



Aged Care
With A
Difference

ANNUAL REPORT

2020

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 our 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 determination and sacrifice. 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.

Contents

The Macedonian Community Welfare Association (MCWA) is pleased to present its Annual Report for the period 2019-2020.

04	Why We Are Here	19	Home Care Packages
05	Board of Directors	21	Our Community in Pictures
06	MCWA Team	22	Home & Community Care Program
07	From the President	23	Community Visitor Scheme
08	From the Managing Director	24	Photo of MCWA Client
09	MCWA's Journey of 2019-2020	25	Community
10	Our Three Year Strategic Blueprint	27	Special Guest
11	Governance	29	Messages from Support Workers
12	A Founding Member	30	Our People
13	Social Support Groups	31	Auditor's Report
14	Social Support Individual	33	Financial Report
15	Our Client's Story	34	Acknowledgements & In Memoriam
16	Specialist Support Services		
17	Domestic Assistance		
18	Our Client's Story		

MCWA offers a range of client centred services tailored to provide essential In-Home Aged Care for the ageing community.

**To Find Out More
Call**

1800 988 767

or email
info@mcwa.org.au
or visit mcwa.org.au

Why We Are Here

Overview

MCWA was established in 1983 by a group of forward-thinking leaders of the Macedonian community based in Victoria who recognised the need for a range of social support and welfare services for newly arrived individuals and families, as well as the growing Macedonian community here in Australia. MCWA was established to ensure all Victorians were able to get access to care and thrive at home as they aged and/or lived with a disability.

Who are we?

MCWA is a not-for-profit community based organisation that provides in-home aged care services that focus on supporting the ageing and elderly community in Victoria. MCWA is made up of a team of passionate and dedicated individuals whose need to care for others is part of their DNA. MCWA's complete care program of services aims to address the need for in-home care for the culturally and linguistically diverse elderly and ageing community, along with those living with a disability.

Vision

For everyone to have the opportunity to experience a meaningful and fulfilling life. MCWA understands the importance of supporting the choices our clients make, and delivering on their expectations as we assist their carers, partners and families.

Mission

To become the leading service provider for the promotion of health and wellbeing in the Macedonian and wider ageing community. MCWA believes in encouraging the health and wellbeing of all people who are ageing and/or living with a disability whilst delivering high quality services that are aligned culturally to our clients' individual needs.

How we do it

We are a group of dedicated people for whom caring for the ageing and/or people with a disability is our ethos. MCWA is a client centred organisation that ensures clients are at the centre of everything we do. Today MCWA is made up of a team who focus on supporting the needs of the ageing and elderly CALD community of Victoria through a combination of CHSP funding, HCP funding, CVS funding, and one-off project grant funding. In addition, MCWA supports people under the age of 65 through its HACC-PYP funded program.

Our reason for being

MCWA supports choice, independence and dignity of all people who are ageing and/or living with a disability whilst managing their emerging or actual chronic health requirements in a culturally appropriate way.

Why we matter

- Royal Commission into Aged Care Quality & Safety report - What Australians Think of Ageing and Aged Care - states that older Australians have a strong preference to stay living in their own home should they ever need support or care.
- 2017-18, the Australian Government spent over \$18 billion on aged care but only 28% was on home care and support services.
- 1 in 7 Australians are aged 65+, and 3 in 10 were born overseas.
- The number of older Australians is growing: in 2017, 15% of Australians (3.8 million) were aged 65 and over; this proportion is projected to grow steadily over the coming decades.
- FECCA projects 30% of the population in 2020 aged 65 years and above will be from CALD backgrounds.
- Approximately 5% of all migrants from non-English speaking countries are aged 80+ years, compared to 3.9% of Australia's total population aged 80+ years.
- The future older population may have a larger burden of lifestyle-related diseases than in the past.
- Population ageing is expected to result in an increase in the absolute number of people with disability, as disability becomes more common with age.
- Wikipedia page, Macedonian Australians, states a total of 83,978 residents declared their ancestry as Macedonian, either alone or in combination with another ancestry in 2006, and that the Macedonian language is spoken at home by 67,833 residents.
- In 2001, Macedonia was the 26th most common birthplace in Australia.

Board of Directors

MCWA is currently an Incorporated Association and has been approved by its members to commence the process of moving to a Company Limited Under Guarantee (voted by its members on 5 December 2019).

This year Board positions and Board members have been restructured from a community Board to a professional Board. The Board has commenced its transition from a Committee of Management which manages the organisation to a Board of Directors which governs the organisation, creating the space for the Managing Director to lead and manage the organisation. The Board is responsible for ensuring the strategic direction, the implementation of the Aged Care Quality and Safety Standard 8, Organisational Governance and the associated governing policies of the organisation.

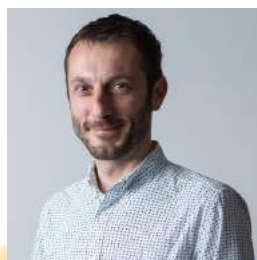
Board



Maria Peterson
President



Miki Dodevski
Vice President



Goran Popovski
Treasurer



Marijana Andonovski
Company Secretary



Goran Torbakov
Board Member

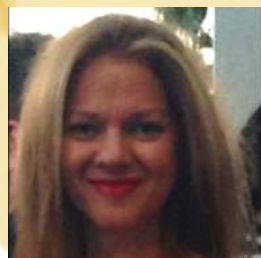


Ilija Josevski
Board Member



Liza Janakievski
Board Member as of 2021

Advisors

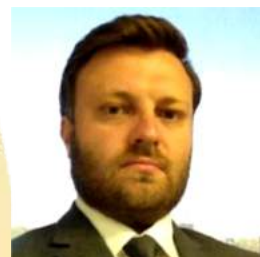


Sonja Ilievska
Expert in Governance,
Risk, Audit & Compliance



Danica Sekulovska
Expert in Government
affairs and Grant funding

Partners



Nick Partalovski
Lawyer



Daniel Dubois
Senior Accountant

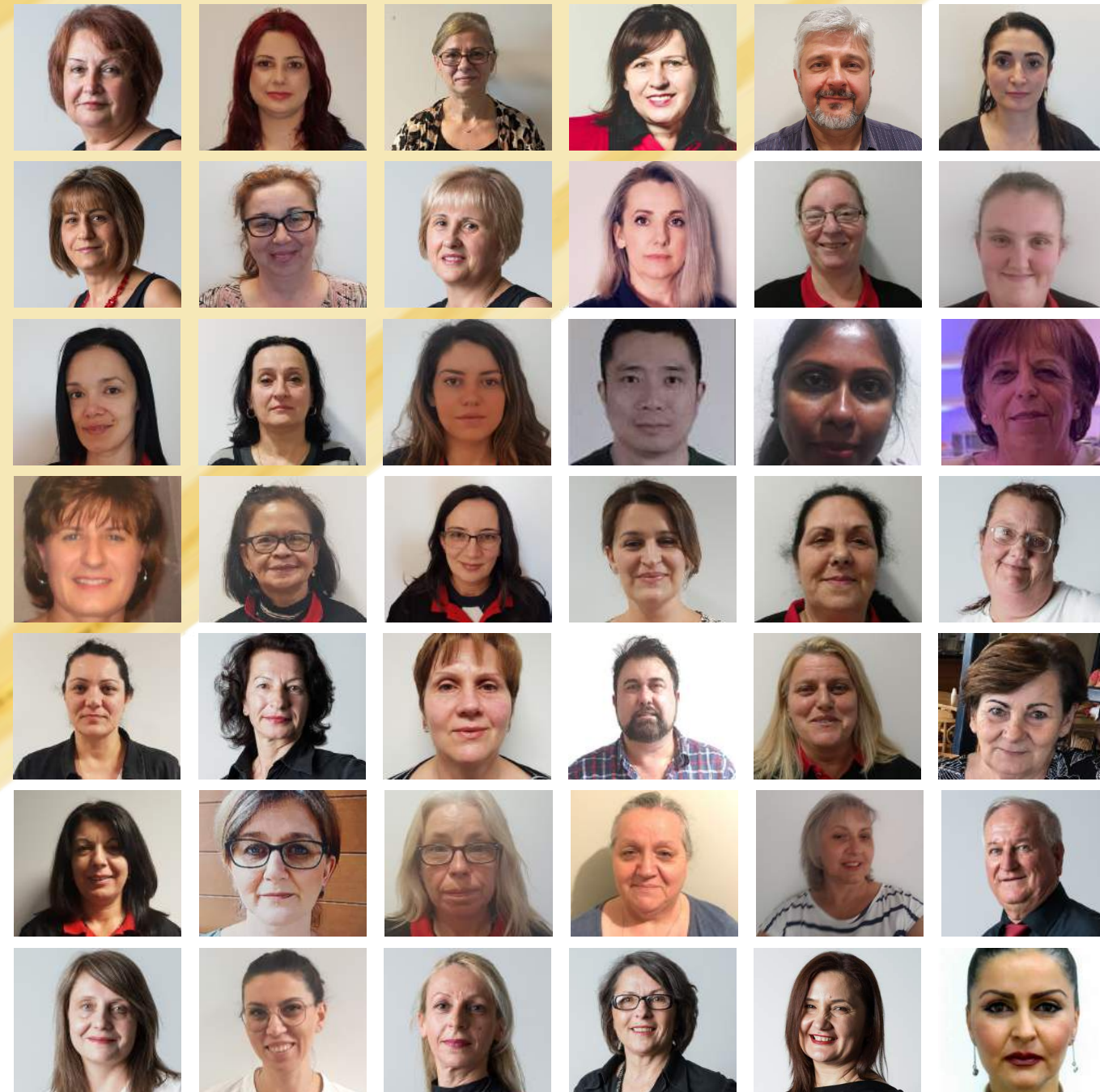


Risto Vuckov
IT Consultant

MCWA Team

Meet some of the MCWA team, the people who live and breathe MCWA's vision and mission. We all hold a client centred approach to everything we do, and understand the importance of supporting client choice, our clients' independence and, above all, their dignity. Tirelessly we do everything we can to assist our clients to manage their emerging, chronic and/or complex health needs in a culturally appropriate way.

Our Frontline Team



Our Head Office Team





President

Legacy, identity and purpose are key to a great organisation.

Knowing our purpose shapes what we do and informs how we will fulfil and embrace our mission. In 2019-20, just as much as in 1985, we remain a community-led, independent and passionate service provider dedicated to improving the quality of life for not only ageing Macedonians, but individuals who are of age from diverse ethno-specific backgrounds.

That foundation has encouraged us and protected us in tough times, and this year is no exception.

The Royal Commission into Aged Care Quality and Safety was established by the Governor-General of the Commonwealth of Australia, His Excellency General, the Honourable Sir Peter Cosgrove AK MC (Retd). The much-needed investigation into the abuse and neglect in aged care led to the Commissioners' interim report, followed by the subsequent reform seeing the introduction of the Aged Care Quality Standards from 1 July 2019.

Guided by the introduction of the Aged Care Quality Standards, the Association's Strategic Blueprint 2018-2021 and the continued changing needs of the aged care sector, the Board recognised the need for the Association to pivot and ensure its long-term sustainability. The Association (following guidance and consultation with industry experts) made the decision to transition to a flatter and more pragmatic structure which would allow the Board to form a greater connectedness with our clients.

As the Association embarked on a transformation journey, the organisation farewelled long-standing CEO, Diana Sterjovska, after 25 years of esteemed service and welcomed the introduction of the Association's first Managing Director, Marijana Andonovski.

Just as the Association commenced operation under a new structure and revised direction, in the second half of the year we were faced with one of our greatest challenges as we responded to the COVID-19 pandemic.

These unprecedented times have been particularly challenging for the Association's 37-year history. Across the sector there has been a collective experience of an increase and strengthening of health and safety practices, new regulation and financial stress that the Association has not been immune to.

We are budgeting for an improved financial position in the coming year as we progress with the first phase of the Association's three-year Strategic Blueprint 2018-2021, with a renewed focus on Leadership, Governance and Growth.

During the year, Goran Torbakov stepped down from the role of Board Chairperson after 16 months of service as we also farewelled Board Members Daniela Zataroska and Marieta Dukovski. The Board was especially delighted to welcome Ilija Josevski as a new Board Member and recognises Ilija as one of the Association's original founding members. Ilija is the current President of the Federation of Pensioner Organisations for the West of Victoria and we feel privileged to have Ilija serve on our Board.

I would like to thank all my fellow Board colleagues for their contribution and support. This is a volunteer Board and the time, wisdom and considered judgment that they all give so freely is a great blessing.

On behalf of the Board, I would like to acknowledge the significant contributions and efforts of the MCWA Executive team, staff and volunteers. As the new Chair of the MCWA, I am extremely proud of our MD and the collective staffing team for the way in which they have navigated and overcome many challenges through a very difficult time.

I remain passionate and committed to being a source of encouragement and support in contributing to leading and governing the organisation for the betterment of the elderly and ageing Macedonians and more broadly the multicultural community.

Finally, a big thank you to our generous and committed community members and supporters. It is the whole community – the staff, the volunteers, and all of our many supporters – that make the MCWA what it is today. It is a privilege to work with you to serve and champion the lives of those in need.

**Maria Peterson,
President of MCWA**

*"Hard work and perseverance, is the force with which a person becomes the greatest in every situation."
- Goce Delcev*



Managing Director

This year has seen the start of MCWA's transformation as it embraced the Aged Care Quality Standards, the need for greater robust governance and the shift to a client centred approach to its operations. This period of transformation has seen greater transparency between the Board and operations resulting in a strong and healthy partnership.

Throughout MCWA's 37-year history, there is a constant that is unwavering: the need to continuously respond to the needs of our ageing and elderly members of our community at a pace that matches their expectations and needs.

This financial year has been an extraordinary time of transformation for the sector and our organisation. MCWA has embraced the many landscape sector changes and the findings of the interim report from the Royal Commission which has resulted in a period of remediation for aged care.

Having joined MCWA on 20 February 2020, my first four months in the role focused on keeping clients and staff safe as we moved to prevent the spread of COVID-19. These unprecedented times demonstrated the organisation's ability to be agile as service delivery changed, day-to-day interactions shifted, staff that could work from home did, and all staff moved to wearing PPE gear, with enhanced PPE gear being required for our frontline staff. In addition, where possible staff were redeployed in different roles to alleviate service delivery pain points and to ensure MCWA continued providing a high quality of service to all clients. Where this was not possible, staff were reluctantly stood-down. As a team we all worked tirelessly to ensure the wellbeing of our clients and frontline staff.

I have had the opportunity to reflect on the dedication of all MCWA employees across the organisation and I take this opportunity to acknowledge their efforts and their contribution. In addition, I thank all MCWA staff for their collective commitment to work with me, to work together and commence the process of pivoting the organisation to fall in line with the sector landscape changes, and for continuing to provide high quality services and care to clients whilst playing their part in preventing the spread of COVID-19.

Although key milestones of the three-year Strategic Blueprint were missed in the first half of FY20, I thank the team for working together to address this in the second half of FY20.

Even through a period of such transformation, MCWA has achieved much to celebrate and be proud of:

- Embracing an agile approach to operating that has improved service delivery and has helped place the client at the centre of everything we do.
- Successfully rolling out COVID-19 measures that have ensured the safety of all clients and staff.
- Expanding service delivery to introduce Allied Health and Therapy Services in the Southern Region of Melbourne with funding arriving in April.
- Delivering high quality services during a period of much challenge and continuous change.
- Producing a strong fourth quarter of the financial year resulting in 100 Home Care Package (HCP) client partnerships.
- Generating a surplus of \$59k, turning a negative first nine months of the financial year into a positive year end result.
- Providing over 1,800 client visits through Social Support Groups which were interrupted due to COVID-19, forcing engagement to over the phone, and to one-on-one interactions.
- Introducing a governance framework, operational governance and risk management thinking across all levels of the organisation.
- Implementing a Governance, Risk, Audit and Compliance subcommittee that has helped ensure good overall organisational governance.
- Supporting 154 clients through Domestic Assistance and delivering over 3,414 hours of service.
- Supporting clients with complex cases through Specialist Support Services, offering over 1,200 hours of service.
- Re-engaging with many Social Support Individual clients that were waiting on volunteer services.
- Assisting those under the age of 65 through the Home and Community Care Program for Younger People (HACC-PYP), and clients through the Community Visitors Scheme (CVS).
- Owning our first commercial property outright.

During FY20, MCWA provided eight different essential in-home services to over 300 clients whilst keeping them safe in their homes.

Together with the new Chair, Maria Peterson and Board, I look forward to the year ahead as we focus on progressing with the first and second phase of the three-year Strategic Blueprint, maintaining strong governance, improved operational systems, models and structure whilst maintaining a client centred approach to delivering a high quality of service.

**Marijana Andonovski
Managing Director of MCWA**

Journey

MCWA's 2019-2020 Financial Year challenges, performance and overall client impact can be split into three parts.

MCWA was faced with significant regulatory reforms implemented by Government, and the Royal Commission generated widespread public awareness of the issues surrounding the sector. These changes characterised significant transformation in MCWA's operations.

- Royal Commission released its interim report that further fuelled sector discussion and community concerns.
- In readiness for such aged care sector transformation, the Board, management and third party subject matter experts came together to develop the MCWA three year strategic plan (commenced 1 July 2019). The strategy was designed to ensure the organisation could pivot in line with the landscape changes of the sector, reduce pressure on staff whilst ensuring client needs are continually being met.
- The Board introduced the Governance, Risk, Audit and Compliance subcommittee to support and reinforce the organisation's need to embrace change management, Aged Care Quality Standards, and governance.

Uncertainty surrounding the sector in the first half of the year resulted in some difficult decisions being made.

- The Board identified the value in moving away from a hierarchical structure as attempts made by management to improve productivity and delivery on key strategic milestones were delayed and/or missed.
- In December the Board accepted the need to restructure the management team and appoint staff with experience in transformation, driving change, governance and growth.
- This decision was not taken lightly and resulted in the CEO and Operation Manager roles becoming redundant and appointing a Managing Director.

These measures were met with acceptance by the majority of our Support Workers, the face of our organisation reflecting the maturity of our team and their commitment to our clients.

- MCWA facilitated a visit from the former President of the Republic of Macedonia.



Nov-Feb

Restructure announced, moving away from CEO and introduction of MD

Visit from the former President of the Republic of Macedonia Gjorge Ivanov

MCWA held four events across Melbourne and Sydney. MCWA thanks the Bankstown Lions soccer club for their support in delivering the event in Sydney.

Keeping our clients and frontline staff safe whilst delivering a high quality of care for our frail clients was our number one priority as the sector dealt with the challenges of COVID-19.

- The MCWA team moved quickly to adopt an agile approach to quality care that ensured our clients and staff remained safe.
- Staff across the organisation were stretched as stop measures and additional control steps were introduced as the team embraced a holistic approach to support clients across all program streams.
- The pandemic had a significant impact on our clients' mental and physical wellbeing.
- For the first time in MCWA history, key social engagement and face-to-face interaction, was stopped as engagement moved to over the phone. The follow-on effect resulted in the MCWA team doing everything they could to help clients remain positive during these unprecedented times.
- MCWA introduced a number of additional strategies that resulted in new HCP client partnerships, and an increase in essential services to existing and new clients.
- MCWA came together and generated a surplus of \$59k.

Mar-Jun

The team worked together and acted quickly to respond to COVID-19, introducing improved governance that ensured the organisation had a handle on Aged Care Standard 3 relating to infection control.

MCWA approved for Allied Health funding in the Southern Metro Region of Melbourne.

MCWA's Three Year Strategy Blueprint

March 2019 - December 2021

As an organisation that focuses 80% of its efforts on providing home care to the ageing and elderly population through Commonwealth funding, MCWA has understood that the changing aged care landscape has required MCWA to commence the move away from a Government funded welfare model to a client-driven competitive market paradigm. This process commenced in 2019-2020 with an anticipated five year period of reform that will see the organisation transform.

Strategic Initiative One: Our Enabling Strategies, Our Strategic Plan for 2019

The Board, Chief Executive Officer and Managers of MCWA will develop, implement and monitor the enabling strategies and associated projects which will significantly strengthen the governance and organisational structures and positions, systems and processes with a particular focus on:

- 1.1 Contemporary Governance and Contemporary Leadership
- 1.2 A Renewed Vision, A Defining Customer-centric Culture
- 1.3 Business Development Manager
- 1.4 Integrated Organisational Systems, Digital Solutions & Technologies
- 1.5 Beyond Compliance, The Journey to Quality & Safety
- 1.6 Utilise an Organisational-wide Performance Management System
- 1.7 Position MCWA as a Specialist CALD Aged Care & Health Care Organisation

Strategic Initiative Two: Our Growth Strategies, Our Strategic Plan for 2020-2021

MCWA will be a specialist, professional aged care and health care organisation servicing current and future customers, their partners, carers and families for Macedonian and other communities, operating in targeted regions and states of Australia.

As such, the organisation will be both successful and sustainable, ensuring it can fund its future and fund un-fundable services, be they social support, community education or similar such activities, services or events that support customers, their partners, carers and families.

- 2.1 Addressing Aged Care and Health Care Reforms
- 2.2 New Business Model Strategy
- 2.3 Financial Modelling Strategy
- 2.4 A New Employment Framework Strategy
- 2.5 Securing and Leveraging our Intellectual Property
- 2.6 Integrated Community, Wellness and Health Care Hub
- 2.7 Mutually Beneficial and Measurable Alliances and Partnerships

Jul-Oct

Regulatory functions of the Department of Health transferred to the Aged Care Quality and Safety Commissioner

MCWA received the title of its office suite and owns its first commercial property.



Governance

MCWA Board and Operational Governance

As the aged care sector continues to be radically reshaped by Government reforms and policies, MCWA remains committed to creating a paradigm shift that will ensure the organisation pivots in line with the sector changes, and continues to provide much-needed services for years to come.

This year, starting at the Board level, MCWA introduced stronger governance and accountability. The Board along with management identified the need for five sub-committees that will comprise of Board members, Board advisors, senior management, operational staff, and clients (where applicable) to assist the Board in meeting its responsibilities.

This financial year, the Finance committee continued to meet, and MCWA introduced a Governance, Risk, Audit and Compliance committee.

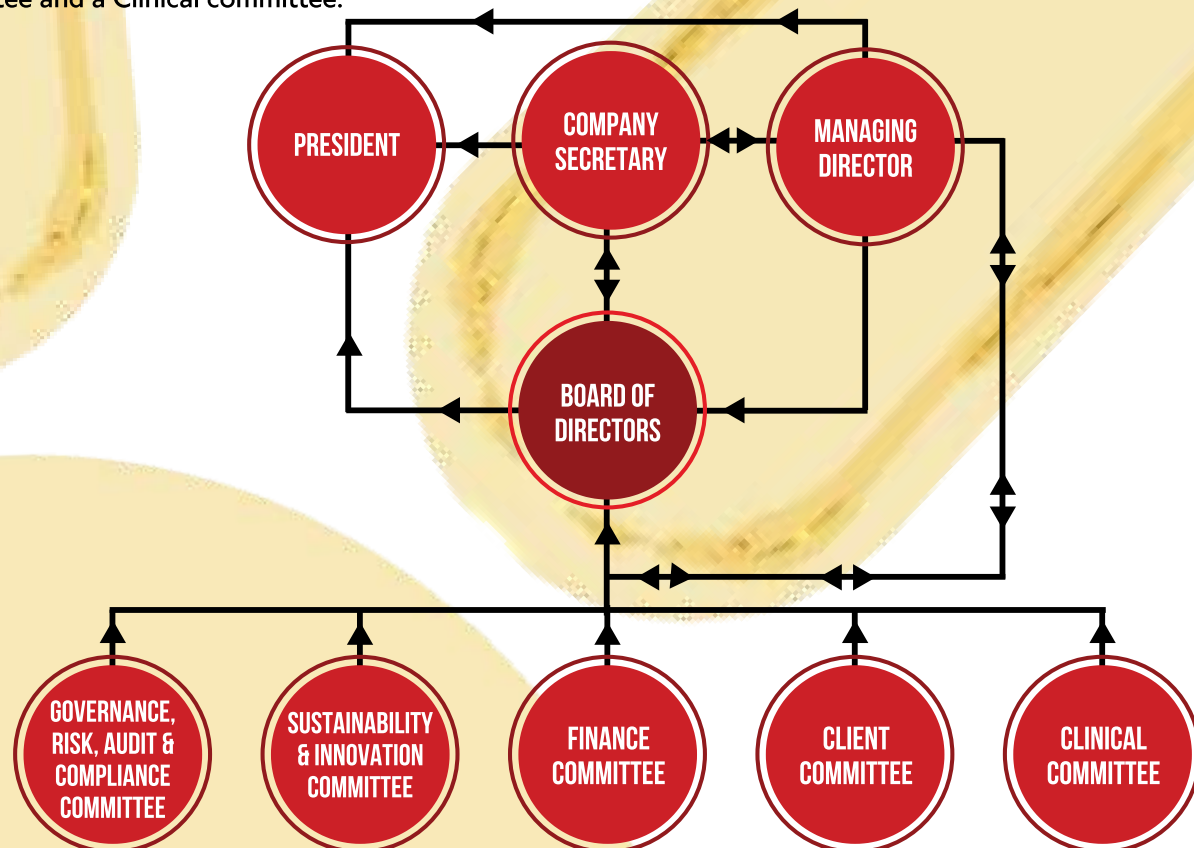
Next financial year will see the introduction of a Sustainability & Innovation committee, Client committee and a Clinical committee.

MCWA's transformation commenced with the organisation's three-year Strategy Blueprint which drove the review of the organisation's structure and systems.

The re-engineering of MCWA's business model has enabled the operations of the organisation to shift to a client centred model, putting the client at the centre of everything we do.

This financial year, MCWA introduced an operational governance framework that enabled staff to increase their focus and awareness of the emerging and future Government reforms that have and will continue to shape the aged care and disability sector.

As part of the change, the organisation has embraced a risk management perspective, focusing on performance, and ensuring efficient, effective and ethical management of all our clients and resources.



MCWA'S BOARD AND OPERATIONAL GOVERNANCE FRAMEWORKS CONSIST OF COMMITTEES, STRATEGY, BUSINESS PLANNING, REPORTING, PERFORMANCE, RISK MANAGEMENT, AUDITS, ACTION, AND RECOGNITION OF WORK WELL-DONE.

One of MCWA's founding members

Ever since my arrival in Australia in 1970, I have always been involved in the Macedonian community. I picked up English quite quickly which helped me support the community. My degree in Economics and the experience I had gained through my years of managing in different work places empowered me to assist many community organisations in and around Melbourne.

One of the more notable organisations I was part of was MCWA. Being there from the beginning together with George Kostrevski, Mara Tosevska, Slavka and others, we all had a vision to help our community. I was a member of the committee for a while and then remained a regular member. I am very proud of what we achieved back then and the accomplishments of MCWA thus far.

In the past 15 years I have also been head of the Australian Humanitarian Aid for Macedonia (AHAM), a humanitarian organisation that sends aid and relief to those in need in Macedonia. I am extremely proud of what we have achieved and I continue to provide the vehicle that enables Australian Macedonians to support Macedonians in Macedonia.

In the past 10 years I have also been involved in the foundation and coordination of the Federation of Macedonian Senior Citizen Groups for the West (Melbourne). As with my previous community involvement, this organisation aims to assist and unite the Macedonian community. Our goal is to operate collectively as one, whenever there is a requirement for the community to act together. I am a firm believer that we should all work together towards a stronger community, and the Federation is a body that can do just that. Recently I rejoined the Board of MCWA. I believe that MCWA has been on a great trajectory and has established itself as a community leading organisation.

With all the work that MCWA does with the ageing population, I am a strong believer that MCWA will continue towards greater things. I hope that in the near future we can expand MCWA services into NSW as I have received firsthand feedback that Macedonians in NSW have little In-Home Aged Care Support.

Ilija Josevski
Community Leader and MCWA Board Member



Social Support Groups (SSG) & Social Support Individual (SSI)

The Macedonian Community Welfare Association (MCWA) is Victoria's only CALD aged care provider that has 90% of its Social Support Programs inspired to support the Macedonians in Victoria.

MCWA understands the importance of culturally specific social engagement, and as a result, offers Social Support Groups for the Ukrainian, German and Turkish communities in Victoria.

With 37-years of experience in delivering culturally sensitive social engagement, MCWA has become the expert in supporting ageing Macedonians and, more broadly, the CALD community through social engagement.

With positive reinforcement from our clients, MCWA continues to provide much-needed social engagement for our ageing and elderly community on a weekly basis at the highest of standards.

Social Support Groups

The first half of this financial year consisted of eight separate face-to-face MCWA Social Support Groups, of which, seven groups took place weekly and provided social engagement and interaction for over 117 clients, providing over 13,783 hours of support.

As a way of reaching the ageing and elderly community across the Northern and Western metropolitan region of Melbourne, MCWA facilitated these social groups across four physical locations based in Epping, Sunshine, Wyndham and Brimbank.

In addition, MCWA ran a weekly evening group that enabled many interested clients the opportunity to visit different restaurants to sample diverse cultural cuisines and experience an evening outing.

The second half of the financial year told a completely different story for our Social Support Groups. The impact of COVID-19 disrupted our clients' social engagement, as all MCWA face-to-face social engagement was abruptly stopped as we all did everything we could to keep our clients, volunteers and staff safe from contracting the virus. These unprecedented times resulted in enormous upheaval for our clients as most relied on our Social Support Groups as their only form of social engagement. For some, it was the only time they would leave their homes. For others, it was the only opportunity to meet and engage with their friends.

Social Support Individual

Our social support individual clients are some of our most vulnerable as their ability to socialise is further impacted by physical and/or mental barriers that prevent them from leaving their home. With a team of dedicated volunteers, MCWA works with many clients to provide one-on-one, face-to-face, social support engagement.

MCWA prides itself on forming and maintaining partnership relationships that help ensure the delivery of quality care that has the client at the centre of everything it does. The reality of how strong our client and staff/volunteer relationships are came to light as our clients shared their reliance on our weekly engagement for their mental wellbeing.

As face-to-face engagements came to a stop in the second half of the year, MCWA introduced over the phone weekly engagement as a way of continually supporting clients. Due to COVID-19 our once enthusiastic clients shared, over the phone with our Social Support Group Coordinators and Volunteers, stories of discomfort, fear and isolation as they grappled with COVID-19, and the impact it has had on their lives.

The challenges that COVID-19 has thrown at our clients, staff and the delivery of our program meant that we as a team needed to act quickly and creatively in developing alternative methods to implement ways to continue engaging with our clients, and support them through long periods of isolation.

MCWA staff have been dedicated and relentless in ensuring they are constantly communicating with clients to ensure their needs are being met. These can be the need for conversation or socialisation, or something as simple as dropping off essential household items. Staff have also worked to keep clients connected with each other, facilitating three-way phone conversations between clients to ensure those integral and beneficial relationships are not diminished or lost by the current circumstances.

The loss of the programs has been felt by all of our clients and carers, and highlights the many positive benefits that a program such as this provides for the community.

While the pandemic has had a major impact on our programs, it has also been an opportunity to uncover new opportunities for our program that, in many ways, will push our programs to be more innovative.

One of the improvements to come as we move to a new normal will be the use of iPads to add another dimension and element to our client engagement.

"IT'S MY HUGE SATISFACTION TO COME TO THE GROUPS KNOWING THAT I CAN HELP SOMEONE TO HAVE A MORE ENJOYABLE TIME WHILE AT THE CENTRE."

- VOLUNTEER



Call MCWA today to find out more about our Social Support Groups, or our Social Support Individual program.

1800 988 767
 mcwa.org.au
 info@mcwa.org.au



Our Client's Story

Referred by a Bolton Clarke nurse, MCWA worked with Petkana through Specialised Support Services as she required urgent support.

ABOUT PETKANA

Petkana is a 75-year-old Macedonian who lives with her husband and son in their family home. Petkana has a range of complex health issues she is living with and requires 24-hour care. Some of Petkana's challenges include cognitive decline, diabetes, slow mobility, and a restricted range of movements in her arms and shoulders which impacts her independence. In addition, Petkana developed an open wound that required regular nursing service support. Prior to MCWA implementing essential services, Petkana was forced to rely on her husband for all things, at all times. Due to her physical limitations, Petkana required the support of a walking aid but was forced to use her shower stool to get around the house.

MCWA provided Petkana with information and guidance on how to implement services that could support her and gain back some of her independence. MCWA investigated the client's situation and identified that the client had not accepted the opportunity to take up a Home Care Package simply because, she and her family did not understand the service systems and/or the letter that was sent.

Upon meeting Petkana, our Specialised Support Service worker identified urgent needs for the client such as meal preparation, domestic assistance, increasing personal care assistance, and organised an Occupational Therapist to access the need for equipment.

Immediate support was organised for both the client and her husband to get the maximum support until her Home Care Package commenced. The services started within two days of the visit.

Today, with the support of MCWA, the client has the support she needs and wants, giving her back the independence she thought was long gone.



Specialised Support Services (SSS)

Under the Commonwealth Home Support Program (CHSP)

The Macedonian Community Welfare Association (MCWA) offers Victorians the only Specialised Support Services that are tailored to address the needs of the Macedonian community. Focused on delivering Access and Support, MCWA offers bilingual pathways into aged care whilst holding a culturally specific lens in its service delivery. MCWA's Specialised Support Services are available to all with a focus on the CALD community.



Some MCWA staff have the advantage of having been raised in Macedonian, which assists them with breaking through language barriers and, most of all, having the cultural insights needed to support the ageing and elderly Macedonian community.

In addition, MCWA is focused on building partnership and trust with all clients, and in doing so, has staff that can speak and understand Croatian, Turkish, Bulgarian, Bosnian, Greek and Serbian. All of this is designed to help remove any language barriers of clients who originate from the Balkan region.

MCWA has been offering Access and Support to the Victorian community for more than 11 years and during this time has helped thousands of people who have experienced obstacles in entering the aged care system. This intermittent support service provides clients up to 12 weeks of support and acts as a channel between clients, carers and service providers.

These barriers include but are not limited to:

- Language
- Limited service system knowledge
- Lack of formal and informal support
- Financial disadvantaged
- Cognitive decline

This financial year, MCWA's Specialised Support Services assisted 198 ageing and elderly members of our community to break through barriers and gain access to much-needed essential services.

This year MCWA received 53 My Aged Care Portal referrals, and the remaining 145 came through word of mouth.

The success of MCWA's Access and Support program sits with the ability to support clients to make informed decisions about their ageing and empower them to remain safe and independent in their homes.

MCWA's Specialised Support Services were not immune to the impact of COVID-19 as all face-to-face meetings were stopped in the second half of the year, moving all engagement to over the phone. This became increasingly challenging when working through complex cases, and especially supporting clients that are living with cognitive issues and/or hearing or learning difficulties.

 **198** Number of SSS Clients

Call MCWA today to find out more about our Specialised Support Services, and how you or someone you know can benefit from it.



1800 988 767
mcwa.org.au
info@mcwa.org.au

Domestic Assistance

*Under the Commonwealth
Home Support Program (CHSP)*

The Macedonian Community Welfare Association (MCWA) has been offering the ageing and elderly community of Victoria Domestic Assistance for over four years, and this year provided over 3,414 hours of Domestic Assistance services. With a client base that is heavily skewed towards the ageing and elderly CALD community, MCWA prides itself on delivering tailored Domestic Assistance that meets the varying needs of our clients.

Domestic Assistance is one of MCWAs most successful entry-level care service funded through CHSP and offered to the community. This service is designed to help maximise our clients' independence and autonomy to remain living independently and safely in their own homes. This program has seen the MCWA team support the ageing and elderly through general house cleaning, clothes washing and ironing, paying bills, shopping, changing sheets and preparing meals.

This financial year MCWA provided Domestic Assistance services to 154 clients, most of whom received these essential services on a fortnightly basis.

Our frontline team confirmed their strong commitment to keeping our clients and their carers safe as the team embraced the wearing of enhanced PPE gear as our sector was faced with COVID-19 and State Government restrictions in the second half of the year.

During this period of COVID-19, MCWA implemented check-in calls 24 hours prior to the delivery of Domestic Assistance. This step enables MCWA to remain connected to clients and see how they are feeling, coping, and what additional support they may need.

Despite all the challenges, the team held a client centred approach to service delivery and, with that, managed to deliver quality care to our clients.



MEET THE INTAKE TEAM

"I AM VERY HAPPY WITH THE SERVICES MCWA IS PROVIDING AND YOUR SUPPORT WORKER IS GREAT."
- SUSAN, CLIENT

"MY DAD IS EXTREMELY HAPPY WITH MCWA AND THE SUPPORT WORKERS AND THE CARE THEY ARE PROVIDING."
- TONI



"always lift us up"

"We are originally from the Neret - Lerin region. We arrived in Perth, Australia in 1954. As we found that existence in Perth was just as difficult as in Neret, we moved to Melbourne not long after arriving in Perth.

We both spent our youth working very hard in order to secure our future. Faced with all of life's beauties and challenges, we never stopped caring for each other.

When the time came for us to get some assistance and help from others, we ended up moving from one provider to another, without much success. Somehow, we stumbled upon an Access & Support worker at MCWA. We spoke to her and right away understood that this organisation was the organisation that can really help us.

Beyond the services presented to us, the individuals that we met from MCWA were decisive in us making the decision to move to MCWA. They were all knowledgeable, happy and warm. They knew what they were talking about and knew how to explain it to us. Ever since we moved to MCWA, we have nothing but positive things to say about MCWA.

We have been so happy with MCWA that we have even attended some of the Social Support Groups. They are such a nice place to go to. Friends, food and music. One day I would hope that I can go back to attending the groups. Once our everyday obligations allow us to go back.

From the services, we really appreciate the Support Workers that come to assist us regularly. MCWA gives us so much help and support. Cleaning, tidying up and personal care. We are very happy with the MCWA team and service.

As mother and daughter we can both attest to the benefits we enjoy from our In-Home Packages from MCWA. Beyond that, we know that we can always call our Case Manager and we always know that they will be there to support us."

Olga & Kathy (Mother & Daughter)
MCWA Clients

Call MCWA today to find out how you can become a **VOLUNTEER** and help those in the community who need it the most.



1800 988 767

mcwa.org.au
info@mcwa.org.au

Home Care Packages (HCP)

The Macedonian Community Welfare Association (MCWA) is Victoria's only CALD aged care provider that has more than 80% of its employees able to speak and understand the Macedonian language. MCWA also recognises the need to deliver culturally sensitive aged care to the broader CALD community and, with that, offers English, Greek, Croatian, Serbian, Italian, Bulgarian, Ukrainian, Chinese and Philippine speaking Support Workers.

With over 37-years experience in delivering culturally sensitive aged care, MCWA continues to support and guide the elderly and ageing Macedonian community and, more broadly, the elderly and ageing community who are wanting to continue living at home safely and independently.

To help meet the needs of Victoria's ageing population, MCWA made a conscious decision to continue supporting its elderly and ageing community and CHSP clients by becoming a Home Care Package provider.

This year the Operations Team commenced with the newly developed Organisational Strategic Blueprint in hand, and clear guidance from the Board to expand its support of the elderly and ageing community through Home Care Packages.

After a slow start, MCWA appointed an Operations Manager in September and shifted the roles, responsibilities and reporting lines of the Home Care Package team. In addition, management introduced a Business Development Manager in October to focus on supporting the Macedonian Senior Citizens, and a second Business Development Manager that would focus on the broader CALD community.

As the team moved to find its feet in the first half of the year, Nade Ristevska took charge and focused on client engagement, helping to ensure MCWA provided relationship based care for all HCP clients. At the end of the first half of the year MCWA revisited its organisational structure, operational systems, and models with a view to move to process improvement.

This resulted in the introduction of a flat structure and an agile way of operating. This shift, along with the introduction of a client engagement strategy, supported MCWA to partner with new Home Care Package clients whilst reducing organisational pain points that had impacted on delivering services.

This year, the Home Care Package team has demonstrated their resilience and strength in adversity during a year that delivered a worldwide pandemic in the last six months, the need for continued upskilling of staff, sector reform, and organisational change.

"It has been a challenging 12 months with internal changes and the outbreak of COVID-19, but I am very thankful for the strategies implemented in the second half of the year which gave us the framework and guidance to reach our growth targets to partner with additional Home Care Package clients, whilst continuing to support and manage our existing clients."
Nade Ristevska - Case Manager



"The new strategies supported our Home Care Package clients through the delivery of high quality care across both personal care and home help. Our essential support includes supporting clients to preserve their beloved gardens, maintain clean and tidy homes, helping clients take their medication on time, supporting them with showering, and ensuring they consume nutritious, and when requested, culturally sensitive food." Maja Dodevska - Case Manager

In addition, to ensure our clients remain safe in their homes, the team has assisted 36 clients undergo minor home renovations and has put in place systems and processes that keep clients' homes hygienic.

Our clients' mental and emotional wellbeing is paramount to us all, which is why we implemented weekly check-in calls during the second half of the year as face-to-face social engagement was put on hold due to COVID-19.

The team has worked tirelessly to support the changing needs of our clients and regularly assess clients to ensure they are still on the right level of support. Thanks to the team, many of our clients over the last six months of the year worked with the Aged Care Assessment Team to be reassessed, resulting in clients moving to higher levels of support.

MCWA'S HCP PROGRAM NOW SUPPORTS 100 CLIENTS, MOST OF WHICH OCCURRED IN THE SECOND HALF OF THE FINANCIAL YEAR.

The HCP team has helped clients increase the hours of support they receive by advocating on their behalf to funding bodies and, at the same time, preventing clients from going into permanent residential care by improving their quality of life at home with loved ones. The team has:

- provided over 17,400 hours of support to our clients through our services
- developed and reviewed 95 Care Plans
- conducted 185 home visits
- supported the level upgrades of 30 HCP clients

The team is constantly building strong partnerships with clients, families and allied health providers. Our dedicated and passionate team of Support Workers ensure that our clients' needs are at the centre of everything we do.

MCWA is focused on delivering relationship care not transactional care.

Over the last six months COVID-19 has had a major impact on our clients and the delivery of their HCPs. With the State Government indirectly governing what level of service MCWA was able to put in place, Stage 3 Restrictions in Melbourne required the team to remain agile to ensure the needs of our clients were continually being met.

To ensure the safety of our frontline staff and clients, full enhanced PPE gear was a necessity. As we all did our part to contain the virus and stop the spread, MCWA's work habits and procedures changed.

Our obligation to our clients and their care has been our driving force.

"MCWA has truly changed all our lives, a big thank you to the Case Managers and Support Workers. I cannot express my gratitude in words, God bless you all." - Arthur, Carer

"I will remember your assistance and kindness for as long as I live, Thank you." - Kire, Client

MCWA can guide you through the process of obtaining your HCP, administer your package, provide case management and delivery of services.



1800 988 767

mcwa.org.au
info@mcwa.org.au



Home and Community Care Program for Younger People (HACC-PYP)

The Macedonian Community Welfare Association (MCWA) supports people under the age of 65 years old through HACC-PYP. MCWA has provided the program to the community for four years and through it has offered Access and Support, Planned Activity Groups, and our Friendly Visiting Program.

This year MCWA has worked tirelessly on many complex cases that have seen vulnerable members of our community receive the support they need.

The MCWA team provided over 250 hours of volunteering through the Friendly Visiting Program this year, and provided 975 hours of Planned Activity Groups in both Brimbank and Whittlesea. In addition this year, MCWA assisted HACC-PYP clients navigate through the social support system by offering over 100 hours of Access and Support.

The delivery of our program focused on social engagement and interaction was aimed at supporting the mental health and wellbeing of our clients. Feedback from clients has told us that our program offers a sense of safety, belonging and security. For most of our clients the interaction through MCWA is their only social engagement, their only outlet, further highlighting the important work that we deliver through HACC-PYP.

"We have fun, learn new skills, enjoy having lunch together and do planned activities. I love to cook, so I help with the preparation of lunch sometimes. Being part of this group has given me an opportunity to meet new people and make new friends." - Client



Our volunteers and groups have assisted our HACC-PYP clients, amongst other things, with weekly gentle exercises, walking, reading of the Macedonian newspaper, keeping them up to date on current affairs, playing chess and providing clients the opportunity to express themselves through arts and crafts.

"I am extremely satisfied going to the groups and would like to continue volunteering for many years to come. I'm really glad to be a part of this organisation and to be able to help people enjoy their time out. I help with all my heart, offering whatever is needed during the day at the group." - Volunteer

The second half of the financial year was heavily impacted by COVID-19 which prevented face-to-face visiting. The one outlet for many of our clients and/or the one person that would come and visit them was stopped. The MCWA team moved to over the phone engagement but for some of our clients and volunteers this did little to address their needs for human interaction and engagement.

Call MCWA today to find out how you can gain access to HACC-PYP, or to find out how you can volunteer and help community members in need.



1800 988 767

mcwa.org.au
info@mcwa.org.au

Community Visitors Scheme (CVS)

The Macedonian Community Welfare Association (MCWA) provides friendship and companionship to the ageing and elderly community of all backgrounds through the Community Visitors Scheme and has been doing so for seven years.

MCWA offers CVS to clients that are still living at home, and to people in our community that are now living in nursing homes or retirement villages.

With weekly catch-ups and an opportunity to see a friendly face, CVS is available to all our ageing and elderly community that are experiencing social isolation, and/or are on a Home Care Package, and/or receive government-subsidised care. MCWA's current CVS clients are a combination of existing clients, and clients that have their Home Care Package through another aged care provider.

With some of our older community members feeling alone, even isolated with reduced contact with friends and/or relatives, MCWA has been able to address their need for social engagement.

MCWA's delivery of this service offers a little more, as the team looks to match volunteers and clients based on needs including language spoken, culture and tradition with volunteers from similar backgrounds.

Our volunteers visit clients regularly to help improve their quality of life, and reduce their feeling of isolation by creating a social connection.



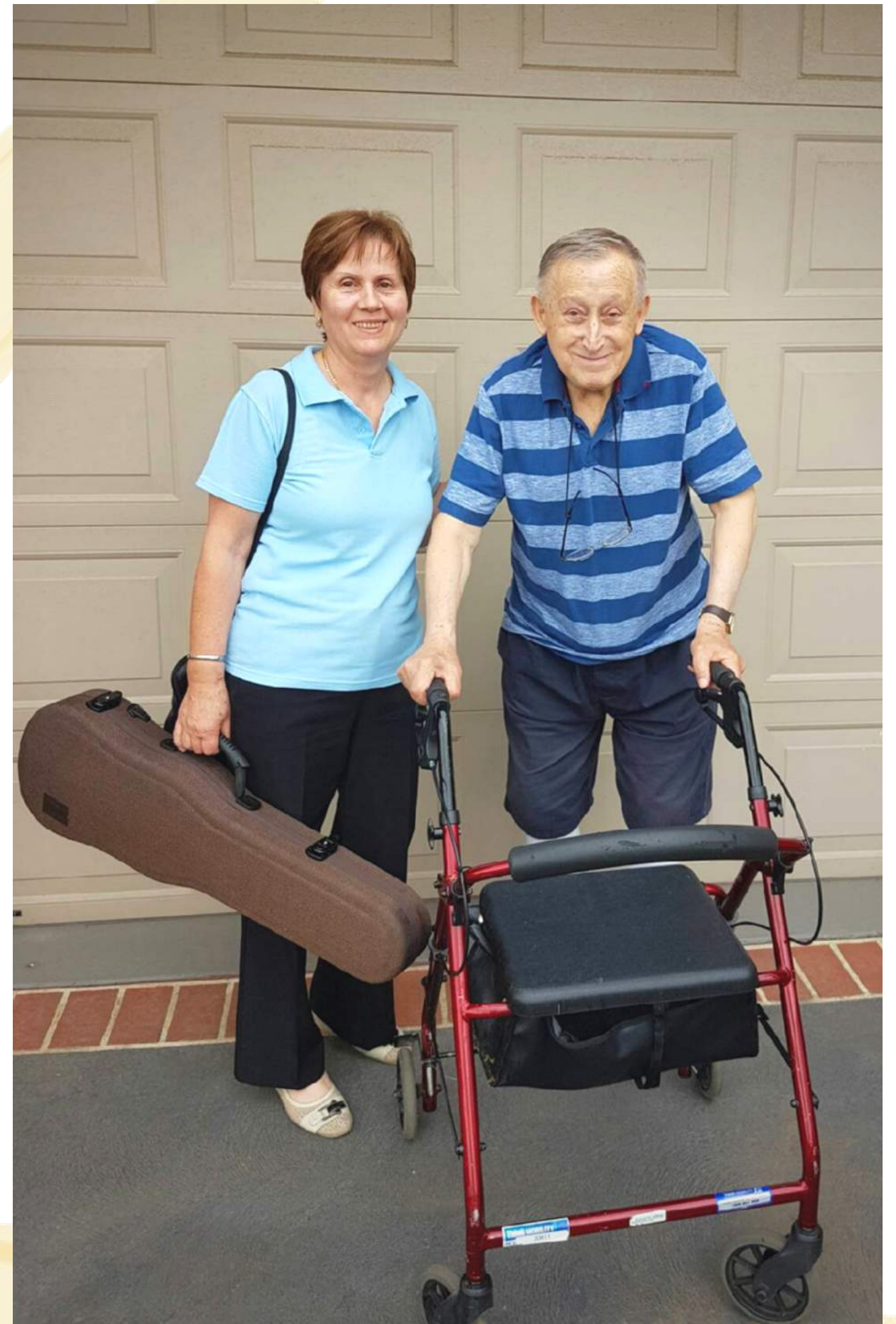
"The client relies on the weekly visits and looks forward to them. If the weather is good, we go for walks or just sit in the client's garden and have a coffee together. The client has a lot of flowers and vegetables in her garden and enjoys talking about it and showing me what she has. Also, she likes watching and discussing movies, mainly documentary movies. She enjoys sharing that information with me." - Volunteer

Call MCWA today to find out how you can become a **VOLUNTEER** and help those in the community who need it most.



1800 988 767

mcwa.org.au
info@mcwa.org.au



Community

MCWA is amongst our Macedonian community and our Macedonian Senior Citizens Groups

MCWA has been in and amongst our Macedonian community for more than 37 years. Our continued engagement and cooperation with our Senior Citizens Groups remains one of the cornerstones of our organisation.

In the first eight months of the year, MCWA went to each Senior Citizens Group in Melbourne and took the time to inform them of our programs and services. The visits included educating all on the aged care sector and system in Victoria. Our visits ranged from casual drop-ins, all the way to formal information-based presentations.

With positive uptake and increased interest in the presentation, MCWA made arrangements to visit even more of our groups, with a goal to present in front of all Macedonian Senior Citizens Groups in Melbourne and Geelong.

However, due to COVID-19 restrictions, Senior Citizens Groups could no longer meet and presentations were no longer possible. MCWA endeavours to continue with the presentations once the groups reconvene.

Throughout the year, MCWA worked closely to assist a large number of our Senior Citizens Groups with administrative and grant-related tasks.

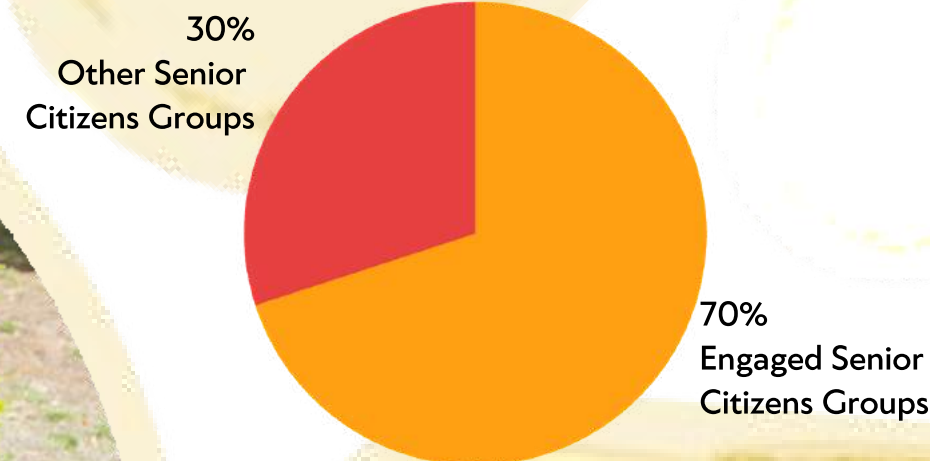
With the continued digitisation of local, state and federal government processes, it is essential that the Senior Citizens Groups are assisted in the transition. Exacerbated by movement restrictions imposed by COVID-19, it has become more important than ever for groups to move their dealings online.

MCWA has always supported the Senior Citizens Groups and will continue to do so. With a strong partnership with key community leaders from the Senior Citizens Groups, MCWA was able to communicate regular health and safety information about COVID-19 to the Macedonians as well as maintain constant communication.



Macedonian Senior Citizens Group Engagement

MCWA has active engagement with over 30 Macedonian Senior Citizens Groups, constituting a large majority of the active Senior Citizens Groups in the West, North and even East Melbourne.



"We are really grateful that there is someone who can support us."
- Macedonian Senior Citizens Group Leader

Funding and Direct Link to Government

In order to better assist our community and to ensure that our Macedonian Senior Citizens Groups get the funding they need, members of the MCWA team volunteer their time to engage directly with federal, state and local bodies on the Senior Citizens Groups' behalf. This direct link with Government empowers the Macedonian senior community to have access to funds that in the past might have been forgone.

IT IS OUR HOPE THAT WE WILL SEE THE RETURN OF THE SENIOR CITIZENS GROUPS.

MCWA UNDERSTANDS THE IMPORTANCE OF SOCIAL INTERACTION AND WHAT THESE GATHERINGS MEAN TO MEMBERS OF OUR COMMUNITY.

WHATEVER THE FUTURE HOLDS, MCWA WILL BE HERE TO SUPPORT THE COMMUNITY.

Call MCWA today to find out how we can help your Senior Citizens Group.



1800 988 767

mcwa.org.au
info@mcwa.org.au

The Former President of the Republic of Macedonia, Gjorge Ivanov, visits MCWA

The Former President Gjorge Ivanov and his entourage visited MCWA in February 2020. As MCWA's special guest, the former President supported MCWA's endeavours to reach a wider audience and help spread awareness of the ageing services in Victoria and NSW, and how MCWA can support the elderly and ageing.

With the support of business counterparts, four key events were carried out that helped raise much-needed awareness about home care and essential services that assist the ageing and elderly to live independently and maintain their dignity.

Through his presence and sharing of experience, the former President spoke about the importance of unity within the community, supporting the elderly and ageing, and the importance of supporting organisations such as MCWA.

The former President shared his admiration for the work MCWA was and is doing for the ageing and elderly community groups, and the excellent work the Australian Government is doing to ensure the wellbeing of the ageing and elderly members of minority groups in this country.

During his visit to Melbourne, MCWA hosted the former President Gjorge Ivanov and his team at the MCWA office, at one of our social support groups, and finally at the Gala Dinner.

The former President, during his visit to Melbourne, awarded MCWA with recognition for the contribution, commitment and activities dedicated to the Macedonian community in Australia. Another pristine certificate of appreciation that adorns MCWA.

MCWA received great community recognition and even achieved promotion outside the state of Victoria. Awareness of our vision and mission rose to an all-time high and more and more people came to understand the benefits of our services.

Visit to NSW

MCWA and the former President visited our friends and fellow Macedonians in New South Wales.

Our first visit was to the St George Hospital and the Ear, Nose and Throat department, as well as the cancer treatment ward.

During our stay in NSW, Ivanov visited the City of Rockdale, and attended Gala Dinners in both Sydney and in Wollongong. In addition, the former President was the special guest at the family picnic held by the Bankstown Lions Football Club.

Our time in NSW was both memorable and important. Prior to the pandemic, MCWA aimed to expand its essential services to the ageing and elderly Macedonian community in NSW. However, due to COVID-19 this has now been put on hold.



"I'm making a difference"



I've been a Support Worker with MCWA for over three years. I entered aged care from a customer service position and believe that it is a natural progression in my desire to do meaningful work and give to the ageing and elderly community.

I am a humanitarian by nature and understand some of the challenges that impact the elderly and those that care for them.

Keeping clients feeling and knowing that they continue to be part of society and the community is a very important part of what we do here at MCWA.

It's what drives me and gives hope to our clients. Simple everyday interactions that we might take for granted mean the world to those that are at a certain point in their life, and for some that have been removed from their community. It is this community aspect that appealed to me at MCWA. From the first interview, I knew that MCWA had the values and approach that would allow me to provide meaningful support for our clients. MCWA's dedication to helping clients, whilst being sensitive to their cultural, linguistic and community identifiers, is key to why I continue to work for MCWA.

The culture at MCWA is also geared towards treating the employees with the same dignity and respect shown to clients. This is very important to us as Support Workers, as this relationship translates to our ability to be more involved with our clients.

I believe in helping people beyond offering them a simple service. Only by doing this can we positively impact the lives of those who we assist. We have to learn to love the person and not be fixated on their temporary actions. Through this we will learn to love more and to appreciate those that we are helping.

Paul - MCWA Support Worker

"I can see the difference we make"



I have been with MCWA for over two years and understand the important role I as a Support Worker play, and the role MCWA plays in the community.

My caring nature is a perfect fit for MCWA and our clients, as we respect their need to continue living in their own homes. The aspect of ageing in your own home appeals to me as I am on the front line and I can see the difference this makes to the ageing and elderly community. For this reason, MCWA and I work side by side to do everything possible so that our much-loved clients can continue to stay in their own homes for as long as possible.

My ability to speak Macedonian has helped me build strong relationships with our Macedonian clients as they are able to speak in their mother tongue with no difficulty. It is important to note that building relationships goes beyond just breaking through language barriers, but also includes being able to understand and appreciate cultural references, food and other culturally specific traits.

This is especially important when working with clients who are living with dementia. These clients have higher needs, and fulfilling these requirements becomes that much easier if we, as Support Workers, are able to communicate to them about a time, a land and in a language that is not foreign.

I am drawn to MCWA's passion for supporting and guiding the ageing and elderly CALD community. This and their desire to continually support the elderly members of minority groups in Australia is why I will continue to support MCWA.

I have understood that the more you give, the more you help, the more clients will value you and what you represent. MCWA Support Workers become essential to the quality of life of our clients. Seeing their honest appreciation is always very important in keeping me motivated.

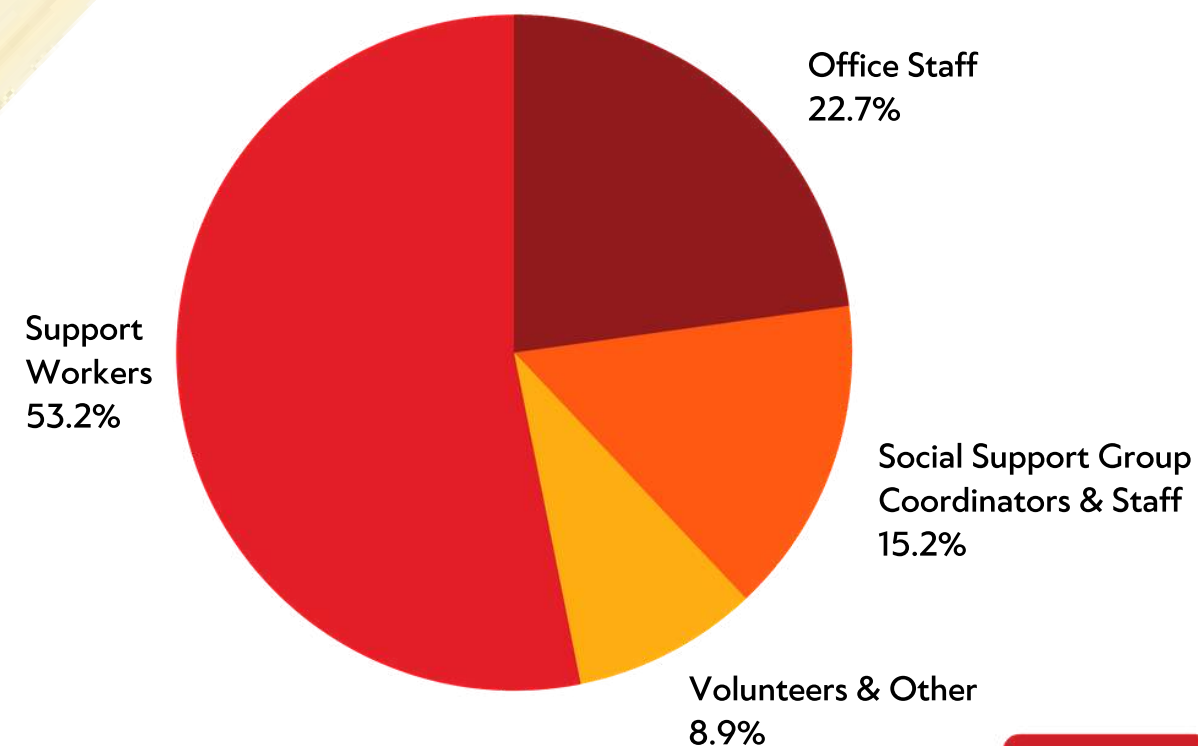
Aleksandra - MCWA Support Worker

Our People

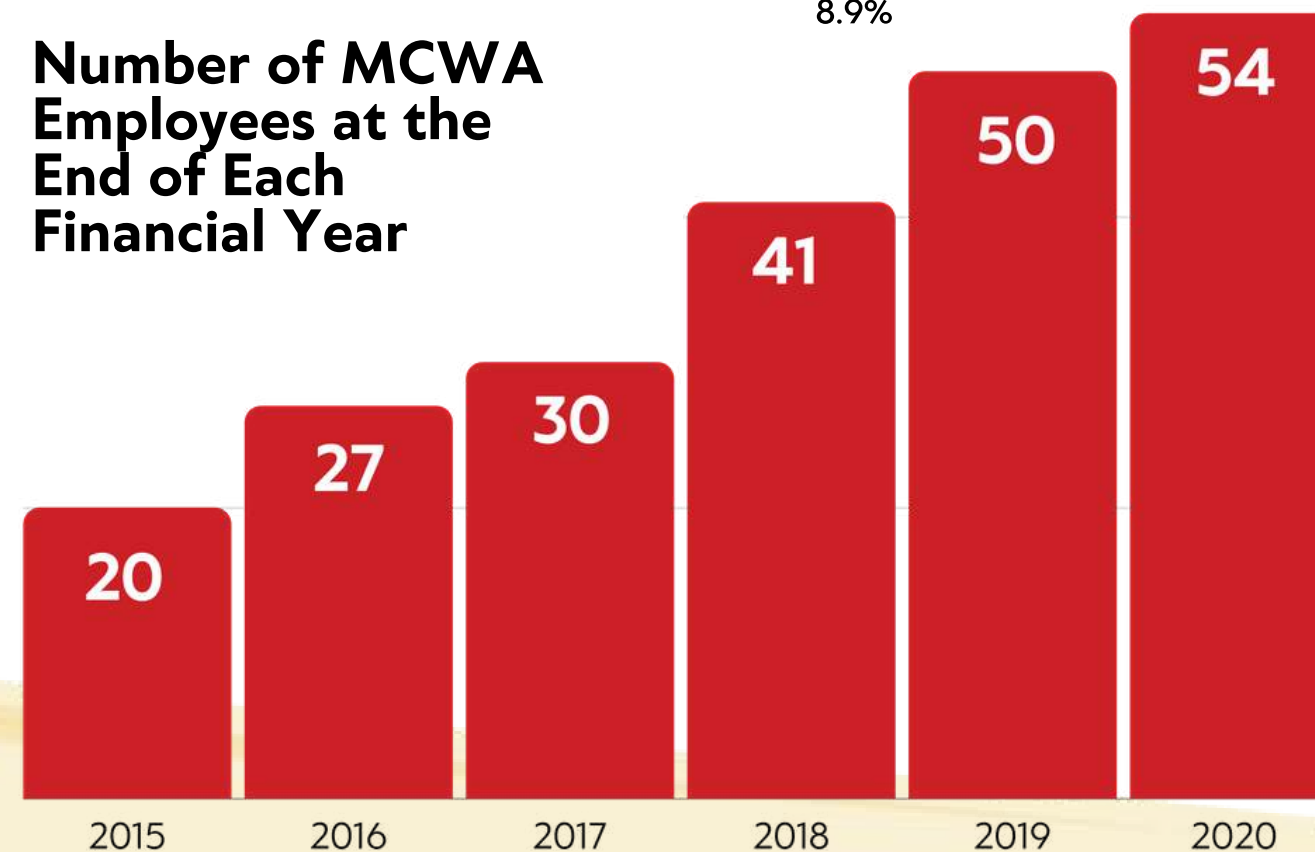
We would like to acknowledge the following employees for their long service and contribution to the organisation as they reach key employment milestones:

- Ljupka Arsovski - 10 years on 05.05.2020
- Snezana Rizeska - 10 years on 06.05.2020
- Zaklina Mateski - 5 years on 17.12.2019

The Different Roles of MCWA Staff (in %)



Number of MCWA Employees at the End of Each Financial Year



Auditor's Report

LDAssurance

CHARTERED ACCOUNTANTS

LDAssurance Pty Ltd
Level 6, 330 Collins Street
Melbourne Victoria 3000
TELEPHONE +61 3 9988 2090
www.ldassurance.com.au
ABN 89 146 147 202

LDAssurance

CHARTERED ACCOUNTANTS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MACEDONIAN COMMUNITY WELFARE ASSOCIATION INC

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Macedonian Community Welfare Association Inc ('the Association'), which comprises the statement of financial position as at 30 June 2020, 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 ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion, the accompanying financial report of Macedonian Community Welfare Association Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- ii. complying with Division 60 of the *Australian Charities and Not for profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described as in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with Division 60 of the *Australian Charities and Not for profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of the Board for the Financial Report

The Board is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Accounting Standards and Division 60 of the *Australian Charities and Not for profits Commission Act 2012*. The Board's responsibility also includes such internal control as it determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the Association'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 Board either intends to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report 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 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 the financial report.

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

- Identify and assess the risks of material misstatement of the financial report, 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 Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- Conclude on the appropriateness of the Board's 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 Association'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 report 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 Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation

We communicate with the Board 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.

LDAssurance
Chartered Accountants



Stephen O'Kane
Partner

Dated this 30th day of October 2020
330 Collins Street, Melbourne.

Financial Report

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue	5	3,001,723	2,076,863
Activities		(632,734)	(335,023)
Borrowing costs expense	6	(4,461)	(16,605)
Depreciation		(20,685)	(30,694)
Employee benefits expense	7	(1,927,978)	(1,487,996)
Other expenses		(356,213)	(199,543)
Surplus/(deficit) before income tax		59,652	7,002
Income tax expense		-	-
Surplus/(deficit) after income tax expense		59,652	7,002
Other comprehensive income, net of income tax			
Total comprehensive income for the year		59,652	7,002

Statement of Financial Position As At 30 June 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	8	728,752	674,909
Trade and other receivables	9	16,654	110,205
Other financial assets	11	258,923	-
Other assets	10	14,282	19,260
TOTAL CURRENT ASSETS		1,018,611	804,374
NON-CURRENT ASSETS			
Property, plant and equipment	12	509,560	522,406
TOTAL NON-CURRENT ASSETS		509,560	522,406
TOTAL ASSETS		1,528,171	1,326,780
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	108,754	160,027
Employee benefits	14	137,345	121,139
Other financial liabilities	15	572,986	91,668
Borrowings	16	-	34,188
TOTAL CURRENT LIABILITIES		819,085	407,022
NON-CURRENT LIABILITIES			
Borrowings	16	-	276,396
Employee benefits	14	18,823	12,751
TOTAL NON-CURRENT LIABILITIES		18,823	289,147
TOTAL LIABILITIES		837,908	696,169
NET ASSETS		690,263	630,611
EQUITY			
Retained surpluses		690,263	630,611
TOTAL EQUITY		690,263	630,611

Statement of Cash Flows For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		3,933,278	2,231,408
Payments to suppliers and employees		(3,312,714)	(2,101,811)
Interest received		5,861	9,300
Interest paid		(4,461)	(16,604)
Net cash provided by/(used in) operating activities	20	621,964	122,293
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		(7,838)	-
Purchase of investments		(249,700)	-
Net cash provided by/(used in) investing activities		(257,538)	-
CASH FLOWS FROM FINANCING ACTIVITIES:			
Payment of borrowings		(310,583)	(16,717)
Net cash provided by/(used in) financing activities		(310,583)	(16,717)
Net increase/(decrease) in cash and cash equivalents held		53,843	105,576
Cash and cash equivalents at beginning of year		674,909	569,333
Cash and cash equivalents at end of financial year	8	728,752	674,909



Acknowledgements

As we take a moment to reflect over the past 12 months, we recognise the importance of our partners, supporters and fundraisers. 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, with a special mention to the Federal Government for its continued support and core funding through CHSP which allows us to reach many more of our clients. We value the Governments continuing support and commitment.

In addition, MCWA takes this opportunity to recognise the financial support received through one-off project grants that have enabled us to educate and inform the CALD community on key topics such as elder abuse, family violence, and to deliver social engagement through recreational activities such as fishing.

We also thank our donors and members and recognise our supporters who share our commitment to ensure MCWA continues to support the Macedonian minority group, and other minority groups here in Australia.

Finally, we thank our corporate partners who supplied MCWA with gifts in kind and enabled us to raffle/auction them off.

In Memoriam

MCWA acknowledges the lives of clients that passed away this year, and give our condolences to their family and friends.

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



Macedonian Community Welfare Association

Aged Care
With A
Difference

*"Everyone has the opportunity
to have a meaningful and
fulfilling life."*

- MCWA Vision

*To find out more about MCWA's
programs & services that support
and empower the elderly and
ageing, visit mcwa.org.au or
email info@mcwa.org.au*

1800 988 767

PO Box 436, St Albans, VIC 3021

info@mcwa.org.au | mcwa.org.au

ABN: 32 429 763 569

Follow MCWA:



facebook.com/mcwavic



instagram.com/mcwa_au



linkedin.com/in/mcwavic