
Year in Review

2023–2024



VISION

To be regarded, both within the aged care sector and by the general community, as an innovative organisation that provides outstanding services to all our consumers and residents.

MISSION

Supporting residents and consumers to live a secure, dignified and rewarding life by providing excellent care and accommodation options.

VALUES

Our core values are central to our organisation and inform the way we deliver our services to you. They include:

1. Our commitment to our residents and consumers

Offering access to our facilities and services to all older persons in need, regardless of religion, belief, race, nationality, or background.

Ensuring that affordable care and accommodation options are available for persons with limited financial means.

Respecting the individual rights, independence, beliefs and personal choices of consumers, residents, and their families.

Using best endeavours to provide individualised services and care that acknowledge and meet the physical, emotional, psychological, social, and spiritual needs of each resident and consumer.

Developing functional, attractive, quality facilities and accommodation options that meet or exceed customer needs and expectations.

2. Standards and viability

Protecting our long-term financial viability for the benefit of all existing and future residents and consumers.

Conducting our business in a responsible, honest, fair, and ethical manner.

3. Innovation and learning

Pursuing innovation and excellence in each service or venture we undertake.

Developing our employees by providing opportunities for personal and professional development in an atmosphere of openness and trust, with an expectation of high achievement that is acknowledged through recognition and reward.

Participating in associations and professional groups on advocacy issues affecting the aged care sector, to an extent consistent with these core values.

4. Team spirit

Maintaining our rich heritage in Freemasonry and promoting the ideals of charity and service to the community.

Providing healthy and safe working environments free from all discrimination, harassment, and bullying.

Valuing and maintaining the important contributions made by our employees and volunteers.

Communicating openly and honestly with customers, employees, and other stakeholders.



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Chair and Directors Report

CRAIG HEAD



This year at Royal Freemasons we have continued to take significant steps towards future sustainability so we can carry forth our mission of supporting residents and consumers to live secure, dignified and rewarding lives.

We entered the last phase of our divestment project, selling our residential aged care homes in Bendigo, Ballarat, Moe, Sale, and Flora Hill. Our Support Services team also underwent a significant restructure with the goal of rightsizing our resources for the future direction of the organisation, so we can more effectively serve the people in our care.


As part of our operating review, we relocated our Head Office to Coppin Centre on Moubray Street, Melbourne. It is wonderful to be back working on the site where Royal Freemasons began in 1867 and to be reconnected with the heritage of the organisation.

With a positive focus on the future, we are looking to grow our In-home Support services with refreshed leadership and expanded services. We are invigorating our fundraising activities, starting with the launch of our Christmas Gift Appeal in December, which has had a meaningful impact on those in our care who spend the festive period without family and friends. We are also renewing the Home Jewels Program, an incentive program

for lodges when they donate.

Steering a course for the organisation's future sustainability while navigating the evolving legislative and operational aspects of the aged care sector cannot be achieved without strong leadership. Hugh Cattermole, our new CEO, who joined the organisation in early 2024, has swiftly developed a deep understanding of both our business and our stakeholders. Hugh is reinvigorating the culture of our organisation and, together with his executive team, is focussing on building strong community and masonic connections to deliver high-quality accommodation and support services to the Victorian community.

This year we also welcomed new Board Directors Joanne Sabena, Ted Turner, Ronen Jachimowicz, and Jennifer Doubell OAM, who bring a wealth of experience and leadership to our organisation. Joanne brings to the Board an in-depth knowledge of the aged care sector with over 30 years of proven strategic leadership and operational experience in public and private health, aged care and retirement living sectors as well as expertise in governance. Ted is a highly experienced CPA/CA Public Practitioner with over 30 years' experience in business services and taxation. Ronen has more than 25 years of extensive technology experience



spanning multiple industries including banking, waste, property, and facilities management, where he has demonstrated strong governance and leadership skills. Jennifer has over 30 years of experience in fundraising, philanthropy, management, governance, and a proven track record of developing teams to achieve outstanding philanthropic growth targets.

Royal Freemasons is also proudly committed to investing in mentoring, training, education, and

leadership development, which provides a means to not only refine the effectiveness of teams to improve outcomes in addressing future challenges, but also by identifying and supporting key individuals to achieve their goals.

I would once again like to thank my fellow Board Directors and Trustees for their continued support and commitment to ensuring the ongoing future viability of Royal Freemasons and, importantly, to the ongoing care of our residents, clients,

and their families. Finally, I thank Hugh and the wonderful staff in each service area at Royal Freemasons for their hard work and commitment to providing high-quality, compassionate care to those whom we serve.

Chief Executive Officer's message

HUGH CATTERMOLLE



It is a true privilege to lead Royal Freemasons, an organisation with a remarkable 157-year legacy of caring for older Victorians.

Since joining in January 2024, I have had the opportunity to immerse myself in the work we do, the people we serve, and the values that have defined us for more than a century and a half.

Over the past six months, as I have come to understand the intricacies of our organisation, it has become clear that despite the changes and challenges we have faced in recent years, we are built on solid foundations. Our heritage, combined with the unwavering commitment of our people, gives me confidence that we are well-positioned to create a sustainable future for Royal Freemasons.

Our team of more than one thousand dedicated staff across our three key service areas—Residential Aged Care, In-home Support, and Retirement and Independent Living—remains the heart of our organisation. Every day, they demonstrate their passion for providing the highest standard of care to those who need it most, and I am incredibly proud of their efforts.

Looking ahead, our focus is on ensuring our Residential Aged Care homes operate at full capacity so we can provide even greater support to older Victorians. We are also excited

about expanding our In-home Support services, including the appointment of new leadership, and strengthening our community engagement, particularly by growing our volunteer base to help enrich the lives of those in our care.

At Royal Freemasons, we are deeply committed to our values of charity and community service. Our ongoing partnership with Freemasons Victoria, through philanthropic initiatives, communications, and volunteer efforts will continue to strengthen our impact and reach.

Joining Royal Freemasons during this pivotal time of generational transition is both an honour and a responsibility. I look forward to working with our team, our volunteers, and our broader community to ensure we uphold and build upon the rich heritage of providing high-quality, compassionate care for older Victorians for generations to come.



Residential Aged Care



This year in Residential Aged Care we have been focussed on aligning our processes and procedures with the Australian Government's New Aged Care Act and the Strengthened Quality Standards, which includes a new Standard 6: Food and Nutrition. We have commenced extensive work in this area and sought resident feedback to further enhance the daily meal and dining experience. We are specifically working to improve the texture-modified meals that we serve and to strengthen our education program for all food services staff. We are also invigorating the dining experience for residents by ordering new table linen, placemats, and crockery.

We successfully secured a grant via the Primary Health Network for each of our Residential Aged Care homes to be provided with computers on mobile stands, which enable staff to access the Victorian Virtual Emergency Department when they require advice for treating residents in

non-life-threatening emergency situations.

In April 2024, Royal Freemasons launched a program offering two weeks of free Respite Care at selected homes so consumers can trial our Residential Aged Care experience. The program, which is ongoing, has been successful with many consumers becoming permanent residents and others booking repeat stays at our homes.

Our maintenance staff have been refreshing the interiors of our residential aged care homes with fresh coats of paint and new flooring. The residents and staff are very happy to see their home environment gradually being updated and renewed.

In November 2023, we installed Swift Access at Coppin Centre, which is an easy-to-use entertainment and communications platform. Swift provides our residents with access, via the TVs in their rooms, to movies, music concerts, TV, and radio stations

in English and multiple languages. It displays the home's daily menu and lifestyle calendar, and through the Swift app families can share photos and videos with their loved ones. Swift also features relaxing, low-sensory content to help reduce anxiety, particularly for residents with dementia. We are delighted to provide residents at Coppin Centre with this service, which will help them to stay more connected with their families and give them greater choice of programs and entertainment.

Our Lifestyle team have continued to provide a rich and varied daily activities program for our residents to keep them connected with their interests and the local community. Among the many highlights this year were daytrips to Gumbuya World in Gippsland, Phillip Island, a special visit from Puppets Alive — a company that creates playful puppet performances specifically for people in aged care, and intergenerational programs with local high schools.

Generations come together at Aquinas College's Café N9ne

Residents from our Centennial Lodge aged care home in Wantirna South have loved being special guests at Aquinas College's Café N9ne.

Operating out of the college's Wurundjeri Trade Training Centre, Café N9ne equips year nine students with practical experience in hospitality so they can take on their first paid job with confidence.

The collaboration with Centennial Lodge was ignited by Rhonda Wheeler, a Hospitality Assistant at Aquinas College. Rhonda's father is a resident at Centennial Lodge and thought Café N9ne would be an ideal environment to bring the older and younger generations together.

"I wanted to invite the residents to the café a couple of times each term to give them an enjoyable outing and the students the chance to interact with and serve the older generation. So, the collaboration is a win-win for all of us," says Rhonda.



The food and drinks, all of which are made by the students, have been a hit with the residents and they especially love chatting with the younger folk while they take and deliver their orders.

The experience certainly gets the thumbs up from resident, Barry, who says, "I love it! Can I come back tomorrow?"

"It's great for the residents to have the younger generation around them," says Rhonda. "It's also good for our students to associate with different people in our community. They get really excited when the residents arrive."

Royal Freemasons Lifestyle Coordinator and Program Manager Sharese James says, "The residents absolutely love visiting the cafe and interacting with the students. Being in an environment with so much youthful energy really does brighten their day and they enjoy connecting to the local community."



A visit from Puppets Alive at Springtime



Men's Shed talk for Coppin Centre residents



Piano playing at Centennial Lodge



Gardening at Mount Martha Valley



Biggest Morning Tea fundraiser celebrations at Springtime



Lunar New Year celebrations at Footscray



Happy hour dancing at Mount Martha Valley



Annual Vintage Car Show at Mount Martha Valley



Residents from various homes enjoy a daytrip to Phillip Island



Remembrance activities



Residents enjoying a trip to Gumbaya World



Students from Overnewton Anglican Community College sing to Springtime residents



Community Services and Wellbeing



This year, the Community Services and Wellbeing team have achieved an increase in recruitment to community roles, reduced the travel time of carers between shifts and achieved greater consistency of care for our consumers.

We reopened referrals for the Commonwealth Home Support Programme (CHSP) as we now have increased capacity to provide service in the community with our own carers. We have also been building further on the clinical oversight provided by our Specialist Case Managers to support more complex care for Home Care Package (HCP) consumers.

We have strengthened our leadership, enabling the team to develop more detailed data reporting and establish key performance indicators to give us greater insight into the effectiveness of our services. As a result, each role in the department has key deliverables to ensure we provide consistent support to consumers, such as clustering care to reduce travel time and kilometres and organising care staff in a way that maximises their time with consumers.

We successfully moved our on-call support service back in-house so our management team can provide non-emergency, out-of-hours

support to consumers over the phone.

We continue to receive valuable and constructive feedback from consumers through our quarterly forums, which has helped us to improve the way we deliver care and information to consumers. We also continue to receive a higher proportion of consumer compliments than complaints.

“ Sue, who cares for my mum, is lovely, caring, and helpful. Mum is very fond of her. Royal Freemasons staff do a wonderful job meeting mum's needs.

— Rosa, daughter of In-home Support consumer ”

“ I am very grateful for the care Royal Freemasons provides and don't know where I'd be without them.

— Bruce, In-home Support consumer ”

“ “Thanks again. It's only possible for Mum to continue living in her own home because of the services Royal Freemasons provide and the lovely carers and nurses who look after her.

— Bev, daughter of In-home Support consumer ”



Retirement and Independent Living

We are pleased to have achieved this year high rates of occupancy at our Independent Living Units. Marjorie Nunan Terrace (Brunswick), Banksia Court (Irymple), Goulburn Court (Mooroopna) and Jacaranda Court (Preston) all achieved 100 per cent occupancy at the close of this year. Monash Gardens Village (Mulgrave)

achieved 85 percent occupancy, while Acacia Court (Geelong), Boyd Court (Carnegie), Murray Gardens (Swan Hill) and Marjorie Nunan Court (Brunswick) vacant apartments are allocated to achieve 100 per cent occupancy by July 2024.

As part of the divestment project, Redmond Park (Princess Hill), Streeton Park

(Heidelberg), Berwick Brae Village and Canadian Pines (Ballarat) were sold from our Retirement Living portfolio this financial year. While we were sad to farewell these communities, we are confident that residents and staff will continue to be well supported by their new owners.



Monash Gardens Village, Mulgrave.



Quality, Safety and Innovation



The Quality, Safety and Innovation team.

The past year has been a period of significant growth and adaptation as we have focused on aligning our practices with the Strengthened Quality Standards that will take effect in 2025. In preparation, our team have undertaken a comprehensive review of current policies and procedures, and integrated new guidelines to ensure compliance and improve the overall quality of care provided to our residents. This included upgrading our care delivery models, enhancing staff training programs, and refining our quality assurance processes.

A cornerstone of our efforts was the use of a quality management system, which continuously monitors and elevates care standards. We introduced data analytics tools to track performance metrics more effectively, allowing for targeted education, resource allocation, and improvements. This proactive approach has led to a notable decrease in risks relating to high-prevalence incidents.

We have prioritised and invested in staff development and training, recognising that quality of care is intrinsically linked to the competence and wellbeing of our workforce. Our training includes onboarding training for new hires, so they are equipped in the fundamentals of health and safety, food safety, texture modification and person-centred care. We run skill enhancement workshops that focus on specific competencies, such as communication skills, customer service, dining experience, and documentation training. Our Clinical Care Managers also facilitate regular site-level education sessions to provide quick information updates on low-risk subjects. Finally, we offer online and in-person formal training sessions for ongoing development in areas needing further reinforcement to ensure the best resident outcomes are achieved. All our training initiatives have a strong focus on the Strengthened Quality Standards, emphasising person-centred care, safety protocols, continuous improvement and effective communication.

Regular internal audits are conducted to assess the effectiveness of the training modules and gather input from participants, enabling us to refine and adapt the training based on staff needs. Feedback from staff has been positive, with many expressing increased confidence and preparedness for the changes ahead.

Looking forward, our team is committed to maintaining transparency and collaboration with residents, families, and regulatory bodies. We are committed to establishing an environment of continuous improvement and open dialogue, so that we will not only meet but exceed the expectations set by the Strengthened Quality Standards.

Our progress this year has laid a solid foundation for future success. We remain dedicated to upholding the highest standards of care and look forward to continuing our journey of excellence in aged care.



People and Development, Payroll

With the sale of seven of our Residential Aged Care homes and one of our Retirement Living communities, the People and Development, and Payroll teams have successfully managed the transition of 863 employees to new providers.

During this period of change for our organisation, we have continued to foster a culture of reward and recognition and were delighted to present 230 Service Recognition Awards this year to staff who have served at Royal Freemasons from three to thirty years. We are very proud of their commitment and longevity of service, particularly considering the challenges of COVID and the aged care industry at large. Furthermore, 75 staff members were awarded Team Spirit Awards by their colleagues, an award that recognises the dedication and outstanding efforts of individuals and teams across the organisation.

We have also been focused on aligning our workforce with the Aged Care Quality and Safety Commission's recommendation of mandatory care minute targets for direct care given to residents, which came into effect on 1 October 2023, as well as the Department of Health and Aged Care's requirement for at least one registered nurse to be on duty and onsite at Residential Aged Care homes 24 hours a day, seven days a week.

While staffing within the aged care sector remains an ongoing challenge, we are continuing to boost our workforce in residential aged care so that we can meet these requirements and ensure our residents receive high-quality personal and clinical care.

From 1 July, we increased the wage rates for our eligible aged care employees in accordance with the Fair Work Commission's (FWC) Stage 2

Aged Care Work Value decision. We were very pleased to apply these increased rates of pay to staff in recognition of their continued service and the high standards of care they provide.

We worked constructively with the Australian Nursing and Midwifery Federation (ANMF) and Health Workers Union (HWU) to reach an agreement on increased rates of pay for our eligible employees, and to ensure that available funding from the Federal Government is passed on for the purpose it was intended.

With a focus on the future, we have been growing and strengthening our Payroll team with the recruitment of a Payroll Lead in early 2024 to optimise and manage our systems and processes, and a Payroll and Workforce Planning Support Officer.





Marketing and Community Engagement



In early February, we were delighted to showcase Royal Freemasons' full suite of services at the ACCPA Care & Ageing Well Expo, which was a great success and proved to be a fruitful opportunity to speak with a range of prospective consumers. We received particularly strong interest in our In-home Support services and a number of our Residential Aged Care homes.

We have supported the People and Development team to source many more dedicated and passionate staff members by continuing to run the 'Be the Difference' campaign, predominantly through paid advertising on Royal Freemasons' social media channels.

As the divestment of selected Residential Aged Care and Retirement Living communities entered its final phase this year, we successfully implemented a communications plan that ensures all relevant stakeholders are fully informed from the announcement of each sale through to settlement.

We have consistently updated templates, forms, brochures, and merchandise used throughout our organisation to establish a cohesive brand identity. The branding and information architecture on our website has also been updated to improve the user experience. This project will continue into the next financial year.



We have also been focussed on promoting the positive impact our services have on the people in our care by sharing personal stories on our social media channels and in local media. As a result, our reach and engagement with our social media communities channels has increased, particularly on LinkedIn. A number of our stories have also been featured in local and industry news publications such as *The Senior*, *The Latrobe Valley Express*, and *Brimbank & North West Star Weekly*.

LIFE

Garden keeps Nancy busy

BY THERESA MURRAY

NANCY Esmore is 101 and lives independently in her family home in Melbourne.

She is passionate about her garden, regularly attends church and a gardening club, and loves spending time with her family, including her seven grandchildren, 14 great-grandchildren and great-great-granddaughter.

Nancy has been assisted to stay at home with the support of Royal Freemasons personal care attendant Joanne Letts, who helps with cooking, ironing, cleaning, shopping and any odd jobs.

Nancy said being able to remain in her house is very important to her.

"It means everything to me. My husband and I built it and moved in here 50 years ago," she said.

Nancy has been involved with gardening clubs for more than 40 years and recently made her television debut on the ABC's *Gardening Australia*.

"My garden keeps me going and keeps me active," she said.

Joanne has worked with



Nancy Esmore with personal care attendant Joanne Letts. Picture supplied

Nancy for many years.

"Just by listening to Nancy, you realise what is truly important," Joanne said.

"I first met Nancy years ago. I remember watching her dance with her husband

at a Christmas party. To see their love and devotion in their mid-nineties... it made me cry watching them together."

"Last week, I helped Nancy with meal preparation,

some ironing and vacuuming. I might make her a cup of tea, and we have a chat. I ask what needs to be done."

"Her vision is impaired, but it doesn't stop her. She still cooks, cleans and does

her own washing."

"She is very house proud and is absolutely amazing," Nancy said while she can look after herself, it's getting harder.

"Joanne helps me a lot

and I'm very happy," she said. "She'll do anything for me. Sometimes she'll make a cake or make fritters that I can freeze."

"It's a social visit as well. I might not see anybody all day and it's nice to have someone to talk to."

"She is a wonderful person, so helpful. If there were more people like Joanne, there would be no trouble at all."

Joanne enjoys helping people stay in their homes.

"The satisfaction I get in bringing happiness to someone's day and keeping someone at home for as long as they can be... I love what I do."

"It can be a challenge, but you go home feeling like you have achieved something."

"Most people would love to stay at home for as long as they can, and being able to help make that happen is a wonderful thing."

"There is no place like home."

Nancy has some advice on how to live a long life.

"Eat good, healthy food. Be kind to other people and loving. Take care of each other."



Royal Freemasons Springtime resident John Kelly with Catholic Regional College students Yousif and Samir. (Damjan Janovski) 359524_08

Young and old unite over activities

Royal Freemasons Springtime residential aged care home has joined forces with students from Catholic Regional College in Sydneyham (CRC) for an intergenerational program.

Year 11 and 12 CRC students recently visited the home to play board games with residents, sing karaoke, and share gifts and stories.

The initiative was spearheaded by CRC student Stephen Condello, whose grandfather is a resident at Springtime.

Stephen suggested organising activities with the residents to his religious education teacher as a way of giving back to the community.

The idea has now grown into a program that

will become a permanent part of the college's community service module for applied religion.

CRC applied religious education teacher Dale Sutton said so far the program has been a huge success with both the residents and students.

"It helps the students to be more aware of other people in the community, to give back, and be thankful for what they have," he said.

Next year, students will visit Springtime residents every two weeks and organise a variety of fun activities for them to enjoy.

The college will also hold two fundraising

activities next year to raise money for Springtime's lifestyle activities program.

Springtime facility manager Kristy Lim said it has been wonderful to see the older and younger generations come together.

"Our residents have absolutely loved spending time with the students. We are also very grateful for CRC's commitment to fundraise for our home next year. We look forward to continuing and growing the partnership to find different ways to create meaningful outcomes for residents and greater connection between generations," she said.



Our Volunteer Community

A heartfelt thank you to our volunteers

Across Royal Freemasons' seven residential aged care homes, our army of more than 40 volunteers continue to generously give their time, talents, and friendship to our residents. They are a vital part of the life and soul of our communities, and we are deeply grateful for their commitment and positive contributions.



Laura takes Monash Gardens residents on a musical trip down memory lane

“Volunteering is a wonderful thing to do; you get a lot out of doing something good for someone else. I always walk out on a high,” says Laura, who has been faithfully volunteering at our Monash Gardens residential aged care home in Mulgrave for over ten years.

A seasoned pianist, Laura decided to give her musical talents to the community at Monash Gardens after her father, who used to be a resident there many years ago, passed away.

“I knew everybody at the home and thought it would be a nice way to give back. I’ve got something that I can offer, and they really enjoy it,” says Laura.

Every fortnight, Laura plays the

piano to a captive audience of residents who look forward to her recitals with anticipation. The music transports them to happy times in their lives and Laura has a well-honed repertoire of songs she knows they all enjoy.

“I like to play pieces that mean something to them, like songs from the war years by Vera Lynn or Cole Porter, and I also play themes from movies like *Dr. Zhivago*. I have a little interlude when I play some classical pieces and then I go back to some of the songs they know from light opera,” says Laura. “They really enjoy the music and it’s lovely, especially when I hear them humming along.”

Residents with dementia, many of whom are no longer able to communicate, particularly respond to the music. “One resident with dementia remembers all the words to the songs I play. So

that’s always nice when I hear her singing,” says Laura.

Laura loves the community Monash Gardens and can’t recommend volunteering in aged care highly enough. “It’s a wonderful thing to do, particularly for people who are in aged care because some of them don’t have any visitors at all,” she says. “I think I get more out of it than even the residents do, because it really is a joy to see them happy.”

“One resident often says to me, ‘You’re the highlight of the week’. Now, I know I’m not; I just bring to them a little bit of nostalgia through the music I play. They call it a concert, but it’s just me letting them relive some of their memories,” says Laura.

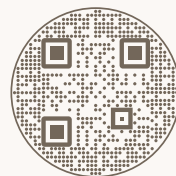
If you would like to join our team of volunteers, register your interest at:

royalfreemasons.org.au/career/become-a-volunteer/



Monash Gardens volunteer, Laura.

TO REGISTER, SCAN THE QR CODE BELOW





The difference you make

A successful Christmas Gift Appeal

In November 2023, we were delighted to launch our Christmas Gift Appeal for people in our Residential Aged Care homes and In-home Support services who spend the festive season without family or loved ones.

Thanks to the generosity of our donors, more than 60 people in our care, received personalised

and beautifully wrapped gifts to the value of \$100 on Christmas Day.

Among the presents were brand new sets of clothes, jigsaw puzzles, football paraphernalia, toiletry sets, soft and cozy blankets, chocolates, makeup, art and craft supplies, books and many more thoughtfully chosen items.

Sharese, a Lifestyle Coordinator at our Coppin Centre home

says, "Christmas can be a very sad time for these residents as they have no one, but receiving the gifts showed them they are not forgotten, they are not lost and there are many people thinking of them."

We are deeply grateful to everyone who helped us show our residents in need that they are remembered, thought of and loved.



Acknowledging the generosity of our donors

We sincerely thank every individual, Freemasons Victoria and organisations who have so generously donated to Royal Freemasons this year so we can continue delivering exceptional care to the people we serve.

Limited space only allows for the acknowledgement below of donors, bequests and organisations that have contributed \$1000 or more during the financial year.

Allan and Dulcie Murray Memorial	Henty Lodge No.279
Bruce Leslie Powell Bequest	Jean and Keith Bennett Charitable Fund
Byron Woods	McFadden Charitable Fund
Estate of Edmund George Baker	Pam and Alfred Lavey
McInty Trust	Robert and Irene Rutley Fund
Estate Maria-Jose Nascimento Herpe	WH and EJ Taylor Memorial
Freemasons VIC Unknown Solider Ceremonial Team	Fred and Vi Lean Charitable Trust
Henry Alexander Osborn Hamilton Charitable Trust	William Cooper Charitable Trust



Support us
today



Make a donation

Name: _____ Email: _____

Address: _____ Mobile: _____

- ☐ Yes, I / we would like to make a donation to help Royal Freemasons care for older persons
- ☐ Please send me information about making a bequest in my will
- ☐ Please contact me about corporate or community partnerships

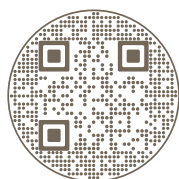
I HAVE ENCLOSED A CHEQUE PAYABLE TO ROYAL FREEMASONS OR PLEASE DEBIT MY:

- ☐ Visa ☐ Mastercard ☐ Amex Amount: _____
- ☐ Donate monthly

Card no.: _____ / _____ / _____ / _____ Expiry: _____ / _____

Name on card: Signature:

TO DONATE ONLINE, SCAN THE QR CODE BELOW



DONATIONS AND BEQUESTS

Royal Freemasons
Community Engagement
45 Moubay Street
Melbourne VIC 3004



Governance

Trustees



RWBRO BILL HAYES PDGM

Trustee

- Trustee, Royal Freemasons Homes of Victoria
- Trustee, The Taylor Foundation
- Member, Royal Freemasons Ltd
- Member of the Board of General Purposes of FMV, 2003–2006 and 2010–2012
- Former member of FMV Board of Benevolence 1991–2006, President 2003–2006
- Former member of FMV Audit and Risk Committee 2002–2012, Chairman 2009–2012
- A Justice of the Peace and Accredited Bail Justice in the State of Victoria 1991–2018
- Independent Third Person Accredited by the Office of the Public Advocate
- Appointed Trustee, May 2016

RWBRO DAVID GIBBS AM PSGW

Trustee

- Trustee, Royal Freemasons Homes of Victoria
- Trustee, The Taylor Foundation
- Member of Royal Freemasons Ltd
- Former member of the Board of General Purposes of Freemasons Victoria
- Former board member of Freemasons Victoria Foundation Limited
- Chartered Accountant (life member CAANZ)
- Company Director and Advisor to Families in Business
- Former Director, Cancer Council Victoria

WBRO MYLES KING OAM JP KSJ MAICD

Trustee

- Trustee, Royal Freemasons Homes of Victoria
- Trustee, The Taylor Foundation
- Member, Royal Freemasons Ltd
- Director, Blue Ribbon Foundation
- Director, Freemasons Victoria Holding Company Pty Ltd
- Director, Freemasons Foundation Victoria Ltd
- Former President, Board of General Purposes

Board of Directors



RWBro Craig Head
Board Chair

M Bus (Acc), FCPA, FIPA, MAICD, PJGW

- Chief Financial Officer, Form 700 Group of Companies, Member of Freemasons Victoria Governing Council
- Appointed Director, October 2014
- Deputy Board Chair, October 2018 – November 2021
- Chair of Finance, Risk and Audit Committee, October 2018 – November 2021
- Appointed Board Chair November 2021



WBro Andrew Davenport
Director

BE(Hons), BCom, MBA, MCommerce Law, GAICD, ASA

- Appointed Director, December 2020
- Councillor, City of Whitehorse, 2012 – present



ROSEMARY EVANS
Director

- Lawyer, Special Counsel, DTCH Lawyers
- Appointed Director, June 2018



Joanne Sabena
Director

BNurs, GCertAppMgt(Hlth), GCert Critical Care

- Non-executive Director and Chair Clinical Governance for Huon Regional Care, Co-Founder of EverYoung AI
- Appointed Director, March 2024



WBro David Cartney
Director

MA(Hons) Psychology, Post Grad Dip Acc, FAICD, FCPA, FCMA, CA(Scotland), CA(ICAANZ)

- Director, December 2020 – Dec 2023
- Chairman, International Business Mentors
- Director, Cabernet House
- Chairman, The Syme Business School



MWBro Bob Jones
Director

- Board President when Grand Master 2012–2014
- Managing Director, CarTrek Group of Companies
- Appointed Director, December 2021



Bro Larry Jackson
Director

PostGradDip (Management Studies)

- Appointed Director, October 2021
- Appointed Deputy Chair, June 2023



WBro Ronen Jachimowicz
Director

GAICD, MBT, BComSci, AppDipCom/Physics

- Technology Director
- Appointed Director, March 2024



Jennifer Doubell OAM
Director

BA, Dip Soc Studs, Dip Crim, MSc (Econ), MA

- Fundraising and Philanthropy Consultant, Non-executive Director, Mentor
- Appointed Director, March 2024



Ted Turner
Director

BBus Acc, CPA

- Appointed Director, May 2024

Board Committees

BOARD EXECUTIVE COMMITTEE

Craig Head

Jo Sabena

Larry Jackson

FINANCE, RISK AND AUDIT COMMITTEE

Larry Jackson
Chair

Craig Head
Board Chair

Rosemary Evans
Director

David Cartney
Director

Ted Turner
Director

Matthew Schofield
Co-opted Member

John Fogarty
Chief Executive Officer
(until December 2023)

Hugh Cattermole
Chief Executive Officer
(from January 2024)

Voula Yankoulas
Chief Financial Officer

QUALITY AND SAFETY COMMITTEE

Prof. Tracey Bucknall
Chair (until December 2023)

Sue Renkin
Director (from January 2024
– April 2024)

Jo Sabena
Chair (from April 2024)

Bob Jones
Director

Andrew Davenport
Director

Jennifer Doubell OAM
Director

John Fogarty
Chief Executive Officer
(until December 2023)

Sharyn McIlwain
Chief Operating Officer
— Residential Aged Care
(until March 2024)

Hugh Cattermole
Chief Executive Officer
(from January 2024)

Ann Butcher
Chief Operating Officer
— Community and Wellbeing
Chief People Officer

Joanne Cross
Manager — Quality, Safety
and Clinical Practice

Karin Woods
Acting Executive Director
— Care and Hotel Services
(from March 2024)

Executives

John Fogarty
Chief Executive Officer (until
December 2023)

Hugh Cattermole
Chief Executive Officer (from
January 2024)

Melanie McNamara
Executive Assistant/ Company
Secretary

Ann Butcher
Chief People Officer (from October
2022)

Chief Operating Officer —
Community Services and Wellbeing

Sharyn McIlwain
Executive Director — Quality, Safety
and Innovation (until March 2024)

Executive Director — Care and Hotel
Services (until March 2024)

Karin Woods
Acting Executive Director — Care
and Hotel Services (from March
2024)

Joanne Cross
Chief Quality, Safety and Innovation
Officer (from June 2024)

Voula Yankoulas
Chief Financial Officer

Todd Afford
Chief Information Officer



Locations and Services

RESIDENTIAL AGED CARE

Centennial Lodge



13 Lewis Rd
Wantirna South 3152
9210 9600

Coppin Centre and Coppin Suites



45 Moubray St
Melbourne 3004
9452 2233

Elizabeth Gardens



2-8 Elizabeth St
Burwood 3125
9831 0600

Footscray



25 Mephan St
Footscray 3011
9318 4244

Monash Gardens



355 Wellington Rd
Mulgrave 3170
9574 3800

Mount Martha Valley



130 Country Club Dr
Safety Beach 3936
5981 8444

Springtime



41 Manchester Dr
Sydenham 3037
9361 0400

INDEPENDENT LIVING UNITS

Acacia Court



159 Wilsons Rd
Whittington 3219
1800 931 715

Banksia Court



2091 Fifteenth St
Irymple 3498
1800 931 715

Boyd Court



45 McKean St
Mooroopna 3629
1800 931 715

Goulburn Court



159 Wilsons Rd
Whittington 3219
1800 931 715

Jacaranda Court



551 Murray Rd
Preston 3072
1800 931 715

Marjorie Nunan Court



433 Brunswick Rd
Brunswick West 3055
1800 931 715

Marjorie Nunan Terrace



475 Brunswick Rd
Brunswick West 3055
1800 931 715

Murray Gardens Court



110 Stradbroke Ave
Swan Hill 3585
1800 931 715

RETIREMENT LIVING APARTMENTS AND UNITS

Monash Gardens Village



97-99 Monash Dr
Mulgrave 3170
1800 931 715

IN-HOME SUPPORT

45 Moubray St
Melbourne VIC 3004
1800 756 091

Servicing metropolitan Melbourne

WELLNESS SERVICES (INCLUDING DAY THERAPY)

Coppin Centre

45 Moubray St
Melbourne VIC 3004
9452 2323

Footscray

25 Mephan St
Footscray VIC 3011
9318 4244



Royal Freemasons Limited
45 Moubay Street
Melbourne VIC 3004
1300 176 925
royalfreemasons.org.au

