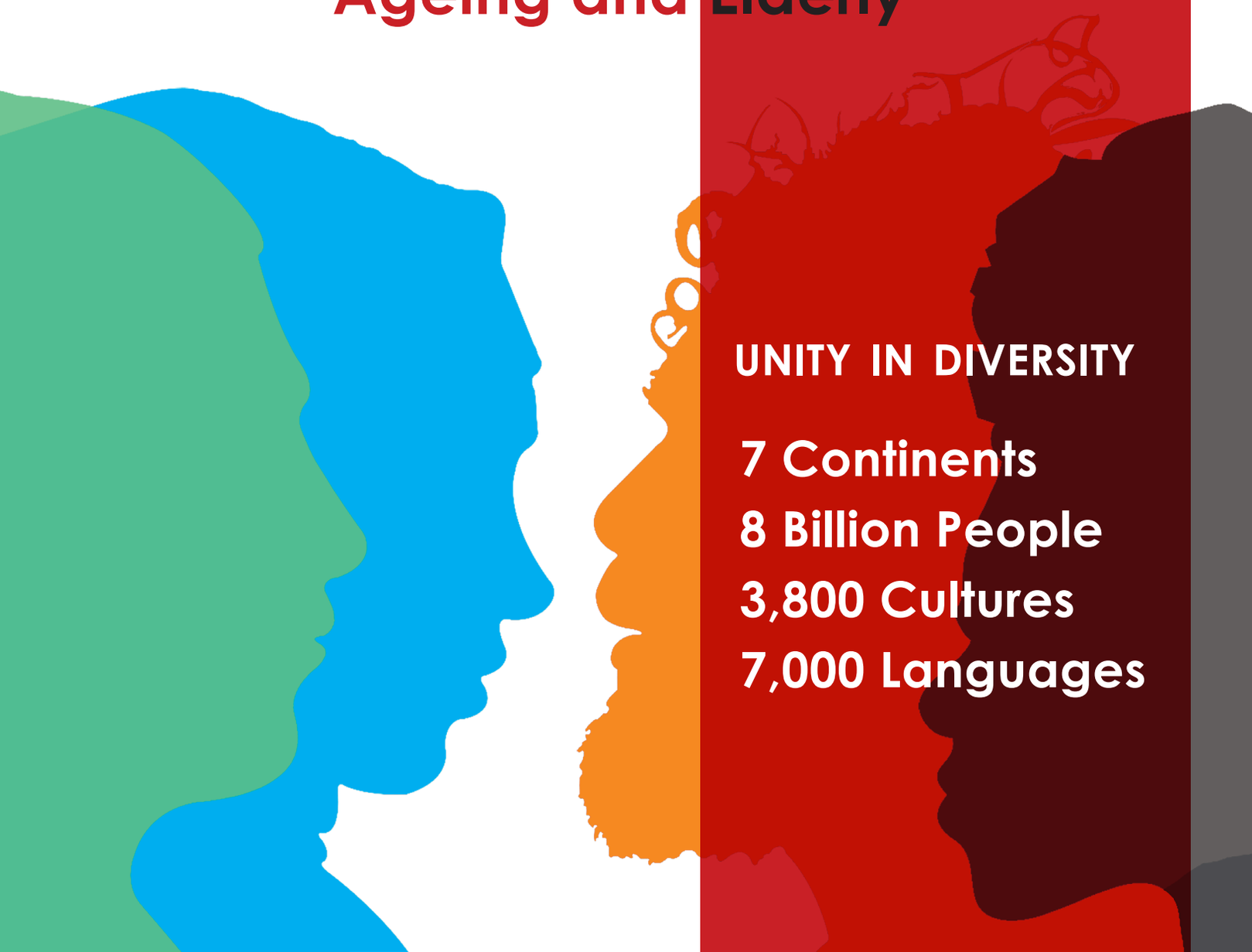
MCWA | Aged Care With A Difference

2024 ANNUAL REPORT

Macedonian Community Welfare Association (MCWA)

MCWA Celebrates 40 Years of Servicing the Multicultural Ageing and Elderly



UNITY IN DIVERSITY

7 Continents
8 Billion People
3,800 Cultures
7,000 Languages

The Macedonian Community Welfare Association (MCWA) embraces the nature of reconciliation and the importance of continually working towards equality of outcomes and ensuring an equal voice for all Australians.

MCWA and all its representatives acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of this land and we pay respects to their Elders past, present and emerging.

MCWA acknowledges its Macedonian Ancestors, both of blood and of spirit and understands that its existence rests firmly on the foundation of their sacrifice and determination. We thank them for our culture, customs, language and rich history and take the opportunity to acknowledge and respect their existence.

In Australia, we all have the right to self and community determination.

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MCWA IS PLEASED TO PRESENT ITS ANNUAL REPORT FOR THE PERIOD 2023 - 2024.

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MCWA offers a range of client-centred services tailored to provide essential in-home aged care for the ageing and elderly community.

To find out more call 1800 988 767 or email info@mcwa@org.au



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BOARD DIRECTORS



Goran Torbakov
Chair of the Board



Nikola Prestia
Company Secretary



Miki Dodevski
Deputy Chair



Danica Sekulovska
Board Director



Goran Mitrevski
Board Director



Ilija Josevski
Board Director

BOARD MEMBERS



Dr Stefan Milevski
Medical Practitioner
Committee Chair



Kristina Josevska
Pharmacist
Committee Member



Dr Hellen Geros
Medical Practitioner
Committee Member





2023 - 2024 YEAR IN REVIEW

1,746 clients

49,674 calls for assistance

59,253 services delivered

25 different languages services are delivered in

151 employees

$1,463,848 grant revenue

103,017 hours of service

$15,796,944 revenue

UNITY IN DIVERSITY
CELEBRATING 40 YEARS OF SERVICE









On 3 November 2023, MCWA gathered to celebrate 40 years of unity in diversity. The 40 Years of Service Celebration saw dignitaries and employees come together to celebrate MCWA's ability to unite in diversity against intolerance to support the ageing and elderly CALD community.

The need to respect and acknowledge people's self and community determination is a way of life.

MCWA has been supporting the ageing and elderly based in Australia for 40 years, and in doing so, has demonstrated that unity in diversity can and does work.

The Honourable John Pesutto, the State Opposition Leader, showed his commitment to unity in diversity, and recognised MCWA for its 40 Years of Service in supporting the ageing and elderly CALD community.

Mr Pesutto is no stranger to the ageing and elderly community, and the CALD community based in Victoria, with his family migrating to Australia from southern Italy, and his wife's family migrating to Australia from Greece.

Maureen Corrigan OAM represented the Minister for Immigration and Multicultural Affairs – The Honourable Andrew Giles, and The Honourable Ms Lauren Kathage, MP was the official State Government representative at the event.

The guest of honour at the event was his excellency Mr. Nikola Gruevski, the former Prime Minister of the Republic of Macedonia, who spoke to the importance of self and community determination.

MCWA's Board Chair said the 40 Years of Service Celebration is a symbol of success, not just for the organisation but for the greater multicultural community; "The reality is that all communities are affected by what is taking place in the world right now, it is a war on unity and diversity."

MCWA's CEO said that MCWA recognises that tolerance is a way of life and that it is founded on mutual understanding and respect for others; "Diversity is to be embraced and not feared, self and community determination is a form of expression and a way of being."

MCWA embrace the nature of reconciliation and the importance of continually working towards equality of outcomes and ensuring an equal voice for all Australians.

MCWA's milestone event gave everyone the opportunity to celebrate the organisations long standing role in the CALD community and helped recognise the positive impact it has made to some of the most vulnerable members of our community.





































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MCWA CELEBRATES 40 YEARS OF SERVICE WITH CULTURAL ENTERTAINMENT



















Macedonian Community Welfare Association
MCWA
HAPPY
40TH
ANNIVERSARY
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JOINT MESSAGE FROM THE CEO AND CHAIR

We are extremely privileged to continue serving the Macedonian, and more broadly the multicultural ageing and elderly community here in Australia.

As we look back on FY24, we reflect on MCWA's agility and resilience in its ability to pivot as the aged care landscape continued to shift and change. Our resilience was tested this year as we navigated through the ongoing legislative reforms and the challenges that came with continued organisational growth. The agile business model that has become part of MCWA's culture served us well, as we demonstrated our ability to thrive in a period of change whilst maintaining a client-centered approach to service delivery.

MCWA strongly supported the key recommendations of the Aged Care Taskforce that sought to make aged care more sustainable, and client centred. This year MCWA welcomed the Fair Work Commission finalisation of the Stage 3 decision on aged care wages. MCWA supports the increase to minimal wages which will help reflect the value and importance of the work performed by our frontline team.

During the year, MCWA prepared for the rollout of the new Aged Care Act that would strengthen the role of the regulator, apply safer systems, and create more choice for clients. We note that the rollout of the Act was postponed to 2025. In addition, MCWA prepared for the implementation of the strengthened Quality Standards which will improve outcomes for the ageing and elderly community. We also note that the rollout of the Standards was postponed to 2025.

This year MCWA obtained its Quality Audit report, which detailed the Assessment Team's evaluation of MCWA's performance in delivering in-home aged care services, against the Quality Standards. The report confirmed that MCWA met all relevant Quality Standards, further confirming the organisation's dedication to providing a high standard of care to its clients.

Additionally, MCWA undertook preparations for the Aged Care Quality and Safety Commission's Home Care Pricing Audit. This review will allow the Commission to conduct an in-depth assessment of MCWA's Home Care Package pricing, client engagement, client partnership agreements, budget planning processes, and client statements.

At the heart of our success is the commitment of our staff to uphold our client's choice and provide a quality standard of care. Our support workers, nurses, allied health professionals, coordinators, team leaders, managers, executives, and board members embody the organisations values of accountability and ownership, client-centered care, transparency, living by the aged care quality standards, respecting each other, and professionalism. We are so very proud to be able to stand side-by-side with such compassionate and dedicated people, and call them our colleagues. Each member of our team embeds in their daily practise, across all levels of the organisation, their ability to adhere to government guidelines, the aged care quality standards, and maintains a client-centered approach in supporting the ageing and elderly multicultural community.

To assist in supporting MCWA's continued growth this year, whilst maintaining our strong client-centered care focus, and our ability to respond to changing market dynamics, new roles were introduced, additional departments were created, and the MCWA leadership team expanded. MCWA also strengthened its infrastructure by implementing design thinking that reinvented our complete care model of service. This has seen MCWA introduce new platforms and supports that assisted our staff to continue to wrap services around our clients, ensuring they remain safe and independent at home.

MCWA rolled out its diversity and inclusion engagement plan this financial year, as we further expanded on the number of cultures and communities we support. MCWA delivered services in over 25 languages and supported clients from more than 30 different cultures.

To help support our staff, MCWA has introduced new HR tools designed to improve the employee experience, increase efficiencies, and ensure accuracy and reporting compliance. We have invested in ongoing training and have improved our talent acquisition process. The employee engagement survey conducted in December 2023 reflected a strong engagement score of 75%, underscoring the success of our inititaives in fostering a motivated and satisfied workforce.

In FY24, our key operating achievements included an overall increase in the number of services we have delivered to clients by 97%. This year MCWA has increased the total number of clients it has supported by 39% to a total 1,746 clients.

MCWA completed the second year of its Forward Focus Strategy guided by the eight strategic priorities, grouped into three main categories, Governance, Transformation and Sustainability. This year, MCWA edged closer to executing key milestones of this three-year organisational strategy. We are pleased to report the organisation has made significant progress. As at the end of FY24, the team has achieved:

- Governance – 82% completed and has commenced the remaining 18%
- Transformation – 36% completed and has commenced an additional 42%
- Sustainability – 28% completed and has commenced an additional 51%

MCWA's commitment to robust governance has been instrumental in navigating the shifting aged care landscape during FY24. The organisation's governance framework, rooted in accountability, transparency, and adherance to the aged care quality standards, ensured MCWA met all regulatory requirements and achieved positive outcomes. The completion of 82% of the governance milestones under the Forward Focus Strategy further underscores the organisation's progress in aligning culture of compliance, continuous improvement, and ethical leadership, MCWA has reinforced its position as a trusted provider of multicultural aged care services.

This strategy has helped build greater efficiency and has empowered staff to lead and drive successful outcomes for MCWA. MCWA is set to meet all milestones of the three-year organisational strategy by the end of FY25, in readiness for the next three-year strategic plan.

The continued success of our Specialised Support Services, through the delivery of Access and Support, was seen this year, despite the introduction of Care Finder. This success further strengthened the importance of maintaining culturally specific Access and Support for our ageing and elderly. This program has led the way for many multicultural ageing and elderly community members to access essential services, and advocacy, which has helped keep them safe and independent at home.

MCWA continued to work on obtaining its Labour Agreement this year which would see MCWA attract Macedonian support workers and nurses from Macedonia to the organisation. To date, the process has taken over 12 months. We thank Pina Careri, our immigration agent for her guidance and support thus far.

MCWA completed a market analysis this financial year and in doing so, took steps and measures to ensure that the organisation factored in the price sensitivity concerns of our clients. MCWA's CHSP client contribution remained lower against the market average, assisting clients to continue receiving entry level services at a below average client contribution amount. In addition, MCWA's HCP case management and package management remained at 24%, lower than the cap percentage of 35%. Our conservative pricing this year also extended to our hourly service rate for the delivery of essential services.

Our vision is for everyone to have the opportunity to live a meaningful and fulfilling life. We understand that this means ensuring that all ageing and elderly have equity of aged care which includes the delivery of high quality care at a fair and reasonable price.

We thank our counterparts for collaborating with MCWA this year to create a joint response to the in-home single assessment tender. We specifically thank Spectrum, The Australian Multicultural Community Services, and PRONIA. This group initiative, if successful, would see our four organisations come together and ensure a multicultural lens is held when assessing clients, something that we know, firsthand from clients, is not being adequately addressed.

MCWA's skilled and experienced workforce and volunteers are dedicated to enhancing care quality and services for each of our 1,746 clients. Our employee count, as at the end of FY24 has grown. MCWA's total number of staff has increased by 29% and has now grown to 151. Feedback received to date by staff is that they were drawn to our organisation's culture which has attracted more skilled people and a greater pool of candidates per role.

MCWA's objective remains centred around assisting clients to fulfil their choice of remaining safe and independent in their homes for as long as possible. Our organisation's ethos is to deliver on client requirements, to support customer outcomes that is beyond compliance, to champion cultural diversity, and building strong relationships with clients and providers.

This can be seen with our delivery of services and support to over 1,746 clients, and our partnership with 300 plus organisations who assist us in the delivery of essential services to our clients.

We take this opportunity to thank both Preston Lions Soccer Club and Lalor Sloga Soccer Club for their promotion of MCWA to their many members and fans.

We thank our staff who represented the organisation at many third-party events throughout FY24, these events included the National Multicultural Health and Wellbeing Conference, the ACCPA Care and Ageing Well Expo, the Victorian healthcare Week event, the Macedonian Food Festival and many other aged care and multicultural events.

We sincerely thank our clients and their families for placing their trust in our care, as well as our dedicated team and valued stakeholders for their ongoing support and commitment.

THE YEAR AHEAD

As we look to the future, we remain steadfast in our commitment to our Vision and Mission. FY25 will see to the completion of our three-year Forward Focus Strategy, the readiness to adopt the New Aged Care Act, the introduction of the Support at Home Program, changes to the CHSP program, the implementation of the new Strengthened Standards, embracing the Single Assessment System, obtain the Labour Agreement, and advocating for the multicultural community and their need for tailored aged care and support.

We will continue to invest in our people through training, professional development initiatives, and mentoring. In addition, we will also invest further in the organisations infrastructure, inclusive of a new CRM system, investigate the need for additional premises to support ongoing growth, and work on expanding our digital footprint.

Goran Torbakov
BBA, MScFinMng, PhD Candidate

Marijana Andonovski
CEO

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OVERVIEW OF MCWA'S SERVICES

HOME CARE PACKAGES (HCP) PROGRAM

- PHYSICAL NEEDS AND SUPPORT
- SAFETY NEEDS AND SUPPORT
- EQUIPMENT/AIDS
- HOME HELP SUPPORT
- NUTRITIONAL NEEDS
- MENTAL AND EMOTIONAL NEEDS
- TRANSPORT SERVICES
- SOCIAL ENGAGEMENT NEEDS

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

- SPECIALISED SUPPORT SERVICES (SSS)
- SOCIAL SUPPORT GROUPS (SSG)
- SOCIAL SUPPORT INDIVIDUAL (SSI)
- DOMESTIC ASSISTANCE (DA)
- ALLIED HEALTH AND THERAPY SERVICES (AH&TS)

HOME AND COMMUNITY CARE PROGRAM FOR YOUNGER PEOPLE (HACC PYP)

- PLANNED ACTIVITY GROUPS (PAG)
- FRIENDLY VISITING PROGRAM (FVP)
- ACCESS AND SUPPORT SERVICES (A&S)

Call MCWA today on 1800 988 767 or email info@mcwa.org.au to find out how you can become a volunteer and help those in the community who need it the most.



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DOMESTIC ASSISTANCE



437 CLIENTS

5358 SERVICES DELIVERED

5661 HOURS OF SERVICE

MCWA has been offering the ageing and elderly community in the northern and western suburbs of Melbourne domestic assistance for over eight years.

As part of our commitment to improving the quality of life for older Australians, our Domestic Assistance services under the Commonwealth Home Support Programme provided essential support to help the ageing and elderly maintain their independence and remain safe in their own homes.

> MCWA Support Workers Irene, Sonja and Navtej have demonstrated the upmost exceptional care and professionalism whilst representing MCWA and have made my family and my mother feel safe and confident with the carers that MCWA is providing. The smile my mother Lee has when she sees the support workers is priceless and brings tears to my eyes. Seeing mum so happy and seeing her being looked after is an indescribable feeling.
>
> *Melinda*

In FY24, MCWA supported 437 clients and delivered 5661 hours of domestic assistance services through the delivery of tailored assistance for the multicultural ageing and elderly.

Our services include, but are not limited to, tasks such as light housekeeping, cleaning, assistance with laundry, ironing, and so much more. We also provide help with shopping for essential groceries, which allows the multicultural ageing and elderly to maintain a sense of normality and independence while ensuring their homes remain clean, safe, and comfortable.

For many, the home is more than just a place to live—it is a source of stability and familiarity. By providing these essential services, we help alleviate some of the physical challenges that come with ageing, while also promoting emotional well-being. Our services are tailored to meet the specific needs of each individual, allowing us to adapt our approach as their requirements change over time.

MCWA takes a person-centred approach to domestic assistance, ensuring that each client's needs, preferences, and goals are at the centre of the support we provide. Our experienced staff members are trained to offer compassionate and respectful assistance, helping clients feel valued and in control of their daily routines.

> Tatjana's remarkable ability to engage with Pauline personally and deliver consistently outstanding service is truly commendable.
> Her readiness to go above and beyond for a client is recognised and appreciated. Thank you for being such a crucial member of our team.
>
> *Cena*







> Trajanka said that she has never met someone who cleans as good as Anjeza, that she has done the most wonderful job in her home.
> She is very satisfied with the service and spoke with excitement about Anjeza.
>
> *Biljana*



> I am so thankful and grateful to MCWA for the support they give me, I couldn't keep my home as clean and tidy without them.
>
> *Petkana*

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ALLIED HEALTH AND THERAPY SERVICES



353 CLIENTS

4931 SERVICES DELIVERED

3631 HOURS OF SERVICE

MCWA provides vital in-home aged care services aimed at supporting older Australians to live independently and safely in their own homes. Allied Health services under the Commonwealth Home Support Programme are an essential part of this support, offering specialised care and support through therapeutic interventions that help maintain physical, cognitive, and emotional well-being. These services address a wide range of needs for the ageing and elderly, from improving mobility to enhancing quality of life.

> I really look forward to my weekly physiotherapy visits with Arthur.
>
> *Barry*

In FY24, MCWA supported 353 clients and delivered a total of 3631 hours through its Allied Health and therapy services.

Through this program MCWA offered:

- Occupational Therapy
- Physiotherapy

Each of our professional allied health staff play a key role in helping our ageing and elderly manage their chronic conditions, recover from illness or injury, and prevent future health issues. Our allied health services are tailored to the individual's needs, ensuring that older Australians receive personalised care that supports their independence and autonomy.

Our physiotherapists help our clients improve strength, flexibility, and balance, reducing the risk of falls and injuries. Our team design personalised exercise programs and offer guidance on how to safely navigate the home environment. Our teams' interventions contribute to greater mobility and confidence, enabling our clients to maintain an active and engaged lifestyle.

Our occupational therapists assess the home environment and recommend modifications to enhance safety and accessibility. This may include installing grab bars in bathrooms, recommending adaptive equipment for daily tasks, and advising on techniques to manage household chores. By promoting independence in activities of daily living, our occupational therapists help clients maintain a sense of dignity and control over their lives.

Our partnership with podiatrists offers essential foot care, addressing common age-related foot problems such as nail care, calluses, corns, and issues arising from conditions like diabetes or arthritis. Regular foot care prevents complications and helps maintain mobility, making it easier for seniors to remain active and avoid discomfort.

> Physiotherapist Arthur is a 10/10 with his physiotherapy technique!
>
> *Moris*

> "Physiotherapy has truly made a difference in my daily life. After struggling with pain and limited mobility, the tailored exercises and expert guidance from Physiotherapist Jennifer helped me regain strength and flexibility. Now, I can go about my everyday activities with ease and without discomfort. I'm so grateful for the support and progress I've made through physiotherapy!"
>
> *Dorothy*







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SOCIAL SUPPORT GROUPS



136 CLIENTS

3807 SERVICES DELIVERED

15,161 HOURS OF SERVICE

> My weekly visit to my clients is something they look forward to. One of my clients waits for me at the door in readiness to sit and have a cup of tea and discuss the latest news and world events. I know she gets a lot out of our weekly catch ups, but the truth is so do I.
>
> *Natasa*

MCWA recognises that social connection is a vital component of overall well-being, particularly for the ageing and elderly who may be at risk of isolation or loneliness. It is for this reason that we have been offering Social Support Groups and Social Support Individual engagement for over two decades. As part of our services under the Commonwealth Home Support Programme, our Social Support Groups provide opportunities for the ageing and elderly to engage, connect, and build meaningful relationships in a safe, supportive environment. Our group activities aim to enhance the social, emotional, and mental well-being of our ageing and elderly clients, helping them remain active and involved in their communities.

These programs are the foundation of in-home engagement for the ageing and elderly which are designed to provide tailored, one-on-one and group assistance and engagement that helps maintain meaningful social connections and emotional well-being. MCWA offers personalised support that targets the specific social, emotional, and cognitive needs of each client.

In FY24 our Social Support Groups, and our Social Support Individual programs have played a vital role in promoting social inclusion, reducing isolation, and enhancing the overall quality of life for the ageing and elderly.

MCWA has delivered 16,488 hours of social support engagement this financial year and has supported over 190 clients which has reduced their risk of loneliness.

For some of our clients, the social support groups are their only outlet, their only chance to connect with others and to leave their homes. The joy the groups bring to them is priceless.

> I feel exceptionally good when I attend the SSG group. Socialising with people helps me forget about the stresses of everyday life. Since joining the group, I met so many new people and for that, I am very grateful. The group has become a source of joy and new experiences for me, and I appreciate the opportunity to be a part of it.
>
> *Branko*

Our Social Support Groups are designed to offer regular, structured opportunities for older Australians to participate in social, recreational, and educational activities. These programs are carefully planned to cater to the diverse interests, preferences, and abilities of our ageing and elderly



SOCIAL SUPPORT INDIVIDUALS

> I am really looking forward to my SSI service and the opportunity to socialize with Natasa. It's been a great experience so far, and I'm excited to continue building connections and enjoying the support provided. It's a wonderful way to stay engaged and feel connected!
>
> *Nada*

54 CLIENTS

986 SERVICES DELIVERED

1327 HOURS OF SERVICE



multicultural community. Four of our five groups are tailored to the Macedonian community with attendees able to communicate in their mother tongue.

Whether it's enjoying a friendly game of cards, participating in arts and crafts, engaging in light physical activities, working on our community garden, or simply having a chat over a cup of tea, MCWA creates an inclusive and welcoming environment for all to feel a sense of belonging and purpose.

The Social Support Individual Program also plays a role in supporting mental and cognitive health. The ageing and elderly can experience sadness, depression, or anxiety due to loneliness. However, through consistent social engagement we are able to support our clients to help address these challenges.



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SPECIALISED SUPPORT SERVICES



366 CLIENTS

1674 SERVICES DELIVERED

1600 HOURS OF SERVICE

> Such a comfort to speak to someone who has so much insight and knowledge regarding aged care support and services.It's made things a lot easier. Thank you.
>
> *Denise*

MCWA has been supporting individuals from culturally and linguistically diverse (CALD) backgrounds for the past 40 years. Evidence shows that people from a CALD background are less likely to be aware of available services and support. MCWA's access and support program has been servicing the ageing and elderly multicultural community for over 10 years striving to keep them safe and independent at home by providing them with assistance to understand, access and navigate the aged care system and connect with the right service providers.

We support clients and their families through capacity building which assists clients to better understand their individual needs when accessing aged care services, helping clients access My Aged Care and other much needed supports. This support is often provided during a 12-week period and due to the many complex needs, clients often receive a case management service.

> Thank you for making us aware of available aged care services and supporting us to link in with My Aged Care.
>
> *Vesna*

This program plays a pivotal role in ensuring that older Australians, particularly those facing complex care needs, those experiencing barriers to accessing services, and the multicultural community receive the assistance they require to navigate the aged care system. Through this program, MCWA advocates for the ageing and elderly multicultural community to support those who may struggle with cultural barriers and ensure equity in aged care.

MCWA has supported 366 clients through this program and has delivered 1,600 hours in helping clients remain safe and independent at home. MCWA also provide guidance on the available funding options and helps clients understand the differences between various service programs, such as CHSP and HCP.

Through MCWA's advocating efforts, 63 clients accessed the aged care sector for the first time, and received a total of 1,674 services. Our program acts as a critical bridge between clients and the broader aged care system.

MCWA is dedicated to providing specialised support tailored to the needs of the Macedonian community, and more broadly multicultural community. This support focuses on empowering individuals to access essential services and navigate various resources effectively.



Vera is 76 years old and comes from a non-English speaking background. She was recently widowed and has one supportive son who tries to assist her however, due to his own work and family commitments is unable to support her with all her care needs. Vera has been managing to remain at home however, recently had a couple of falls. She was referred to MCWA by a friend. Our team had weekly contact with Vera which assisted in establishing rapport and trust. During this process our team worked with Vera to establish her care goals and guided her through the aged care system. With the client's consent, our team supported Vera with the MAC registration and assessment process and the implementation of vital services. Vera today has services wrapped around her, which ensure she remains safe, happy, and independent at home.





- MCWA assists community members in identifying and accessing services that meet their needs. This includes guidance on health care, aged care, and other support services available through local and national programs.
- MCWA's support helped individuals navigate the MAC portal, which provided information, and resources related to available services.
- MCWA empowered individuals within the Macedonian community to take charge of their care and make informed decisions about the services they access.

This financial year, MCWA clients required assistance with:

- Registering with My Aged Care to access commonwealth funded support and applying for a Home care package
- Implementing essential services
- Mental health
- Complex family issues
- Elder Abuse
- Housing
- Financial hardship
- Domestic Abuse



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HOME CARE PACKAGES

MCWA has been supporting the ageing and elderly through the delivery of Home Care Program (HCP) since 2017 and in doing so, has assisted 969 clients to date.

MCWA remains focused on delivering culturally sensitive aged care services to the ageing and elderly in Australia, delivering services in over 25 different languages. We pride ourselves on providing complete care solutions that are personalised and are delivered through a multicultural lens. MCWA specialises in servicing the needs of the ageing and elderly Macedonian community here in Australia, and more broadly, the ageing and elderly multicultural community.

This financial year, MCWA expanded its HCP portfolio by partnering with a total 629 clients. With a commitment to enhancing the quality of life for the elderly, MCWA offers a range of services designed to meet the unique needs of each individual client. This financial year MCWA managed and delivered support to HCP clients in Queensland, South Australia, Western Australia, and Victoria.

A key aspect of our approach is the emphasis on client-centred care. Every individual receiving a HCP has a care plan that is uniquely designed to address their specific needs and goals. This plan is regularly reviewed and adjusted to ensure that it continues to meet our clients changing circumstances. This year MCWA reviewed and developed 1,100 care plans, and conducted 1,031 home visits.

MCWA continues to make a positive impact on the aged care sector, and the ageing and elderly Macedonians and more broadly, the ageing and elderly multicultural community here in Australia.

MCWA has been able to partner with clients and provide a broad range of essential services, including personal care, home help, nursing services, allied health, social support, and much more.

Over the past year, MCWA has made significant progress in improving the delivery of aged care services. Some of our key achievements include:

Increased Client Satisfaction: We garnered client feedback from 95% of our clients this year and our team of dedicated care professionals has earned praise for their compassion, professionalism, and attention to detail.

Client Growth: We had a 45% increase in our client partnerships for the year. This growth highlights the rising demand for our services and our ability to meet this demand effectively.

Expanded Service Offerings: We introduced new services to enhance the holistic care of our clients. These include additional support for people with dementia, a greater focus on allied health services such as physiotherapy and occupational therapy, nursing, and expanded social and community engagement programs that reduced social isolation.

Enhanced Staff Training and Development: In response to the evolving needs of our clients, we invested in the professional development of our care staff. This year, our carers participated in specialised training to improve their skills.

Expansion of Reach: We successfully expanded our services to new areas, enabling us to support a greater number of ageing and elderly multicultural community members. To help ensure that we wrap adequate services around our clients, MCWA has appointed additional Team Leaders and Case Managers resulting in our HCP team growing by 60%, with additional care coordinators and support staff recruited to meet the increasing demand.

While we've achieved many successes, we acknowledge that there are ongoing challenges within the aged care sector. These include the complexity of navigating government regulations, the need for continuous staff recruitment in a competitive market, and the rising demand for services as the population ages. We are committed to addressing these challenges through ongoing investment in technology, service innovation, and staff wellbeing programs.

Our HCP team maintain a risk mindset that helps ensure we mitigate risks and improve our clients safety and wellbeing.

Throughout this financial year, MCWA has delivered:

- **29,000 hours of personal care**
- **12,226 hours of home help**
- **19,228.79 hours of respite**
- **1,263.5 hours of transportation**
- **700.5 hours of nursing**
- **3,060.4 hours of medication assistance**
- **2938.58 hours of physiotherapy**
- **1,174 hours of occupational therapy**







> A big shout out to all the staff at MCWA. You have all been amazing from the beginning, especially my parents case manager. She assisted me and my family with the greatest care, support and kindness. She understood and appreciated the importance of our needs and delivered every single time. My parents and I are so grateful for her loving support and we look forward to continuing this journey with MCWA. Thank You.
>
> *Lucy*

> I can't thank you enough for the care and support/services MCWA provided Faye, she loved all the carers and the services that were provided. John and I were so happy with MCWA we could not find fault in any of your people so again, thank you.
>
> *Mary*

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HOME CARE PACKAGES

OUR TEAM provides comprehensive case management services that support our clients in achieving their personal and health-related goals. We work closely with individuals, families, and healthcare providers to develop tailored care plans that address each client's unique needs. Our approach is client-centered, ensuring that we empower those we serve with the tools and resources necessary to improve their quality of life. Our team's responsibilities include conducting home visits, developing and managing care plans, coordinating with service providers, and ensuring all documentation is completed accurately and on time. We are committed to maintaining the highest standards of care, following established protocols, and continually improving our services based on feedback and outcomes.

The Relationship Team has remained dedicated to helping clients navigate and access essential services. Our team continues to engrain MCWA's core values in every aspect of our work, with a focus on a client-centred approach that not only addresses individual needs but also honours the traditions, backgrounds, and cultural beliefs of each client we serve. This approach ensures that our services are not just functional but deeply meaningful, enhancing the overall well-being of our clients.





If you are looking for a HCP Provider and would like to know how MCWA can assist you or your loved ones, call 1800 988 767 (Mon to Fri 9am to 5pm) or email info@mcwa.org.au to find out more today.

MCWA | Aged Care With A Difference













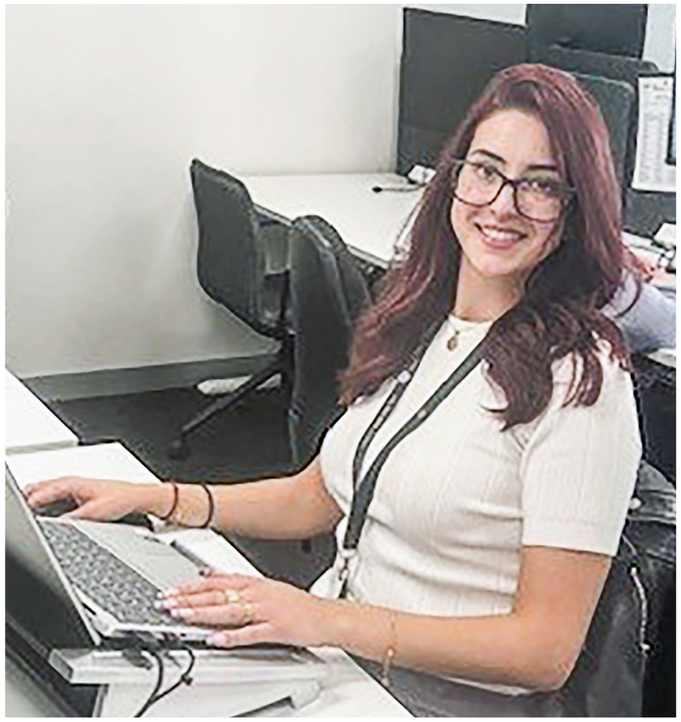

MCWA | Aged Care With A Difference

HOME AND COMMUNITY CARE YOUNGER PEOPLE PROGRAM



54 CLIENTS

1200 SERVICES DELIVERED

3740 HOURS OF SERVICE

MCWA remains committed to supporting individuals under the age of 65 who are living with physical limitations, mental health challenges, and/or disabilities. Through our delivery of the HACC-PYP, we provide essential services designed to help these individuals live safely, independently, and with dignity in their own homes.

The HACC-PYP program plays a crucial role in addressing the unique needs of younger people who require support but may not necessarily meet the eligibility for aged care services. Our team is dedicated to guiding clients through the often-complex service systems, helping them access the care and resources they need to lead fulfilling lives.

Our HACC-PYP program also prioritises social engagement and emotional well-being. Social isolation can be a significant challenge for individuals with disabilities or mental health issues, and we work diligently to foster opportunities for one-on-one interaction and community participation. Whether through social activities, support groups, or simply a regular check-in, we aim to reduce feelings of loneliness and help clients stay connected to their communities.

This financial year, MCWA held 80 social outings and opportunities for connection.

By providing both practical and emotional support, MCWA has empowered individuals to take control of their own care and live with greater confidence and autonomy.

MCWA's work in this space continues to evolve, and we are committed to adapting our services as the needs of our clients change.



Call 1800 988 767 today to find out if you can benefit from the HACC-PYP program

> I am delighted to express my appreciation for the PAG group as it provides me with the opportunity to spend time with wonderful company every Tuesday and explore amazing places, especially those immersed in nature.
> One of my favorite experiences has been visiting the Dandenong Ranges and sharing moments with the ladies in the group. Being surrounded by nature brings me immense joy, and I am grateful for the chance to be a part of such enriching experiences with MCWA.
>
> *Angelina Vasi*

> Attending the social support group outings has truly been a life-changing experience for me. I have made life long friends that I would not have otherwise acquire, friends who share a similar life experince to me.
>
> *Vasa*





Macedonian Community Welfare Association Ltd
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2024

	2024 $	2023 $
Revenue	15,877,023	9,580,487
Expenses		
Employee Benefit Expenses	(8,223,354)	(4,835,697)
Activities	(172,215)	(146,784)
Accounting/Audit Fees	(167,247)	(24,000)
IT Expenses	(131,250)	(68,991)
Consulting and Professional Fees	(98,254)	(170,989)
Depreciation	(65,774)	(54,660)
Home Care Package Expense	(5,367,865)	(2,821,849)
Occupancy Costs	(75,350)	(130,301)
Other Expenses	(546,322)	(382,600)
Subscriptions and Memberships	(27,258)	(21,951)
Cost of sales	-	(1,846)
Surplus for the year	1,002,134	920,819
Other comprehensive income for the year	-	-
Total comprehensive income for the year	1,002,134	920,819

Assets

Current assets		
Cash and cash equivalents	636,530	833,411
Trade and other receivables	1,680,397	875,083
Other Financial Assets	1,100,000	2,717,086
Other Assets	94,373	29,303
Other	13,950	-
Total current assets	3,525,250	4,454,883
Non-current assets		
Property, Plant and Equipment	4,996,540	1,287,154
Total non-current assets	4,996,540	1,287,154
Total assets	8,521,790	5,742,037
Liabilities		
Current liabilities		
Trade and other payables	1,020,971	613,637
Borrowings	-	62,348
Employee benefits	424,417	238,774
Income in Advance	854,337	1,479,084
Other	5,619	-
Total current liabilities	2,305,344	2,393,843
Non-current liabilities		
Borrowings	2,491,278	607,002
Employee benefits	29,075	47,233
Total non-current liabilities	2,520,353	654,235
Total liabilities	4,825,697	3,048,078
Net assets	3,696,093	2,693,959
Equity		
Retained Earnings	3,696,093	2,693,959
Total equity	3,696,093	2,693,959
Total equity at the beginning of the financial year	2,693,959	1,773,140
Surplus for the year	1,002,134	920,819
Other comprehensive income for the year	-	-
Total comprehensive income for the year	1,002,134	920,819
Total equity at the end of the financial year	3,696,093	2,693,959

mgi dobbyncarafa

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INDEPENDENT AUDITOR'S REPORT
TO THE DIRECTORS AND MEMBERS OF
MACEDONIAN COMMUNITY WELFARE ASSOCIATION LTD

Report on the Audit of the Financial Report

We have audited the financial statements, being a general purpose financial statements – simplified disclosures, of Macedonian Community Welfare Association Ltd (the Entity), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information, and the director's declaration as set out in the financial statements.

In our opinion, the accompanying financial statements of the entity, is in all material aspects, in accordance with the reporting requirements of the Australian Charities and Not-for-profits Commission Act 2012, including:

a) giving a true and fair view of the entity's financial position as at 30 June 2024 and of its performance and its cash flows for the year ended on that date; and

b) complying with Australian Accounting Standards to the extent described in Note 1 and the applicable regulations (where applicable).

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (*including Independence Standards*) (the Code) that are relevant to our audit of the financial statements in Australia. We have also fulfilled our other responsibilities in accordance with the Code.

We confirm that the independence declaration required by the applicable laws and legislation, which has been given to those charged with governance of the Entity, would be in the same terms if given to those charged with governance at the time of this audit report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter-Basis of Accounting and Restriction on Distribution and Use

We draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial statements has been prepared for the purpose of fulfilling the directors financial reporting responsibilities under the relevant rules and regulations. Our report is intended solely for Macedonian Community Welfare Association Ltd and its members and should not be distributed or used by parties other than Macedonian Community Welfare Association Ltd and its members. Our opinion is not modified in respect of this matter.

MGI Worldwide is a network of independent accounting, legal and consulting firms. MGI Worldwide does not provide any services and its member firms are not an international partnership. Each member firm is a separate entity and none of MGI Worldwide, MGI-CPAAI, nor any member firm accepts responsibility for the activities, work, opinions or services of any other member firm. For more information visit www.mgiworld.com/legal.

Liability limited by a scheme approved under Professional Standards Legislation other than for the acts or omissions of financial services licensees.

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Other Information

The directors are responsible for the other information. The other information comprises the information included in the financial statements for the year ended 30 June 2024, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors of the Entity ("the directors") for the Financial Statements

The directors of the Entity are responsible for the preparation and fair presentation of the financial statements and has determined that the basis of preparation and accounting policies described in Note 1 to the financial statements is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors responsibility also includes such internal control as the directors determine is necessary to enable the preparation and fair presentation of the financial statements that is free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial statements.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Abhish

ABHISHEK SHARMA
Engagement Partner – Audit and Assurance

Date: 26 September 2024















MCWA | Aged Care With A Difference

PARTNERSHIP

MCWA partners with Federal and State Government, the Health Department, primary health care providers, the aged care sector, hospitals, and many others to deliver programs and services to all clients.

ACCPA Aged & Community Care Providers Association

ACSA Aged & Community Services Australia

Allied Health Professions Australia

Australian Government Department of Health and Aged Care

Australian Government Aged Care Quality and Safety Commission

Australian Government Department of Social Services

LEADING AGE SERVICES AUSTRALIA The voice of aged care

NSW GOVERNMENT Health

healthdirect

myagedcare

ndis

VICTORIA State Government Health and Human Services

Australian Government Department of Human Services

VICTORIA State Government Families, Fairness and Housing

FECCA Federation of Ethnic Communities' Councils of Australia

eccv The Voice of Multicultural Victoria

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ACKNOWLEDGEMENTS

IN MEMORIAM

We acknowledge all our clients who passed away this financial year, and give our condolences to their loved ones.

Thanking MCWA's Funding Bodies and Partners

As we take a moment to reflect over the past 12 months, we recognise the importance of our partners, supporters and fundraisers. It's with deep gratitude we thank our funding bodies for supporting us to accomplish some very important work that directly benefits the ageing, elderly and those living with a disability. This financial support comes from both Federal and State Governments, with a special mention to the Federal Government for its continued support and core funding through HCP and CHSP which allows us to reach many more of our clients. We value the Government's continuing support and commitment.

Funding Bodies

Department of Health - State Government of Victoria - HACC-PYP Funding, Department of Health - State Government of Victoria - Food Relief Grant, Department of Health - Commonwealth Government - CHSP Funding, Department of Health - Commonwealth Government - CVS Funding , Department of Premier and Cabinet Victoria - Grant Funding, Department of Health - Services Australia - HCP Funding, Australian Taxation Office - Cash Boost Stimulus.

Partners

Brotherhood of St Laurence, IPC Health, Annecto, Carers Victoria Respite Connection, Benetas, Bolton Clarke, Moira, Think HQ Pty Ltd, Ethnic Communities Council of Victoria, Baptcare, Accent Home Care, Wintringham Specialist Aged Care, Merri Community Health Services Ltd, Maple Plan Pty Ltd, New Aged Care, Capital Guardian, Northern Health Home Care Packages, Let's Get Care, New Aged Care, Australian Multicultural Community Services Inc, Jobs Australia, LASA, Uniting, Palliative Care VIC, ANZ, Xero, Employment Hero, CHSP, At Home Assistance, Optus, Telstra Health, RICOH, Fathom, LDAssurance, Allied Health, Total Health Physio, OPAN

We also thank our donors and members and recognise our supporters who share our commitment to ensure MCWA continues to support the multicultural ageing and elderly community in Australia.

To protect the privacy of our clients, where requested, a change of name and/or stock image has been used.

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Follow us:

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ABN 32 429 763 569

To find out more about MCWA's programs and services that support and empower the Macedonian and multicultural elderly and ageing, please call 1800 988 767 or email info@mcwa.org.au

