



# ANNUAL REPORT

## 2013



# Contents

---

Mission Statement	04
About the MCWA	05
President's Report	06
Treasurer's Report	08
Manager's Report	09
Program Services	10
Aged Care Department	11
Special Project Department	13
Case Studies	16
Thirty Facts About MCWA's Thirty Years	21
Committee of management	23
MCWA Staff	25
MCWA Volunteers	26
What does MCWA mean to you	27
Notes	29

# Our Mission Statement



The Macedonian Community Welfare Association (MCWA) was built on one main premise,

**“to provide the highest quality welfare services to people of a Macedonian speaking background. We continue to strive to meet each client’s individual needs with professionalism and efficiency, and to foster the ongoing development of the Macedonian speaking community in Victoria.”**

Thirty years on, we are proud as an organisation to continue to work towards this goal, and where we meet it, to push beyond the borders of satisfactory, to exemplary. Our work over the last thirty years has continued to grow, and to shape the landscape of service provision to the

Macedonian speaking community.

As times have changed, so has our service delivery, and MCWA has continued to work with the Macedonian speaking community, Macedonian media, other Macedonian community organisations to continue to reach out to our community and to deliver the services and support where they are needed most.

This annual report will highlight the work of our organisation over the last year, as well as some of our key achievements over the last three decades.

We thank you all for your support, and your contributions over the years. And we hope to see you continuing to support us, as we stand fast in our aim of supporting our community, over the next thirty years.

**30** years  
Community Services



Macedonian Community Welfare Association

## About MCWA

The Macedonian Community Welfare Association (MCWA) is a state wide, not-for-profit and community based organization MCWA responds to the growing welfare needs of the Macedonian speaking community of Victoria by providing services in Macedonian and by assisting mainstream agencies to identify and address gaps in their service provision to the Macedonian

speaking community.

The MCWA currently runs projects throughout the state, with particular emphasis on the Northern and Western Metropolitan regions where large groups of the Macedonian community reside and community groups have developed.



# President Report

## Menka Kitanovski President

I am honoured to present the 2013 Annual Report for the MCWA. I am especially proud as it marks a special milestone for the Macedonian Community Welfare Association – our 30<sup>th</sup> year of service delivery to the Macedonian speaking community. The vision of the late Mr. George Kostrevski who established this organisation is now coming to fruition as the Macedonian community ages and requires support and care. The organisation has grown from its early days of being a provider of information and referral with one staff member to an organisation that is responsive and supports community needs that today has three departments – Aged Care, Special Projects and HR/Finance and they all support service delivery to the Macedonian speaking community of Victoria. It is an organisation that has grown to have 19 staff members, over 300 clients, numerous volunteers, members and countless partnerships and stakeholder relationships that all in combination and with shared responsibility ensure that the needs of the Macedonian community are recognised and supported.

Celebrating its 30 years of service I am delighted to report that MCWA continues to be one of the forerunners in delivering effective and unique ethno specific services. The continual growth of both our established and newly implemented programs and projects, our position as an information central for the Macedonian community, stable financial position, and our developed networks have helped MCWA become a leader and long term stakeholder within service delivery to the Macedonian community. Our 30<sup>th</sup> year has been a year of growth,

expansion and has been marked with many positive milestones. The relocation of the office to new premises in Caroline Springs was imperative to support this growth and to provide the organisation with facilities to ensure we meet the requirements of our clients, staff and volunteers. It has allowed us to expand our workforce, as well as our service delivery in a way we had not been able to prior.

This year has also, suitably, seen MCWA develop a strategic plan for 2013—2015, through consultation with our Committee of Management, staff, volunteers, clients and other stakeholders. Our strategic planning process has been an opportunity to identify what we do well, how we can build on it, and how we, as an organization, can remain strong, relevant and effective in a changing community service landscape.

The key focus areas for MCWA as per our strategic plan are:

- Increase community knowledge and the profile of MCWA
- Expand service delivery and explore other options for organizational growth and development
- Build MCWA community resources

Our clearly defined strategic directions place MCWA in a strong position for anticipated growth in service delivery. Our dedicated Committee of Management, staff and volunteers are already working hard to achieve these ambitious aims.

# President Report

Our successful application to gain Deductible Gift Recipient Status through the Australian Taxation Office allows the organisation to think strategically ahead about sustainability. This exciting development enables MCWA to receive donations from the public, which can be tax deductible for the donor, and importantly, also allows MCWA to apply for funding and grants from philanthropic organizations and trusts. This, we hope, will allow MCWA to continue to grow the range of programs and projects it provides to our clients and the community.

Our 30<sup>th</sup> year has also been marked with international recognition. I am very proud of the leadership and stewardship of Diana Sterjovska and wish to highlight the honour that was bestowed on her and vicariously through her also to MCWA when she received the Medal of Merit from Macedonia in July this year which was presented to her by the Macedonian President, Mr. Gorge Ivanov.

We are continually grateful for funding and support that is provided to MCWA from the Commonwealth Department of Health and Ageing, Victorian Department of Health, Victorian Multicultural Commission, Brimbank Council, Darebin Council and Hobsons Bay Council. This support allows the organisation to deliver programs and projects on the ground and to foster and support healthy ageing in our community. Without their generosity and understanding of our vision the fantastic services we deliver to our clients and for the community wouldn't be possible. I am also very pleased and acknowledge the Department of Health in supporting our Planned Activity Groups (High) in Whittlesea and Brimbank with growth funding. The Macedonian community is ageing and the recognition and support of government through this growth funding is vital in order to meet their needs.

I would like to acknowledge and thank the wonderful, talented, inspiring people that have made up our Committee of Management over the last thirty years. Their dedication to our organisation, and to supporting the community,

has been the backbone of MCWA, and has helped us to grow from strength to strength over the last three decades. We thank you for your work, and hope to see you continue in the future with your tireless work for the community. I would also like to extend an acknowledgement to the dedication of the staff in their service delivery and work within the community, with clients, volunteers and members of the committee. With our workforce continually growing, it serves to reaffirm our belief that our organisation and its services are truly vital to the wellbeing of the Macedonian community. I would also like to make a special mention and highlight the tireless work of our volunteers, both within the office environment, in the Friendly Visiting programs and with the P.A.G groups. Their commitment has helped to give MCWA that extra level of support in addressing community needs and it gives the organisation strength that truly is beyond measure.

**“To my fellow committee members thank you for your guidance, wisdom and support in steering MCWA over the last 12 months.”**

In conclusion, I would like to thank all of our members for their continual support, and I invite you to celebrate another successful milestone for the Macedonian Community Welfare Association, and to look ahead to the future growth of this organisation.

I commend this report to you.

**Menka Kitanovski**  
**President**



# Treasurer's Report

**Kristina Risteski**  
**Treasurer**

To all MCWA members, clients, volunteers, staff and all other stakeholders, I am pleased to report a very positive financial outlook for the last financial year.

I am proud to report that in the financial year ending June 2013, MCWA has received HACC growth funding for the 2012-2013 financial year, which has provided us with the capacity to continue to grow our HACC service provision.

Overall MCWA has seen a 26% increase in income, and a 19% increase in expenses, putting us in a strong, viable financial position. The Committee of Management of MCWA has worked tirelessly and enthusiastically to ensure that MCWA is financially strategic, and will continue to be so in years to come.

As part of this process MCWA has worked to update its Financial Risk Management Policies and Procedures, as well as improving our Financial Back Up Procedures. The consistent updating and implementing of these procedures will encourage the sustainability and risk management infrastructure of the organisation.

The close monitoring of our financial circumstances has ensured our capacity to successfully roll over \$54 500 in minor capital into the new financial year. This will assist in furthering our ability to maintain a strong financial position. I would like to take this opportunity to thank our various funding bodies, including the Victorian Department of Health, the Commonwealth

Department of Health and Ageing, the Office for Multicultural Affairs and Citizenship and others for their ongoing and continued financial support of our organisation and the work we strive to do. I would also like to thank our Committee of Management for their fantastic work over the financial year, as well as extending my ongoing gratitude to the management, staff and volunteers of MCWA for continuing to strive for excellence and professionalism in their roles, and for their commitment to making MCWA truly an organisation to be proud of.

I commend this report to you all, and for further details of our financial report, I commend you to our auditor's report at the back of this document.

**Kristina Risteski**  
**Treasurer**



# Managers Report

## Diana Sterjovska Manager

It has been a busy and exciting year for MCWA on the ground, and I am proud to say our staff have done a fantastic job over the last twelve months to provide fantastic services, and to highlight this service delivery in a variety of ways.

MCWA took part in the Home and Community Care (HACC) Community Care Common Standards (CCCS) Audit, which is being conducted over the 2012-2015 triennium. I am very proud to say that our organisation received 17 out of 18 points, with one of the highest evaluation scores in the sector. This serves to highlight the fantastic work MCWA is doing on the ground, as well as the strong policy and structural foundations that our Committee of Management has put in place over the last few years.

As part of the CCCS audit process, MCWA has also been engaged in an informal project developed by Ethnic Communities' Council of Victoria (ECCV) which has brought together leaders in the HACC field to support smaller ethnic and multicultural agencies through the CCCS audit process, through a mentorship partnership to share resources, policy development processes, and other organisational expertise.

MCWA has worked hard over the last twelve months to develop and implement both a HACC Diversity Plan and a HACC Active Service Model Implementation Plan in line with Department of Health requirements. With comprehensive staff and volunteer training, as well as engagement of our various stakeholders, MCWA is confident that we are able to provide holistic, capacity building services to our clients, and that we are able to incorporate and support the diversity of our target communities as part of our service delivery and assertive outreach.

In line with a changing landscape for community services in Victoria, MCWA has continued to foster partnerships and relationships within the sector to strengthen our overall service delivery. MCWA has partnered with the City of Whittlesea local government, Migrant Resource Centre North West (MRC NW), Royal District Nursing Service (RDNS) and with ECCV to develop and deliver a variety of exciting projects and events to improve service delivery and address growing issues within the Macedonian speaking community, such as the ECCV Elder Abuse Prevention Project, and the RDNS Macedonian Diabetes Talking Book.

MCWA also took the initiative this year to look at strengthening existing community social support organisations, and to engage these community groups in planning for the future of their organisations. To begin this process, MCWA convened a forum for all senior groups in the Western region of Melbourne, which had a strong showing and which was the beginning of a process of evaluation and forward planning for the groups. MCWA has reinforced its capacity to support these groups, but also used the forum as an opportunity to highlight a variety of supports that exist for these group in order to encourage succession planning.

MCWA has worked hard at the operational level over the last financial year to ensure both our clients and the wider community can see benefits from the work that we do. I trust that we have done this, and that you will be with us in future as we continue to meet these needs.

**Diana Sterjovska**  
**Manager**



## Programs & Services

Aged Care Department  
Special Projects Department  
Finance and HR Department



# Aged Care Department

The MCWA Aged Care Unit has had an exciting year, with some exciting new programs to help reach the most in need and isolated people in our community, and a continuation of our most popular programs such as the Planned Activity Groups.



## Access and Support

In 2012 MCWA's Support Access Project (SAP) transitioned to the new HACC activity Access and Support, which is designed to provide individualised support to clients who, due to barriers resulting from their diversity, find it difficult to access the HACC service system. MCWA's Access and Support program aims to act as a bridge between the individual and the service system, and help the client to build their capacity to engage with services that can support them to remain independent and at home.

## Planned Activity Groups

MCWA currently has ten planned activity groups spanning the North and Western Metropolitan Region, targeting clients with both core and high needs. The planned activity groups are well attended, and the PAG coordinators have worked with clients across a variety of projects throughout the 2012-2013 year including English classes and memory line cafe. PAG clients have expressed great satisfaction in their attendance of the groups, and our PAG program continues to grow with funding to expand these groups to accommodate the increasing need coming from the community.



## Multicultural Planned Activity

The MCWA Multicultural PAG is the first of its kind, developed as a partnership between four different ethnic and multicultural agencies. The PAG is run by MCWA, and currently includes clients from Macedonian, Maltese, German, Turkish and Ukrainian backgrounds.

## Memory Lane Cafe

Memory Lane Cafe is a project that was jointly run by MCWA and Alzheimer's Australia Victoria (AAV) with our Multicultural Dementia PAG. This project involved activities and events run by AAV specifically targeted at providing clients with early stage dementia with tools and strategies to help with their prognosis.



## Friendly Visiting Program

The MCWA Friendly Visiting Program has continued to grow and make a difference in the lives of isolated clients, with the hard work of our dedicated volunteers. Our volunteers visit our clients to provide them with a social connection, and someone with similar interests to talk to and share their story with. Our volunteers work hard with our clients to help them achieve their goals, and to build their capacity, while at the same time supporting them with difficult tasks.



# Special Projects

The MCWA Special Projects Unit encompasses two of MCWA's most innovative projects, aimed at improving service delivery and increasing the capacity of generic service providers to engage the Macedonian speaking community.



## Host a Garden

The aim of this activity was to increase awareness of culturally appropriate physical activities and to nurture healthy habits in clients. Three gardening workshops have been held, giving participants the opportunity to engage in physical activity and social inclusion in a fun and interactive way.

## Aged Care Service Improvement and Healthy Ageing Grants (ACSIHAG)

Formerly known as the Community Partners Program (CPP), the ACSIHAG program is a flexible service response program that enables organisations to develop projects that increase community engagement with service providers, while at the same time increasing the cultural competency of service providers to work with Macedonian speaking clients. Some of the projects run under this program included:

### Carers Master Chef

This exercise aimed to bring together carers of existing MCWA clients to provide a respite opportunity that encourages creativity, sharing,

and building of skills. Participants created an elaborate variety of traditional and contemporary Macedonian dishes. The series of events was pre recorded and will be aired on the Macedonian program on Channel 31.

### Village Games

The Village Games event is an event currently being organised to promote physical and social activities. A collection of games that were played in the villages overseas have been collated and put together for participants to engage in. Members from senior groups in both the Western and Northern regions of Melbourne have been invited to participate.



### Cultural Briefings

Cultural briefings have been delivered to a variety of service providers looking to engage with the Macedonian speaking community. These aim to inform generic service providers about cultural values and attitudes, migration history of the Macedonian community, and about some basic tools necessary when working with the Macedonian community. MCWA also launched its brokerage program in the previous financial year:

### MCWA Complete Care

This brokerage service provides generic service providers with Macedonian speaking home care workers for elderly clients and those with a disability. The aim of the service is to provide clients with quality care and support while remaining in their own homes. The program currently provides services such as home care, personal care, respite care and overnight care.

## Small Projects

### Stories in a Suitcase

This project provided the Macedonian speaking community with the opportunity to document their lives prior to, during and after migration. A kit was developed to assist with eliciting memories from clients, and included a number of meaningful keepsakes, such as old photos, stories about their travels, historical documents, music, storybooks, games, recipes and traditional mementos. As a result of this project, a cookbook of traditional, family recipes was also published.

### Cultural Mosaics Project

This project provided Macedonian speaking residents in the Hobson's Bay area with the opportunity to participate in learning the art of mosaic making, including the cutting, gluing, grouting and creating their very own mosaic photos. There was a very positive response from participants to learning a new skill and pastime.

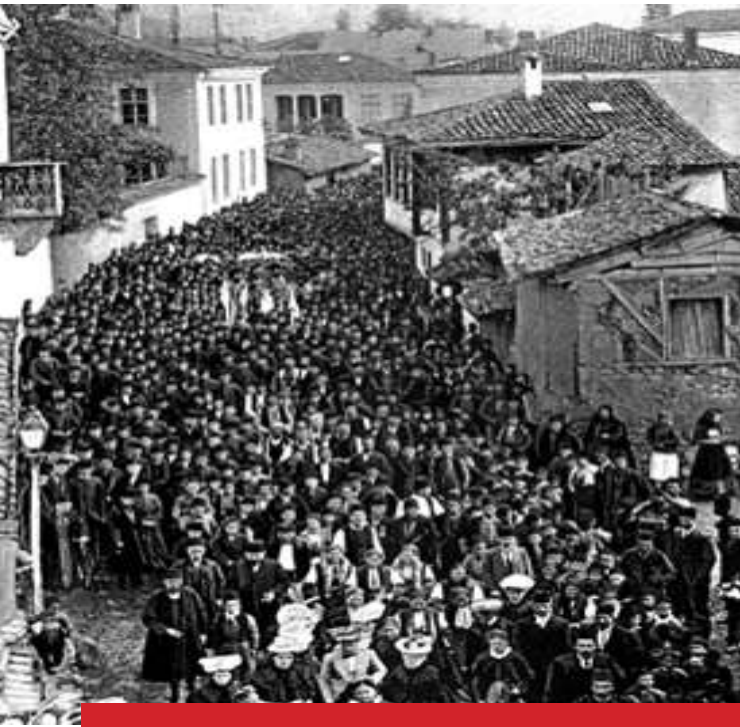


### Active Living, Active Learning Project

The Active Living, Active Learning Project brought together a variety of different classes, sessions and opportunities for Macedonian speaking community members to actively engage and participate. These included information sessions about a variety of topics, including financial matters, legal matters, and unwanted door knocking, classes in healthy cooking and using computers, and the development of a community register, where people can be connected to someone who speaks the same language and has similar interests for conversation, general checks to ensure the isolated client is safe and doing well, and to feel connected to their community.

### MCWA Radio Program

MCWA has developed a partnership with Plenty Valley FM, and will broadcast a weekly hour long program providing information about its services, as well as providing information that is vital to community members about available services within their local area. The program is broadcast at 9pm on Wednesday evenings on 88.6FM



### Pottery Classes Project

A series of pottery classes were held at the Thornbury Women's Neighbourhood House where participants were invited to create their own clay sculptures and were able to take them home. Participants were very enthusiastic about this project and some feedback suggested for many it evoked memories of playing with clay when they were young children.



# Risto's Story

## Case Study



**Risto Tunevski (left)** takes time to take a photo with Abbot Fr. Gavril Galev

My name is Risto, I am 84 years old and I have been attending the Whittlesea Planned Activity Group for four years, since the group opened. Attending the group has given me something to look forward to every week, and I have made a lot of friends there. The staff treat me like I am part of their family, and are very flexible in letting us do activities that we find interesting. One of my favorite things to do is to sing, and very often when it is a special occasion the PAG Coordinator will ask me to sing the Macedonian national anthem before we have our lunch. This honour makes me very happy and shows me that I am respected by the staff and by the other clients who come to the group. Often many of the other clients will join in when I sing, and it's something special to hear us all raised in song, often we will sing other songs as well, songs from our youth. I have also recently started receiving some support services from the MCWA Complete Care program, and this has helped both my wife and I in a huge

way. The fact that someone who understands our language and understands our culture is able to come and provide us with help has added a whole dimension to my ability to continue to live in my home knowing that someone is there to help us with the tasks we now find difficult.

Going to the group has made me feel better about some of my health problems, and it shows me that I still have a lot to look forward to in my life, and now that we have services at home as well we can focus on important things like continuing to connect with our family, friends and community. My family have also noticed a change in me since I started attending, and are very happy with the service I receive. I look forward to continuing to attend the group.

# Visa's Story

## Case Study

My name is Visa, I am 85 years old, and I am my 84 year old husband's carer. My husband has been attending the MCWA PAG for the last four years, and in those four years we have felt nothing but welcome in the PAG.

I am able to attend the PAG with my husband, which is very important to me, as I like to be with him and to be there to support him. However, I also get the opportunity to do separate things from my husband, all the while knowing that he is with people who can communicate with him and who understand him and his needs.

The PAG staff have also been very supportive of me, and have used my attendance in the group as an opportunity to help me develop my own goals and work towards these goals while my husband is participating in the PAG activities. One of my most important goals was to learn to read and write in Macedonian, as I never had the opportunity growing up. The PAG workers worked a little with me each week, to help me learn the alphabet, and slowly I began to build my confidence and my knowledge. This achievement was something very special to me, especially at my age.

I really enjoy going to the group each week, and hope that as my husband's needs increase, we can continue to attend, as I know that without the support of the group and the MCWA staff my job as a carer would be a lot more difficult.



**Visa Josevska** standing proudly beside the Macedonian National Flag

# Vesna's Story

## Case Study

My name is Vesna, I am 79 years old, and I have been a volunteer with MCWA for 9 years.

I volunteer with a variety of Macedonian community organisations, including a dancing group for senior women, and take a lot of joy from giving as much as I can to my community. I enjoy volunteering with MCWA because I feel like I am a part of the fantastic work that they do, and seeing the difference my assistance makes for so many clients makes me even more determined to continue to volunteer.

A lot of people ask me why I volunteer, many people see it as working without pay, but I always tell them that the benefits I get from volunteering don't have a price tag. I have dedicated the past

years of my life to volunteering, and I know that I will continue to volunteer until I am unable to do so. But I also think that's my secret, that volunteering for my community is what keeps me young and fit!

I would love to see more people volunteering, as I know firsthand how much of a joy and pleasure it can be to see the client's faces light up, and knowing that its your hard work and your actions that have made the difference.

**Vesna Miocevic celebrating her 79th birthday**



# Spase's Story

## Case Study



**Spase  
Markovski**

Looking for his  
next story to  
share

My name is Spase, I am 90 years old, and I have been attending the Hopper's Crossing PAG since it began. I try to attend the group every week as it is something that I look forward to very much. I like having the opportunity to talk and share stories with other Macedonian people from my generation, and we share stories about coming to Australia and how we built our lives when we came here. We often do this while walking in the park nearby, as the PAG coordinators often tell us that exercise is good for us, and encourage us to stay fit and active. I enjoy the walks, particularly when it is nice weather, because we often see lots of different people going about their day and its exciting and always different. I enjoy going to the group, and often joke that a whole week is too long to wait. I also tell the staff and other people attending that when I was working, I'd look forward to Sunday because it was my holiday, and now that I don't work, I feel the same way now about Tuesdays—coming to the group each week

is my holiday, and I always look forward to it.

Deciding to come to the group was a good decision for me, and as we continue to grow and get to know each other better, it feels almost like a family. It is a great service and I hope it will continue to be available to me and other people like me.

# Velika's Story

## Case Study



Velika Mackovska

My name is Velika, I am 80 years old, and I have been attending the MCWA Brimbank PAG now for over a year. Joining the PAG has made a large difference in my life, and I look forward to attending the group each week. I love the fact that the other people in the group speak my language, and we are from the same country, so we can talk about places overseas that we grew up in and we understand each other and know what everyone is talking about and reminiscing about. I also really enjoy the fact that we do activities that remind me so much of the interests we had when we were growing up, such as knitting, which is my favorite activity that we do in the group. It's also interesting as everyone has different techniques and ideas, and its great to learn new things and new ways to try knitting.

I also like the fact that attending the group has helped me to feel not as lonely, and has shown me that connecting with people who share a similar story and life with me can be a very positive thing. It's nice to know that as we get older we can support each other, and that services like the MCWA PAG can support us as well.

# 30 Facts about MCWA's Thirty Years

**Fact 1:**

It's the only Macedonian ethno-specific organisation in Victoria providing programs for the elderly

**Fact 2:**

The ONLY ethno specific organisation delivering a Multicultural PAG program

**Fact 3:**

The MCWA eldest client is 90 years of age

**Fact 4:**

The longest serving volunteer has been assisting for 9 years.

**Fact 5:**

The MCWA clients come from 10 different languages groups.

**Fact 6:**

MCWA has Tax Deductible Gift Recipient Status

**Fact 7:**

The MCWA is a Recognisable Brand in the community

**Fact 8:**

MCWA is an Approved Provider for Community Care programs

**Fact 9:**

Professional leadership and Governance

**Fact 10:**

Investing into programs for the community

**Fact 11:**

Creative in equitable Partnerships with positive outcome

**Fact 12:**

Outreach the programs to the community

**Fact 13:**

Making positive difference in peoples lives

**Fact 14:**

Provides fresh cooked meals for ALL PAG groups

**Fact 15:**

Friendly, caring and dedicated team

# 30 Facts about MCWA's Thirty Years

**Fact 16:**

Providing 15 years of PAG programs

**Fact 17:**

Approachable organisation

**Fact 18:**

MCWA provides safe and friendly environment for staff and clients

**Fact 19:**

Accountable to the funding bodies and the community

**Fact 20:**

Implementing Government Policy

**Fact 21:**

Mentoring other organisations

**Fact 22:**

Staff professional development and up skilling

**Fact 23:**

Community Advocate

**Fact 24:**

Developed over 30 resources

**Fact 25:**

Government Recognition and Awards

**Fact 26:**

Ongoing consulting with the community

**Fact 27:**

Interstate Memorandum of Understanding

**Fact 28:**

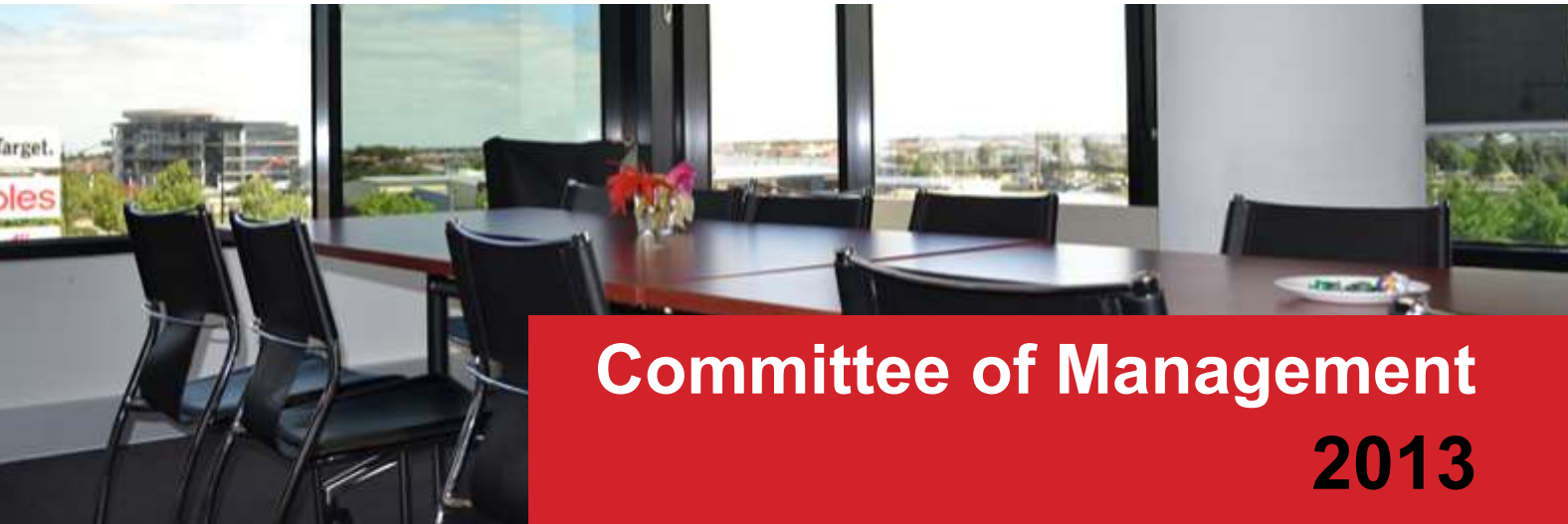
Providing Client Centred care to over 300 clients per week

**Fact 29:**

Granted three times, outstanding implementation of the CCC Standards

**Fact 30:**

Providing 20 years of Friendly Visiting program.



## Committee of Management 2013

### **Abbot Fr. Gavril Galev**

Father Gavril has a Bachelor of Theology and extensive community involvement through the Monastery "Sv Prohor Pciniski" in Donnybrook. He also established the Macedonian Orthodox Youth Association in Victoria.

### **Aleksandar Mojsovski**

Aleksandar is a graduated student of International Studies/International Trade (majoring in Politics) and has a profound interest in community based programs. Involvement with the Macedonian community has always been one of Aleksandar's highest priorities which has been reflected in his recent involvement in organising various events.

### **Tanas Sekulovski**

Tanas has worked as a labourer at Holden for 23 years. He is very passionate about improving the systems that help the Macedonian Community in Victoria. He is also the current President of the Senior Group in Ardeer.

### **Irena Veljanova**

Irena is a qualified doctor in Social Science with her doctoral thesis entitled 'Ethnicity, Health & Health Capital: The case of Macedonians in Australia currently under examination. She is also a casual academic at UWS with four years demonstrated teaching experience across various sociology and community welfare subjects with the School of Social Sciences (2006 -2010).

### **Jim Markovski**

Jim has extensive knowledge in the fields of youth, community, recreation and sport. He has obtained – Bachelor of Arts majoring in youth affairs; Diploma in Community Services (Alcohol and Other Drugs and Mental Health); Associate Diploma in Recreation Leadership and Certificate IV in Assessment and Work Training. Jim has over 29 years experience working in the western suburbs of Melbourne. He is also, a casual Collector with the Australian Sport Anti – Doping Authority and Medvet Sciences Pty Ltd.

### **Kristina Risteski**

Kristina is full time carer and has over 12 years experience in community work and holds a Community Development Certificate. Kristina is currently a carer facilitator, helping those who care for clients with mental health with the North West Mental Health and Carers Victoria. Kristina facilitates a carers respite group and is on CAG & C/CAG communities at North West Mental Health.

### **Lenna Popovski**

Lenna has worked in aged and disability services mainly within the local government in Geelong and Metropolitan Melbourne for 23 years. She is qualified with a degree in social science (sociology and public policy) and has great interest in CALD communities around aged care and disability focusing on empowering clients and families in health and well being.

### **Ljubica Talevski**

Ljubica is a secondary school teacher, teaching in St Albans Secondary College. She is also a qualified social worker with over 10 years of experience with the Department of Social Security. Currently she is President of the Macedonian Teachers Association in Victoria.

### **Menka Kitanovska**

Menka Kitanovski is currently Multicultural Services Officer for Department of Human Services. Menka has extensive experience working within the federal government sector with prior roles within Centrelink and Department of Social Security as a Multicultural Service Officer, Team Leader and Policy Advisor. Menka has a Bachelor of Arts, Diploma in Community Justice and holds NAATI Level 2 accreditation as a Macedonian interpreter. Menka has over 15 years experience working with the Macedonian community in Geelong and in the Western Region of Melbourne.

### **Violeta Gjorgjioska**

Violeta migrated to Melbourne 4 years ago from New Zealand. She is currently working as an analyst for a small pharmaceutical company and is involved as a volunteer for the Westley Do Care that provides care and organized visits to elderly people in the community. Passionate to contribute to the Macedonian Community as an emigrant herself, she fully understands the needs and interests of the people with Macedonian background in the Diaspora.





## MCWA Staff

### Permanent Staff

#### **Diana Sterjovska**

Manager

#### **Liljana Sajkarovska**

Financial/HR Department Coordinator

#### **Antoaneta Janeva**

Aged Care Department Coordinator  
(maternity Leave till June 2013)

#### **Lila Marusevska**

Aged Care Department Coordinator  
Maternity Leave Replacement

#### **Slobodanka Trajkovski**

Special Projects Department Coordinator  
(till May 2013)

#### **Donna Dimovska - Kantarovska**

Special Projects Department Coordinator  
(from May 2013)

#### **Ljupka Arsovski**

Reception and Administration

#### **Mirjana Stojanovska**

PAG Coordinator

#### **Blaga Petreska**

PAG Coordinator

#### **Katerina Mitrevska**

PAG Coordinator (current) &  
Complete Care Coordinator  
(till June 2013)

#### **Valentina Coceski**

PAG Dementia Coordinator

#### **Daniela Tomanoski**

PAG Dementia Coordinator &  
Complete Care Coordinator  
(till Dec 2012)

#### **Irina Zdraveska**

Complete Care Coordinator -  
Residential (till June 2013)

#### **Aleksandra Jovanovski**

Small Projects Worker

#### **Snezana Rizeska**

PAG Assistant

#### **Nade Ristevska**

PAG Assistant

#### **Sonja Rolevska**

PAG Assistant

#### **Tatjana Ristevska**

PAG Assistant

#### **Gordana Dujak**

PAG Cook

#### **Veska Paskoski**

PAG Cook

#### **Josif Janevski**

PAG Cook Assistant

#### **Pavlina Ilievska**

PAG Cook  
(till December 2012)

### Casual Staff

#### **Aneta Tasevski**

Reception / Administration &  
PAG Assistant

#### **Nada Gesovska**

Carer

#### **Desanka Bogoevski**

Carer

#### **Dragi Kotevski**

PAG Cook

# MCWA Volunteers

Zivka Andonoska

Sophia Christou

Paca Georgievska

Fotini Gianitis

Nada Gesovska

Zaklina Hristovska

Elica Kiseloski

Vesna Miocevic

Amanda Pufek

Panda Rabadievska

Ljerka Shmidt

Elica Spasevska

Aneta Tasevska

Petra Trajkovska

Sanda Vitkovska



Panda Rabadzievska, Petra Trajkovska, Sanda Vitkovska



Elica Spasevska

# What does MCWA mean to you?

## Client Quotes

---

**“I love the social gatherings”**



**“Can’t wait to share war stories with my peers”**



---

**“I really enjoy knitting for my grand children”**



# What does MCWA mean to you?

## Client Quotes



---

**“I love the traditional home made meals”**

---

**“I really enjoy the outings and seeing new places with my friends”**



---

**“I like to get healthy and doing regular exercise keeps me active”**









**Level 2, Office 3,  
13-15 Lake Street, Caroline Springs  
Ph (03)8358 5999  
Fax (03)8358 4886**

**Toll Free: 1800 988 767  
Email: [info@mcwa.org.au](mailto:info@mcwa.org.au)  
Web: [www.mcwa.org.au](http://www.mcwa.org.au)**