, alongside our Community Engagement Forums have a specific focus on ensuring this is always the case at MACS.
3. The Royal Commission also highlighted significant failures in care resulting in harm to older Australians. While they are multifactorial, they are also unacceptable and as a sector we must do all we can to ensure they are not repeated. Again, MACS is very proactive in this space ensuring that the clinical and quality of care delivered to our residents and consumers is closely monitored and benchmarked through the work of the Board's Quality Risk and Compliance Committee.

I am indeed fortunate to have skilled based directors that bring to the board table their expertise and passion for the work of MACS and I thank them for all they have given to the organisation over the past 12 months.

Whilst Directors focus on strategic directions, it is the staff and volunteers that bring this to life. Our Leadership Team has been exemplary in the manner in which they have risen to keep our residents and consumers safe and engaged during the pandemic, the positive approach they have taken to the merger and their pro-active response to the reforms being introduced to the sector from the Royal Commission. They have led their staff with a sense of humanity and kindness which has been a privilege to observe. To our staff and volunteers, you are the DNA of MACS, whilst directors direct, you make the values of MACS 'Diversity, Dignity, Integrity, Respect and Empowerment' come to life and that is acknowledged with great appreciation.

The 2021/2022 year is one of significant change as the merger gathers pace and two very service delivery focussed organisations become one. The new entity will provide a breadth of services to the community including; Residential Aged Care, Settlement Services, Community Programs, Aged Support Services, Youth Services, Training and Education, Arts and Events and Social Enterprises.

I have been honoured to lead this community focussed board for the past twelve months and look forward to what is a bright future for not only MACS, but Diversitat as well.

Spiro Fatouros
Chair

Postscript from the CEO

I echo the sentiments that the Chair has written, and would just like to add that it has been an amazing journey for me being the CEO of MACS since its inception in May 1994. On 3 May 2021 I commenced as the inaugural CEO of the new entity Multicultural Community Services Geelong Inc. (MCSG). Whilst still remaining CEO of MACS and now also Diversitat, until all of its assets are moved in to the new entity.

There was certainly a sadness of relocating from the MACS site to the new corporate offices. MACS and all it means and has done for its community since inception will remain a very special part of my professional career. However, what a bright and exciting future our new entity has and once again how fortunate I am to be able to lead and enhance the services MCSG can offer to our community.

I would like to acknowledge the contribution of Karin Bauer, Home Services Manager who left us in March 2021 for her significant contribution to MACS in establishing our Home Services Program. To everyone involved with MACS you all deserve gold stars for the passion you bring to make MACS the special place that it is.

Joy Leggo
CEO





Vale Frank Costa OAM

There have been thousands of words written about Frank since he sadly passed away on 2 May 2021. With my deepest respect, I would like to add a few more to acknowledge the unique characteristics of this special man and his relationship with MACS.

When I first commenced as MACS CEO in 1994, of what was then known as the Geelong Multicultural Hostel Inc, Frank was the Chair of the Fundraising Committee, raising over \$700,000 to establish the first Geelong aged care facility to focus on the cultural and linguistic needs of ageing migrants.

From my first meeting with Frank, we clicked. Over the following years there was always an easiness of chatting, a sense that Frank was totally focussed on what I was saying, a light mentoring hand, a deep interest in the work we were doing, the challenges we were facing and the never-ending encouragement to keep going, growing and to stay true to MACS Values.

Our friendship continued for the rest of Frank's life, with his last major function being part of MACS 25-year celebrations.

It was an easy decision for directors to formally install Frank as MACS Patron on 19 May 2003, recognising his long standing, continuous commitment and interest in the fortunes of MACS since June 1993.

Frank made many visits to MACS as we grew, the last one being when he and his wife Shirley came out to sit in the piazza, enjoy a barista made coffee from Stella's Café and listen to the music playing in this special place that he had helped create.

Frank's philanthropic contribution is acknowledged with Mary Costa House and Annie O'Malley House carrying the beloved names of two mothers who were so special in the lives of Frank and Shirley.

His belief in the importance to give back to one's community has been passed on to his daughter Gillian, a current MACS Director.

A man of stature, kindness, deep love of his family and community, he will always be a significant part of the fabric of MACS and its history.

Joy Leggo

CEO

Merger



In February 2020, the Boards of MACS and Diversitat commenced discussions around the possibility of the two organisations joining to create one entity that would represent the collective voice of the multicultural communities of Geelong.

Initially work was undertaken at a high level around governance and finances to ensure that neither organisation would be disadvantaged should the merger take place. It was agreed in late June 2020 by both Boards that there was an in-principle agreement about the proposed merger between MACS and Diversitat.

An intense amount of due diligence followed, carried out by MACS CEO Joy Leggo and Diversitat's Acting CEO Brian McMahon. All of this work was being undertaken around the COVID pandemic and the impact it would have on both organisations. We thank them sincerely for their commitment, hard work and collegiate approach to working together to complete the due diligence process.

Assistance was sought when required on issues around legal, financial and human resource matters. Consultation also commenced with the Ethnic Communities of Geelong. This due diligence and consultation process concluded in late November 2020 with both MACS Directors and the ethnic communities unanimously approving that the merger should proceed. The adoption of a new constitution and a name to be registered as Multicultural Community Services Geelong Inc. (MCSG) was accepted.

The Directors of both MACS and Diversitat became founding Board members of MCSG and on 8 December 2020 the inaugural board meeting was held. This was followed by a Strategic Planning Day in January 2021 where the following Purpose, Vision and Values were developed.

Our Purpose

Provide innovative services to support, care for and celebrate culturally diverse individuals throughout their life journey

Our Vision

Empowering diverse individuals and communities to reach their full potential

Our Values

- **Inclusion** - We value our consumers and colleagues from diverse backgrounds, and we work together to enable access to our services and to increase our consumers' potential and empowerment.
- **Integrity** - We ground our work practices in the observance of equality, transparency, accountability, and safety while maintaining the dignity of our consumers and colleagues.
- **Sustainability** - We deliver long-term benefits through excellence, thoughtfulness and courage, taking into consideration how we operate in the social, ecological, and economic environments.
- **Kindness** - We hold people in high regard, are considerate of everyone's unique qualities, with kindness, compassion and understanding underpinning everything we do.

A diligent recruitment process was also put in place to appoint the inaugural Chief Executive Officer for MCSG and we are delighted that Joy Leggo, current CEO of MACS was successful in this process, commencing on 3 May 2021. Joy has legal authority to lead MACS and Diversitat and is responsible for the day-to-day operations of both organisations.

As the Chair of Multicultural Aged Care Services (MACS) and President of Geelong Ethnic Communities Council (trading as Diversitat) we remain committed to this merger and are excited by the opportunities for our well known and respected organisations as we become one.

At the forefront of our thinking has always been what this merger will mean for the communities we are here to serve.

More detailed information in relation to the merger can be found in the Multicultural Community Services Geelong Inc. (MCSG) inaugural Annual Report.



Spiro Fatouros
Chair, MACS



Dr. Linda Sydor Petkovic
President, Diversitat



Insights from Our Directors



Spiro Fatouros

At MACS we have, and always aspire to do our utmost to ensure our residents and consumers receive the highest quality care and services they deserve.

We do this by being open to, and implementing innovative ideas to achieve excellence at every level of the organisation. It's what MACS has been doing for 27 years.



Gillian Costa

MACS culture is about aspiring to excellence, continually improving, having clear aims, and the conviction and ability to achieve them.

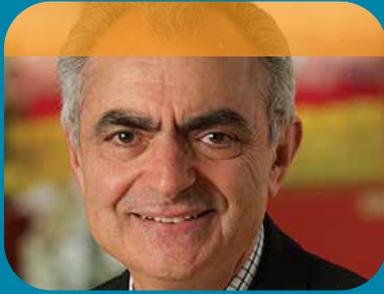
MACS has always demonstrated an openness to ideas, to embrace positive change, and support each other to ensure we achieve success. It's our people and those who benefit from our services that motivate our aspirations, embrace the changes as they come, and ultimately empower us to achieve.



Deanne Firth

Aspire, Change, Achieve - Those three words mean very different things individually but together they are a process - Aspire is to direct one's focus towards attaining a particular goal, then make the changes required to achieve that goal, then... achieve it.





Gerald De Stefano

MACS has always aspired to be a leader in aged care services and to never lose sight of our reason for being, that is to look after our ageing migrants.

MACS preparedness for change has resulted in growth, innovation, leadership and community respect for the exceptional services we provide. For me, achievement is measured by happy and satisfied residents, families, clients, staff, regulators, and dare I say Board?



Tess Abberline

As a Director, I always feel we, as a collective, aspire to do more and achieve greater things.

The newly merged Board of Multicultural Community Services Geelong are not being complacent but aspiring to make a greater combined contribution to our community. With such lofty goals comes change but instead of fearing it, we see wonderful opportunities.



Gael Perry

At MACS over the years aspiration has been quietly within all. We have aspired to be the best we can, wherever and whatever it takes.

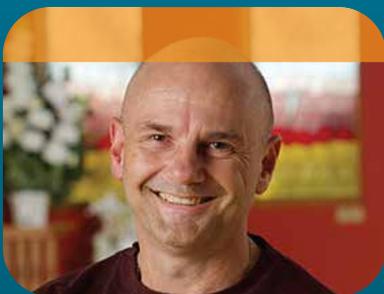
Change has taken place through development of buildings, increased services, staff education and maintaining the values and reputation of the organisation. Our focus now turns to achieving a cohesive, sustainable and people centred merger between MACS and Diversitat.



Zoe McCubbery

MACS is like a duck swimming, effortless and elegant in action.

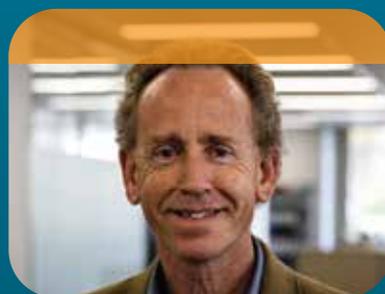
MACS aspires for a wonderful 'old age' life. We work hard to achieve the very best and are change agents for big and small things. The visitor pod is a sterling example of how aspiration, achievement, and change come together at MACS.



Garry Kovacs

A continuous improvement cycle to Aspire, Change and Achieve. MACS does it very well.

Excellent engagement with those who matter most to us and great processes to capture feedback, sets our strategic direction with clarity and positivity, bringing our aspirations to life. Feeling proud about what has been achieved we then aim higher and start the process again.



Peter Birkett

Aspiration, change and achievement drives the MACS culture in its delivery of Best Practice services to the multicultural community. Aspiring to provide person centred care, changing the way we think and work and achieving accountabilities that reflect our quality standards of dignity, choice, inclusiveness and decision making.

Manager Reports



Rachel Butcher
Bella Chara Manager

Despite a challenging year, Bella Chara remained a safe and happy home.

In between lockdowns residents enjoyed bus outings to interesting places with additional activities implemented internally during lockdowns.

Jim Hoekstra won MACS 2020 Annual MAD (Making A Difference) Award for keeping fellow residents entertained during lockdown by acting as bingo 'caller' three days a week.

Bella Chara's visitor's pod was a blessing, keeping residents and families connected in a COVID safe setting. Hungarian born Helen Totivan celebrated her 100th birthday in January with a special visit from her beloved grandson Frank from Queensland.

As part of succession planning at MACS, I was delighted to be appointed Manager of Bella Chara in March 2021. Gwen remains part of the team during a transition period as she moves towards retirement. We will celebrate and acknowledge Gwen's considerable contribution to MACS in next year's Annual Report.



Chris Hudgell
Business Manager

Last year brought many challenges to our department, including maintaining our services while working from home.

I truly appreciate the efforts of our dedicated team, because even with a change in logistics; we have continued to provide accurate and timely processing of our Payroll, Accounts Receivable, Accounts Payable and administration support.

During the year, the financial impacts of COVID have been closely monitored and where necessary budget reforecasting has been undertaken. Additionally, the successful implementation of "no touch" face recognition time clocks which also provides temperature checks of our staff has been one of our more significant quality improvements.



Rob Fraser
Hotel Services Manager

Despite an extremely challenging year with continual lockdowns, contractor and delivery issues, we managed to rise above through the dedication and resilience of all MACS staff.

I have been truly blessed throughout this pandemic with the dedication of all MACS staff who go above and beyond to ensure the safety and wellbeing of our residents.

The financial impacts of the pandemic have been far reaching, from the sourcing and extreme cost of PPE, to the rising cost of consumables, food and other ancillary items.

Even with all these obstacles MACS continually adapted to ensure our residents received quality service, in a healthy and safe environment.

MACS always strives to meet and exceed best practice, which is very evident in the knowledge that our residents' home has been COVID free since the onset of this pandemic.

Each of us can be proud to say we are a part of the fabric of an organisation that always puts residents at the forefront of everything we do.



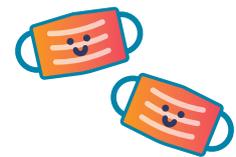
45,000 glasses of wine and 9,500 glasses of beer served to residents



63 cultures represented



104 residential birthday parties



100 masks made by volunteers



Luba Pryslak
Director of Care

This year, the main focus of the MACS Residential team has been on maintaining a high level of clinical care, emotional wellbeing and safety of our residents and staff, all within the COVID environment.



Denise Sykes
Acting Home Services Manager

Home Services new programs, new staff, new offices and new software in the last 12 months.

Throughout the entire year, extensive infection prevention strategies were implemented which included: major changes to staffing rosters and work routines, house cohorting with physical changes to work areas, and visitation restrictions (depending on the constantly changing government directives). This is all on top of ongoing infection control training.

Weekly COVID risk and compliance meetings of our leadership team have ensured that we have been identifying areas of concern and acted appropriately to these.

Staff have been very aware of the emotional impact COVID restrictions have had on residents. Extra efforts have been made to keep our residents engaged and connected to other residents and staff, as well as to facilitate pod visits and/or virtual meetings with loved ones.

Home Services has had an exciting year of growth and change with increased consumer Home Care and Short-Term Restorative Packages and approval for Commonwealth Home Support Programme (CHSP) Funding for a Centre Based Respite programme.

A new web-based programme is being implemented to streamline processes and provide a portal for our consumers to keep track of their services calendar and package budgets.

Our team of Wellbeing Coordinators has continued to grow bringing new skills and experience to support our consumers. The expansion of the Home Services team outgrew our Hopetoun House location seeing the team move to the new corporate offices in May. Our Highton House program in Roslyn Road kicked off in March 2021 providing centre based respite for Home Care package consumers.



More than 1,095
staff meetings held



233,000 meals served to residents



70 sightseeing bus trips enjoyed



63 generous donors

Volunteers

In these uncertain times the one thing that remains the same is the willingness by all volunteers to continue to give their time and energy to MACS.

The past year has been one of the most challenging years for everyone, including our volunteers. As most of you will be aware, I gave birth to my second baby Penelope in lockdown and returned from maternity leave in February this year.

After coming back from maternity leave, I found it to be a really different environment which had seen snap lockdowns and directions by the Department of Health because of Covid-19. Some of the roles previously undertaken by volunteers have been put on hold over the last financial year which has resulted in a review of volunteers' roles. A big thank you to all volunteers for their willingness to adapt to a new environment and to continue to support MACS, even when they were asked to undertake different duties.

We have approximately 50 volunteers who donate their time to MACS in many activities such as; gardening, wellbeing, making coffees, retail, administration, music performances, trio bike trips and spiritual support. These volunteers comprise of 20 different nationalities and bring with them their own unique stories and special vibe to support the residents at MACS.

I believe MACS is lucky to have such a diverse range of volunteers and I am grateful for the gift that they bring in being generous with their time to MACS residents. The volunteers do an amazing job in providing companionship and support to our residents and they are a symbol of resilience in the way that they have come back to volunteer, regardless of all the uncertainty due to the global pandemic.

My commitment to the volunteers is to keep them engaged, provide them with purpose and meaning in what they are doing and to continue to support them, both during lockdown and when we are not locked down.

Ilaria Carini

I stepped into the role of Volunteer Coordinator from April 2020 until early February 2021 while Ilaria was on maternity leave. During this period, lockdowns made for a challenging time for residents, but thanks to our volunteers and technology, we were able to keep in touch with them, especially with those who were alone.

Initially some of the residents found this new communication method of video calls difficult, but in time they adapted well and really looked forward to the weekly contact from volunteers. One resident said it was the highlight of his week. We were fortunate to have 2 Spanish speaking volunteers who were in constant communication with some residents who had language barrier issues during lockdowns.

We ran a weekly shopping program for residents whose families were not present during lockdown. It was quite a challenging task with many requests and expectations, but we succeeded. Also, during this time 100 masks for MACS staff and residents were made with the help of our wonderful volunteers.

After the lockdown, the trio bike team returned much to the delight of the residents as it is a much-anticipated activity and they did an outstanding job. We added Wednesdays to our schedule alongside Mondays and Tuesdays because it was in such high demand.

Nina Chegini



Congratulations and thank you to staff & volunteers

for their dedication & commitment to MACS.



Monika Zsebe
Snezana Necovska
Lucy Fantella
Janine Iskra



Heather Lucas
Violeta Saplamaeva
Tine Holani
Julijana Grujovska



Oral Sayee
Jodie Wood
Susanne Kline
Jennifer Finn
Julie Kvietelaitis
Daniela Damevska



Maree Burn
Pia Rivo

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

Staff Accredited Training Certificates

Stephanie Beekmans
Dilesh Chand
Claire Emmerzael
Bianca Davidson
Jess Howarth

Sania Jameel
Jasminka Jurisic
Jeanette Kennedy
Erik Kvietelaitis
Monica Lamont

Sarah Lamont
Allison Mackinnon-Squires
Kathleen McLennan





Donors

For Financial Year 2020-2021

Individuals

Ms C Ainsworth
 Mr M Babiolakis
 Mr G Ballas
 Ms A Bowden
 Mrs H Brenner
 Ms M Brenner
 Mrs I Collins
 Ms C Conder
 Ms D Costa
 Mrs D Crowl
 Mrs H Dopis
 Mrs L Fantella
 Mr G Fantini
 Mrs A Ferendinos
 Mr F Forman
 Mr R Fraser
 Mr A Gallina
 Ms E Gilling
 Mrs C Giustra
 Mr J Groher
 Mrs B Gwizdek
 Mr A Hermoso
 Mr C Hudgell
 Ms L Jankovski

Mr S Keown
 Mr F Lehpamer
 Mrs L McBurnie
 Mr P Mellas
 Mrs J Newman
 Mr H & Mrs F Noorderbroek
 Mr D O'Brien
 Mr G O'Brien
 Mrs S O'Shea
 Mr J Pavlovic
 Ms D Pawluk
 Ms P Pedretti
 Mrs J Pedri
 Mr Q Pham
 Mrs H Phipps
 Mr J Sanderson
 Ms A Schoning
 Mrs E Schroder
 Mr P Secen
 Ms M Skorupskas
 Mrs J Spackler
 Mrs A Stawiski
 Ms V Szakiel
 Mrs E Thompson
 Mr T Thorp

Mrs N Untivero
 Mr K Vogan
 Mrs K Voigt
 Dr A Webster
 Dr N Weerakkody
 Ms L West
 Mrs M Winchester
 Mrs C Winiecki
 Ms V Wright

Organisations

Filipino Australian Friendship
 Association of Geelong Inc
 German Karneval Society
 Geelong Inc
 Jim's Mowing Yarraville
 Multicultural Aged Care Services
 Geelong Inc

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

Financials

MULTICULTURAL AGED CARE SERVICES GEELONG INC.

ABN 81 567 107 023

FACTS ABOUT FINANCE AND PERFORMANCE FOR YEAR ENDED 30 JUNE 2021

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, Clinical Governance and Risk Management

Meetings held

	2021	2020
Board	15	13
Finance & Audit	7	7
Governance	4	4
Quality, Risk and Compliance (formerly Risk & Compliance)	4	4
Community Engagement Forum (formerly Quality)	4	4
Elder Rights & Wellbeing (formerly Elder Rights)	5	3

Our People

Employees

Head count (Permanent & Casual staff)	210	216
Effective full time equivalent	120.3	114.6

Volunteers

Head count	53	71
Volunteer Hours (not including Directors) - significant impact by COVID restrictions)	3,316	10,624
Nationalities and cultures represented across the organisation	63	66

Our financial position

Total Assets	45,221,424	43,844,949
Total Liabilities	31,084,617	29,999,685
Net Assets	14,136,807	13,845,264
Refundable Accommodation Deposits and Accommodation bonds held (included in liabilities above)	22,319,226	22,339,021
Net Result	291,543	659,605

Our key performance indicators

Occupancy

Residential Bed Days	37,127	36,832
Home Care Community Packages Care days	76,513	68,143
Supported Residential Bed Days (Bella Chara)	18,861	20,922

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 December 2021		
WorkCover 2021/22 industry rate is 2.52%	3.58%	3.04%

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.

MACS

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ABN 81 567 107 023

