



ANNUAL REPORT 2022



MCWA partners with the ageing and elderly, their families and friends, Government, both State and Federal, volunteers and the Aged Care sector, to help make a lasting difference to some of the most vulnerable members of our community.

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

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



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

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



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


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



The Macedonian Community Welfare Association (MCWA) is pleased to present its Annual Report. This report describes MCWA's performance for the period 2021–2022.

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MCWA Support Workers are our clients' partners in service delivery, enabling clients to achieve independence. We assist clients to fulfil their dream to remain living in their own home.

WHO WE ARE

Since 1983, MCWA has been the leading provider in delivering in-home aged care and welfare services to the ageing in the Australian-Macedonian community. Today, MCWA is better known for partnering with the ageing and elderly Macedonian and multicultural community. MCWA continues to provide much-needed essential services and support, which assists the ageing and elderly to remain living in their homes safely and independently.

MCWA partners



MCWA has grown its workforce by 43 per cent and can deliver services in 19 languages.



1,202 clients across all portfolios.



Over \$5 million of Government funding was received in FY22.



In supporting its clients, MCWA's community of care consists of over 400 volunteers, primary carers, family members and friends.

Why we exist

To provide services and care that assist the ageing and elderly to remain living at home safely and independently, with a focus on supporting the culturally and linguistically diverse (CALD) community.



Preference

Older Australians have a strong preference to remain living in their own homes as they age.



The Ageing and Elderly Community

There are 4.2 million people over the age of 65 in Australia.



Living at Home

There are 1,077,500 people over the age of 65 living on their own.



CALD Community

The over-65-year-old CALD community is more than 18 per cent more likely to not be able to speak and/or understand English.



Receiving Home Care Packages and/or the Commonwealth Home Support Programme

There are 239,000 members of our community receiving Home Care Packages (HCP) and 825,400 receiving the Commonwealth Home Support Programme (CHSP), with 204,000 still waiting for service support.



Macedonian Community

MCWA is the only organisation in Australia in which 75 per cent of its staff can speak and understand Macedonian and 95 per cent of its staff can speak and/or understand other languages.



Calls

MCWA received 16,620 calls for assistance in FY22.



Born Overseas

Of the over-65-year-old population, 37 per cent were born overseas and need greater support.



Wellbeing

16.2 per cent of over-65-year-olds are 54.2 per cent more likely to need greater support due to declining health.

MCWA is as committed today to delivering culturally sensitive support services as it was back in 1983, when it first began servicing the Macedonian-Australian community.

Source: <https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/summary>

A message from the **PRESIDENT**



**There hasn't been a better time to be involved with MCWA.
We have the talent, technology and capabilities to be highly
successful this year and well into the future.**

OVERSIGHT OF STANDARD SETTING

There's no doubt that 2022 will be remembered as a year of hard work, accomplishments and progress at MCWA.

MCWA posted the highest surplus in its long history. This follows on from the second-highest profit the prior year and comes despite some challenges in our operating landscape, including the ever-changing regulatory requirements, the aftermath of the COVID-19 pandemic, inflation and, most importantly, labour shortages.

The result coincides with the successful completion of our previous three-year strategic plan. During this three-year period, MCWA successfully delivered its programs and achieved our goal of putting the company in a more stable financial position, enabling us to remain sustainably profitable through the volatile economic cycle.

DRIVERS OF OUR PERFORMANCE

Beyond the transformation strategy, which concluded at the end of this financial year, the drivers of MCWA's outperformance in 2021–22 were achieved by strengthened fiscal, governance and management policies, which created a competitive strength to the services we offer, and record levels of customer satisfaction.

UNDERPINNING MCWA'S PERFORMANCE

It is our continued commitment to safety and freedom of choice that saw our company transform into a reliable and trustworthy service provider for all clients. By continuously monitoring and improving our risk and compliance policies,

we successfully delivered services that are safe, suitable, reliable and sustainable for various multicultural communities.

BOARD DEVELOPMENTS

This was also a transformational year for our Board, with a shift to best governance practices and accountability. I was pleased to accept the role of Chairman in February 2022 and embarked on setting the governance framework and the tone of our Board. It was aimed at ensuring we continuously improve our governance practices and work together in overcoming any challenges. We successfully completed all Standard 8 mandatory governance training and the Board self-evaluation, which ensured we are compliant with all federal, state and bi-law legislations. Additionally, we completed various internal audits that gave us the opportunity to look at our policy framework and make any necessary improvements.

As we closed our 39th year of operation, it is my enormous privilege to report that the Board of MCWA has now officially extended its operations and established an office in the northern suburbs of Melbourne. This has been a long-standing desire of MCWA that was finally realised in June 2022.

I would like to personally thank and congratulate my Board colleagues and our Managing Director for seeing the true value and benefits for our clients, and supporting this colossal milestone for MCWA.

The Board also had a few departures, including our previous Chairperson, Mrs Maria Peterson. On behalf of the Board and management of MCWA, I would like to acknowledge and thank Mrs Peterson for her contribution throughout her tenure and extend our good wishes for her future endeavours.

LOOKING AHEAD

Our forward strategy for the next three years was shaped in February 2022 when the Board met to develop MCWA's strategic plan. The new plan considered forces that we believe will influence our governance and operating environments into the future and clearly encompasses our defined growth strategy. We believe it will enable our management to successfully deliver the strategic plan while positively influencing clients' safety, expectations and satisfaction, and pivoting through any implications of professional staff resource constraints.

MCWA's Board discipline towards our prudent financial framework and investment plan remains a key factor. Balancing our capital expenditure, keeping debt within our target range and maintaining strong, free cash flow is critical for our longevity in the sector.

This will keep MCWA on a path of sustainable growth.

Goran Torbakov

BBA, MScFinMng, PhD Candidate

President MCWA

Introducing MCWA's BOARD MEMBERS

MCWA farewelled three Board Directors and one Board Adviser in FY22. MCWA thanks them for their service and notes the long-standing support received from those who had been with the organisation for five or more years. MCWA continues to meet its constitutional obligations and its Board is governed by three non-executive Directors and one executive Director. The MCWA Board continues to partner with Board member advisers, whose expertise help to guide and support the execution of the organisation's strategy.

Board Directors



Goran Torbakov
President



Miki Dodevski
Treasurer



Marijana Andonovski
Company Secretary



Ilija Josevski
Board Director

Board Member Advisers



Danica Sekulovska
Government Liaison



Nikola Prestia
Legal



Goran Mitrevski
Risk and Compliance



Dr Stefan Milevski
Medical and Clinical Health



Kristina Josevska
Pharmacy and Clinical Health

A message from the **MANAGING DIRECTOR**



I thank all MCWA staff and volunteers for their continued dedication in supporting MCWA in the care and service delivery of more than 1,202 clients this financial year, while working with me to navigate through the challenges of the pandemic and sector reforms.

Despite the challenges we and our sector faced this year, MCWA delivered another excellent operational result and for the first time generated a surplus of \$860,797, which will further strengthen MCWA's long-term sustainability.

Despite the challenges MCWA faced, we were able to successfully execute the final year of our Three-Year Organisational Blueprint Strategy and in doing so, achieved more than 95 per cent of the initiatives contained within the overall organisational strategy. Key highlights included total Home Care Packages (HCP) client partnership growth, strengthening our reach in New South Wales, maintaining strong client support services in Victoria, implementing contemporary governance and leadership, implementing integrated organisational systems and digital and technological-based solutions, driving a risk and compliance mindset across all levels of the organisation, applying new business and financial modelling, and adopting an operational model that is ready and able to address all aged care and healthcare reforms.

This financial year, in line with the Three-Year Organisational Blueprint Strategy, MCWA invested in upgrading its operational infrastructure, rolling out improved technology, and prepared for the head office relocation to the northern suburbs of Melbourne.

As MCWA came to the end of its Three-Year Organisational Blueprint Strategy, the organisation worked with clients, staff, and Board members to develop its next Three-Year Organisational Blueprint Strategy, effective 1 July 2022.

MCWA successfully achieved many significant milestones in FY22 and confronted many challenges created by the pandemic and sector reforms. The challenges of COVID-19 continued this financial year, resulting in an enormous effect on the Aged Care sector, impacting staff, volunteers and clients.

Having personally been affected by the Delta strain, as I know others were, I thank the team for working together to ensure client service delivery continued in my absence. During this time, MCWA continued operating every day under the threat of outbreaks, and staff across all parts of the organisation maintained a risk-mitigation mindset and continued delivering services while constrained by PPE gear.

The continuation of COVID-19 restrictions, changing Public Health Orders, and the mandating of vaccination across frontline staff taught us the importance of maintaining an agile operational model, which ensured MCWA could implement necessary measures that would protect the health, wellbeing and safety of clients, staff and volunteers.

This financial year, MCWA adopted significant sector changes, as government moved to implement comprehensive reform that resulted in MCWA receiving client HCP payments in arrears. This reform has seen MCWA maintain current client HCP funding, while future unspent client funds remain with the Department. In addition, MCWA prepared for further reform as Commonwealth Home Support Programme (CHSP) payments move to payment in arrears from July 2023.

Such reforms required MCWA to review its operational systems and processes, which resulted in a revised organisational structure. MCWA welcomed the outcome of the Work Value Case before the Fair Work Commission; the increased hourly rates helped to recognise our staff's value and the important role they play.

MCWA is proud of its continuous improvement philosophy. This has been vital in driving a client-centred outreach service delivery model that is based on best business practice. MCWA has worked to implement the right systems and processes, an ethical structure and a strong balance sheet to deliver our organisational strategy, and the right care and service to our clients.

Delivering in-home aged care through HCP, CHSP and the Home and Community Care Program for Younger People (HACC-PYP) our core business model; however, this year, with the support of government funding, MCWA embarked on a project that would see MCWA introduce the delivery of culturally specific cuisine to the ageing and elderly via a food truck.

The past year has seen a change to MCWA's Board composition, with three Directors stepping down. We thank them for their services. This year's AGM will have Danica Sekulovska and Nikola Prestia stand for election, further changing the Board's composition.

Despite all the challenges MCWA faced in FY22, we remain in a strong position as we head into FY23. MCWA has strengthened its operational capabilities, implemented a revised organisational structure, maintained an agile operating model, has a strong balance sheet, and has invested in hiring, training and retaining skilled and experienced staff.

Once again, I would like to express my gratitude to the entire team at MCWA for their time, effort and energy in supporting our clients, one another, the senior leadership team, the Board, the organisation and the sector.

We also take this opportunity to acknowledge our clients who passed away, and those who moved to permanent residential care during FY22.

THE YEAR AHEAD

I look forward to the year ahead as we focus on:

- continuing to implement the recommendation of the Royal Commission into Aged Care Quality and Safety, to lift the quality of service across the sector
- the rollout of the first year of the Three-Year Forward Focus Strategy
- growing our HCP client partnerships
- moving our head office operations to the new Bundoora location
- working with the government to prepare for the new program that will commence in July 2024, and replace CHSP and HCP
- supporting the Board with its investment planning.

Marijana Andonovski
Managing Director

Our 2022 SERVICES OFFERED



Home Care Packages (HCP) Program



Commonwealth Home Support Programme (CHSP)

- Specialised Support Services (SSS), and Access and Support Services
- Social Support Groups (SSG)
- Social Support Individual (SSI)
- Domestic Assistance
- Allied Health and Therapy Services



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

- Planned Activity Groups (PAG)
- Friendly Visiting Program (FVP) Volunteer Coordination
- Access and Support Services



Community Visitors Scheme (CVS)





MCWA's Social Support Group Coordinators are our clients' partners in achieving social engagement. We assist clients to build relationships and have interactions in a social setting.

HOME CARE PACKAGES (HCP) PROGRAM

MCWA offers multicultural, direct-service aged care. It has Support Workers who can deliver personal care and home help in 19 different languages.

MCWA understands that the HCP journey is different for everyone and can be impacted by the level of care needed, clients' and families' expectations of the HCP program, and what might be needed to keep clients safe and independent in their home. That said, one of the most important elements of the HCP journey is ongoing communication for clients and primary carers.



As a provider of multicultural aged care, MCWA recognises the need, where possible, to remove language barriers when partnering clients with Case Managers, and partnering clients and Case Managers based on care need and experience. MCWA remains the only multicultural aged care provider that has 80 per cent of its Case Managers

who speak and understand the Macedonian language while also having Case Managers who, in addition to English, can speak and understand Lebanese, Croatian, Italian, Serbian, Bosnian, Punjabi and Bulgarian, among other languages.



Our passionate, dedicated and professional Case Managers work alongside our clients to assist them in understanding their HCP program, what the HCP funds can and cannot be used for, and how, as a team, we can help them remain living at home safely and independently.



My wife, Lena, and I couldn't be happier with you, Marija, as our Case Manager, as we can feel that you really want to help us. You always are reachable and want to hear about our needs and truly want to help my wife and me. You are a very good person and I want you to know that whoever I speak with, I always tell them about the best service you and MCWA provide. Even in Bitola all of our friends know about you and MCWA. I am also very satisfied with SW Juliana. She is so attentive, polite and a good person. She is very professional. Thank you so much for being our Case Manager and please don't ever change."

– Vasko, 90-year-old HCP client



In FY22, our HCP team focused on delivering client-centred care, facilitating the development of more than three hundred goal-directed care plans that supported some of our most vulnerable clients from diverse backgrounds, as well as their carers and their families.











The year resulted in 151 new clients choosing MCWA as their service provider from various locations of Melbourne, including regional Victoria and interstate. This growth was largely due to positive word-of-mouth recommendations from our existing clients.

MCWA is so proud to be your provider of choice. It is our privilege to serve you.

Our Case Managers and Support Workers work in partnership with each client, their carers and families to ensure clients receive the right level of care and support.

With a growing number of Support Workers joining the MCWA team, MCWA is now able to deliver client-centred care in 19 languages.

Home Care Packages FY22 Highlights

-  Delivering multicultural aged care in 19 languages
-  MCWA has grown its HCP client partnerships by 65%
-  Over 300 Care Plans reviewed and developed
-  6,167 hours of home help provided
-  7,779 hours of respite care provided
-  6,412 hours of personal care delivered
-  454 hours of transport provided
-  367 hours of nursing care
-  1,969 hours of prompted medication delivered
-  38 clients upgraded to a higher level of care

Our HCP team supported and met the needs of 286 case-managed and self-managed clients and their families, to allow them to live safely and independently in their own homes.



I can honestly say my heart was so full that after such a long time, I was able to speak with an organisation in my own language about services and how to gain support in my older years through my Home Care Package. This felt like the most precious gift! I only have praise for the attention and service provided. I especially feel so close to Milica, I call her my third daughter. She truly makes my week! I am very grateful, extremely satisfied, and happy that I have discovered MCWA and now you, also, Tatjana. It is a joy to speak with you, I feel your caring and attentive nature. I am grateful for everything you have done, and what you continue to do for me."

– Gordana, HCP client from Altona VIC, 81 years old



MCWA's Case Managers partner with clients to achieve coordinated care that helps the clients remain living at home safely and independently.

SOCIAL SUPPORT GROUPS (SSG) AND SOCIAL SUPPORT INDIVIDUALS (SSI)

In the first quarter of FY22, our social support engagement clients endured ongoing interruptions due to the COVID-19 state lockdowns. During this time MCWA continued with food runs to clients and over-the-phone engagement.

In late October, Melbourne, one of the world's longest locked-down cities, removed its restrictions and our social support engagement clients were able to recommence group engagement in a safe setting. With the end of restrictions, community centres reopened for use and face-to-face engagement, which was positively received by our clients.

MCWA rolled out a COVID-19 Support Plan, which enabled our SSG clients to engage with friends in a safe group setting across Whittlesea, Brimbank and Wyndham. Following MCWA's COVID-19 Support Plan, our SSI volunteers could visit clients in their homes, take them on walks or do light exercise with them, and accompany them on outings such as shopping.



The most I love about my job is spending time with our clients & cooking for them, mostly Macedonian Food. I love the work environment because I can communicate easily with my colleagues. Also support that we are getting from our team is great as each time I have any questions or requests I'm getting full support from the senior management and staff members.” – Zora, MCWA Cook



MCWA clients have the opportunity to participate in a wide variety of practical and enjoyable activities, including community outings, dancing, arts and craft, and gardening. All social support engagement activities are designed to foster personal growth, enhance client wellbeing and create a sense of inclusion.

This financial year, MCWA delivered seven SSGs seven days per week across four locations in the northern and western suburbs of Melbourne, and delivered 13,999 hours of Social Support engagement.

Through the support of our dedicated volunteers and passionate staff, MCWA also delivered 431 hours of Social Support to individuals in FY22.



I would like to thank the team at the MCWA group for their continued support, quality of service, hard work and ‘can do’ attitude towards the group members. On behalf of my mother, Lena Nevski, and the family we would like to express our gratitude for the abundant care and support they give my mother. During the hard COVID times when the MCWA group was in lockdown, my mother’s health deteriorated dramatically. Having things within the group back to normal has been fantastic.”

– Daughter of Lena



SPECIALISED SUPPORT SERVICES (SSS)

MCWA provides culturally and linguistically appropriate Specialised Support Services (SSS) to the ageing and elderly, their carers and families residing in the northern and western suburbs of Melbourne, to assist them to navigate the aged care system, gain access to entry-level services, and guide and support clients to apply and access HCP funding. Our SSS team has supported 294 clients this financial year, through episodic service delivery and making a positive difference in their lives. Most referrals come through positive word-of-mouth, as MCWA partners with clients to support, guide and empower them to make informed decisions about their lives.

We thank all our clients for entrusting us with their care.



The SSS team works with clients to help them work through:

- language barriers and English language deficiencies that can affect access to information and services;
- beliefs, practices and religions that can affect the choice to use formal/informal care.

Focused on the Macedonian and multicultural ageing and elderly community, through the delivery of Access and Support, MCWA assists frail clients who are living with a disability, are from the CALD, are experiencing isolation and or are financially disadvantaged, to navigate the aged care system, and to ensure their care needs are addressed, helping to improve their quality of life and wellbeing.

MCWA delivered 1,630 hours of Access and Support in FY22.

MCWA has structured its Access and Support services in a culturally appropriate way, empowering clients to make informed lifestyle choices, assisting clients to maximise their independence and enabling them to remain safe in their homes and community. MCWA understands the benefits of working collaboratively with the Aged Care sector and broader community organisations, to ensure a holistic approach to support clients and enhance their experience.

In FY22, MCWA supported clients requiring assistance with:

- Accessing HCP funding
- Accessing entry-level CHSP services
- Elder abuse
- Domestic violence
- Housing
- Financial hardship
- Mental health issues



I feel incredibly happy and privileged to be there for our clients. No two clients' stories and or situation are the same. I take great pleasure in knowing I can and have made a difference in someone's life, big or small."

– Vesna, Admin Support Team Lead



MCWA's Rostering and Support Workers partner with clients to ensure clients live in a safe and clean home.

DOMESTIC ASSISTANCE

In FY22 MCWA's entry-level Domestic Assistance service supported 112 clients through the delivery of general cleaning, ironing, paying bills, washing dishes, unaccompanied shopping, changing bed linen, laundry, handing out and folding of clothes.



I had the pleasure of meeting the lovely Michelle today. I was able to verbalise one on one with Michelle, the way my mother writes her shopping list, where the shopping list is situated (in the house), directions of the shops, explanations of her groceries and other needs my mother requires when Michelle is out shopping for my mother. Thank you for sending Michelle, she is providing very good, caring support for my mother."

– Tina, daughter of Elsa



Thank you for your assistance – yesterday was almost perfect! Ana Marija is fantastic! You matched her excellently to Ivanka's needs!"

– Zlatko, son of Ivanka



Our Rostering team and Domestic Assistance Support Workers work together to provide clients with the assistance they need to remain independent in their homes.

Through the challenges of this year, we have been able to maintain a high standard of service to our clients and provided over 3,744 hours of Domestic Assistance services.

We thank all our clients and their carers for their positive feedback. Hearing how satisfied and grateful they are reinforces the importance of the work we are doing.



He said that there was an ambulance for his dad in front of the house and our support worker stopped by and she helped them out. Nick was very grateful, and he wanted to say thank you."

– Nick, son of Vasilije

ALLIED HEALTH AND THERAPY SERVICES

Allied Health clinicians are integral to the healthcare team providing support for a person's diagnosis, recovery and quality of life.

We understand that leaving the house and travelling to appointments can be challenging for our clients, which is why the in-home allied health and therapy service MCWA offers through CHSP is so beneficial.

“

Oh! This guy is very good & to be honest I am now just able to do more around the garden & our house. Please be kind enough to continue to send him on a weekly basis as I am sure I will get much better as the treatment is continued. Hope to hear from you soon.”

– Kemal, MCWA client

MCWA's Allied Health and Therapy Services includes:

- delivering best practice, evidence-based care
- maintaining thorough and accurate reporting documentation
- developing and reviewing intervention programs that meet individual client goals.



“

Thank you for sending Alex the physio to give Andrew the correct exercises to help him with his mobility.”

– Melody, MCWA client

In FY22, MCWA offered clients occupational therapy, physiotherapy and podiatry services.



613 hours of occupational therapy



1,231 hours of physiotherapy



111 hours of podiatry

“

Alex is extremely helpful and efficient. He is very considerate and understanding when it comes to helping the elderly with completing physio sessions. I would 100% recommend Alex in the future to my friends and family and will be continuing my regular visits. Thank you, Alex, once again.”

– Lindsay, physiotherapy client



MCWA's Allied Health team partners with clients to support their independence and wellbeing.



“

“I want to express my gratitude for the help and support services you organise for my dad Zivko. All queries and requests I put forward for my dad, are acted on promptly and always in a friendly manner. The service provided by you and MCWA are greatly appreciated. It is always a pleasure to chat with you. Thank you for all you do Marija!

– Nada, daughter.

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

Social Support and Group Activities

- PAG – Planned Activity Groups (1 day per week on Tuesdays)
- FVP – Friendly Visiting Program (volunteer coordination)

MCWA also supports people under the age of 65 years through the HACC PYP program. The HACC PYP program is designed to support younger people who are living with limitations or a disability, and their carers. Through this program MCWA supports under 65-year-old clients through the delivery of:

- Access and Support assistance – giving people access to services and support to ensure they remain living at home safely.
- PAG – to facilitate social engagement and interaction and help build confidence.
- FVP – one-on-one engagement that reduces isolation and helps support our clients' mental health.

With the relaxing of the COVID-19-lockdown restrictions, MCWA was able to move from over-the-phone engagement back to face-to-face engagement.

MCWA delivered more than 2,515.5 hours of Planned Activity Groups for under 65-year-olds.



COMMUNITY VISITORS SCHEME (CVS)

MCWA has supported hundreds of Australians from CALD backgrounds through the CVS program. For almost 40 years, it has helped the ageing and elderly find new friends, avoid social isolation, and maintain important connections with their cultural roots through communication in their native language.



MCWA carefully matches volunteers with clients based on the client's interests, backgrounds, location, and life experiences to provide companionship and support through engaging conversations. CVS volunteers visit clients in residential care or while they are still living at home. Our volunteers engage with clients in a variety of ways such as reading newspapers to clients, playing card games, or even going out for coffee or a meal together.

At a time when social isolation can be felt by anyone, the challenge can be even greater for those in our community who are most vulnerable.



“

I choose to work with MCWA as Green Gables Aged Care required Macedonian-speaking volunteers. Having worked with you prior I knew that I was able to rely on the organisation to deliver for our clients. I find the staff at MCWA to be very helpful, the communication has always been great, and our Green Gables Aged Care residents have been satisfied with the MCWA volunteers. The MCWA volunteers engage with our residents by communicating with them in their mother tongue while they go for a walk or have a cup of tea. On behalf of Green Gables Aged Care I thank MCWA for providing our clients with the emotional support and social engagement at they are needing.”

– Melissa, Lifestyle Coordinator at Green Gables Aged Care.

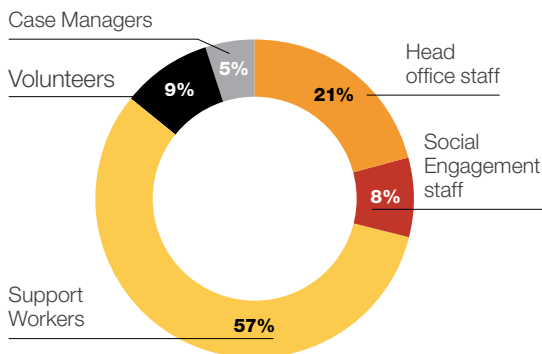


MCWA's Business Development and Corporate team partners with third-party organisations to deliver services to clients, to support their independence and mental health.

OUR PEOPLE

MCWA's number of employees grew by 46.15 per cent this year. A positive trend in MCWA's employment is that these numbers continue to rise, as we appoint like-minded individuals all working towards supporting the needs of our clients. MCWA is proud to be the leading in-home aged care provider in the Australian-Macedonian community, while also playing a leading role in supporting the broader multicultural community.

The various roles carried out by employees of MCWA

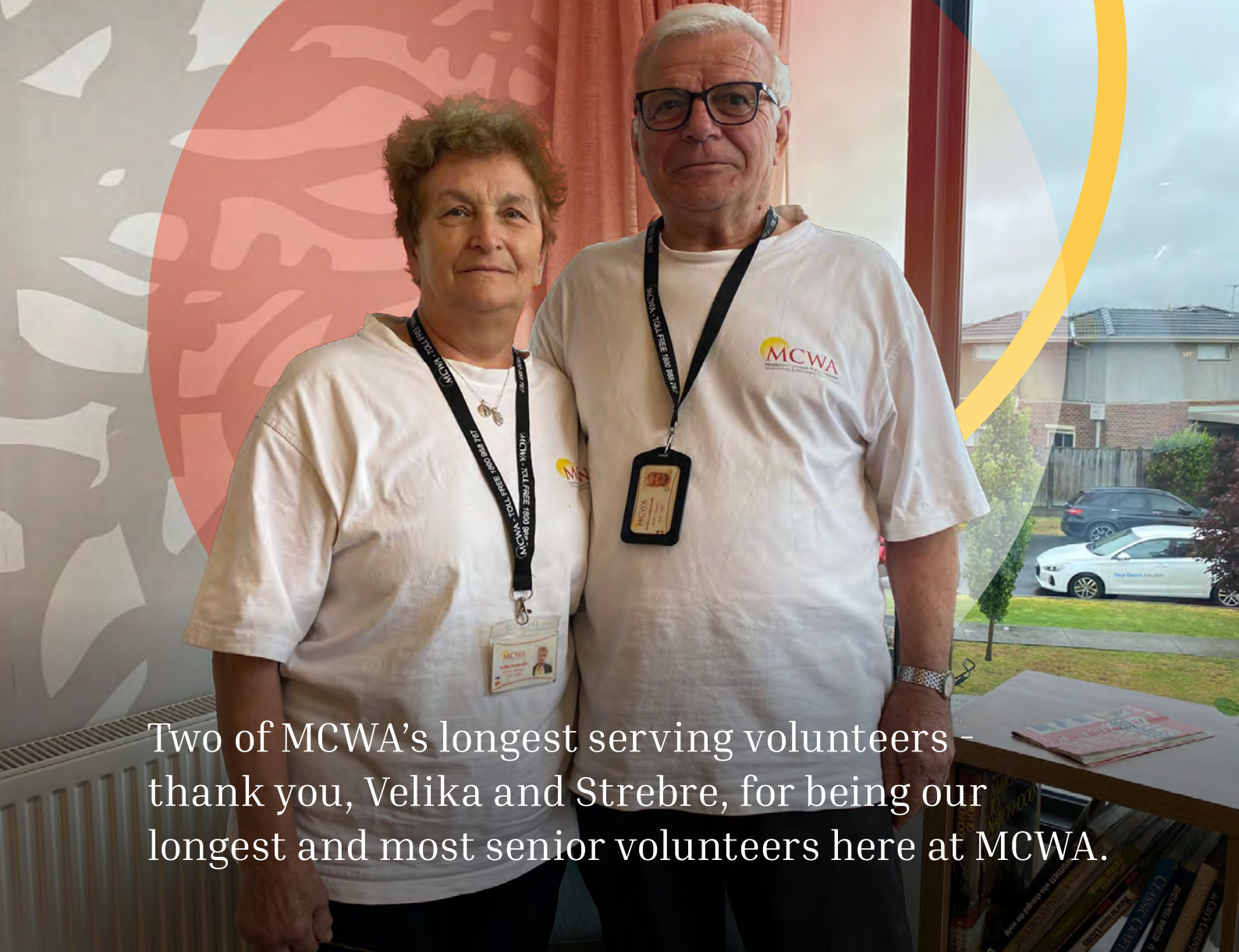


MCWA accumulated over 133,464 kilometres of travel to support clients in FY22.

MCWA's highly valued Support Workers, Nurses and Allied Health professionals delivered more than 1,804 hours of service in FY22, and in doing so delivered medication assistance, wound and diabetes management, home help, transport, meal preparation, personal care, respite, shopping assistance, physiotherapy and much more.

We take this opportunity to thank each and every one of our employees and volunteers for their valuable contribution.





Two of MCWA's longest serving volunteers - thank you, Velika and Strebre, for being our longest and most senior volunteers here at MCWA.

“

Being a volunteer has many benefits for people of our age. It brings meaning and purpose to our lives while increasing our self-esteem and wellbeing. It keeps us mobile and active, not just physically but also mentally. We believe we have a positive impact on our Macedonian community, and the rest of the multicultural community in the western and northern suburbs of Melbourne, where we volunteer.”

–Strebre, MCWA volunteer

Velika and Strebre have been volunteering at MCWA for over 12 years and our clients cannot be more thankful.

“

We enjoy working with other volunteers and social workers, who are also passionate about helping people in need. Also working and helping people from all walks of life has helped us learn different perspectives and identify the needs of vulnerable individuals. We must never forget that all of us one day will be in their shoes. So, give to receive, because if we all do our part our communities will be healthier and happier.”

– Velika, MCWA volunteer

Strebre and Velika have a combined



750+ days of volunteering



4,500+ hours



42,500+ kms travelled

PARTNERSHIPS

MCWA partners with Federal and State governments, the health departments, primary healthcare providers, the Aged Care sector, hospitals etc., to deliver programs and services to all clients to help them remain living at home.



Australian Government
Department of Social Services



Australian Government
Aged Care Quality and Safety Commission



Australian Government
Department of Health and Aged Care



LASA
LEADING AGE SERVICES
AUSTRALIA
The voice of aged care



Health



Health and Human Services



Families, Fairness and Housing



MCWA - Meals Truck

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

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Macedonian Community Welfare Association Limited ('the Company'), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Macedonian Community Welfare Association Limited 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 Company's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- ii. complying with Australian Accounting Standards – Simplified Disclosures and 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 Company 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 – Simplified Disclosures and the 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 Company'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 Company 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 Company'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 Company'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 Company 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 24th day of November 2022
330 Collins Street, Melbourne.

2021-2022

FINANCIALS

Macedonian Community Welfare Association Ltd Statement of profit or loss and other comprehensive income For the year ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue	3	5,139,116	4,206,519
Expenses			
Employee Benefit Expenses	4	(3,169,957)	(2,450,616)
Activities		(77,473)	(91,996)
Accounting/Audit fees		(18,100)	(68,380)
IT expenses		(59,808)	(24,153)
Consulting and professional fees		(203,357)	(141,462)
Depreciation		(12,772)	(13,864)
Home care package expense		(410,617)	(1,041,796)
Occupancy costs		(51,156)	(38,680)
Other expenses		(260,535)	(89,017)
Subscriptions and memberships		(14,544)	(24,476)
Surplus for the year		860,797	222,079
Other comprehensive income for the year		-	-
Total comprehensive income for the year		860,797	222,079

Macedonian Community Welfare Association Ltd Statement of financial position As at 30 June 2022

	Note	2022 \$	2021 \$
Assets			
Current assets			
Cash and cash equivalents	5	2,698,852	2,227,072
Trade and other receivables	6	414,855	407,108
Other financial assets	7	427,090	377,518
Other assets	8	22,239	28,209
Total current assets		3,563,036	3,039,907
Non-current assets			
Property, plant and equipment	9	779,851	498,396
Total non-current assets		779,851	498,396
Total assets		4,342,887	3,538,303
Liabilities			
Current liabilities			
Trade and other payables	10	308,383	257,738
Employee benefits	11	154,423	158,664
Income in Advance	12	2,051,716	2,172,946
Total current liabilities		2,514,522	2,589,348
Non-current liabilities			
Employee benefits	11	55,225	36,612
Total non-current liabilities		55,225	36,612
Total liabilities		2,569,747	2,625,960
Net assets		1,773,140	912,343
Equity			
Retained surpluses		1,773,140	912,343
Total equity		1,773,140	912,343

The above statement of financial position should be read in conjunction with the accompanying notes.



ACKNOWLEDGEMENTS



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

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

Thanking MCWA's Funding Bodies and Partners.

Funding Bodies

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

Partners

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

IN MEMORIAM

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

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



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

7/10 Enterprise Drive, Bundoora VIC 3083

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