



IMPACT REPORT

2022-2023



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 will 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.



Contents

| | | | |
|---|----|---|----|
| Chair and Directors Report | 2 | Board of Directors..... | 22 |
| High-quality, person-centred care..... | 4 | Board committees..... | 23 |
| Maintaining a resilient workforce..... | 8 | Executives..... | 23 |
| Compliance with laws and regulations..... | 11 | Thank you for making a difference | 24 |
| Wellbeing and community connections..... | 14 | Support us today | 26 |
| Trustees..... | 21 | Locations..... | 28 |

Chair and Directors Report

CRAIG HEAD

Rightsizing our organisation for future growth



As you may be aware, aged and community care services in Australia operate in a rapidly changing and challenging environment. This, together with the impact of COVID-19 so soon after the implementation of a growth strategy, which included a number of significant acquisitions, placed pressure on our organisation and necessitated significant changes. So, in October 2022, we announced that we would be rescaling our operations to preserve our viability as an organisation and to better serve our residents and consumers.

As a result of that decision, we sought buyers for a selection of our Residential Aged Care and Retirement Living communities, who are aligned with the values and mission of Royal Freemasons and experienced in the delivery of quality aged care services.

In February 2023, we sold two of our Retirement Living communities — Streeton Park in Heidelberg and Redmond Park in Princes Hill — to Aveo. The transfer of ownership and management of these communities to Aveo is scheduled for early July 2023.

In May 2023, mecwacare bought three of our residential aged care homes including Ballarat, Bacchus Marsh, and Gregory Lodge in Flemington, and two of our Retirement Living communities — Canadian Pines in Ballarat and Berwick Brae in Berwick. Berwick Brae officially transferred to mecwacare ownership and management on 24 June 2023 and the remaining sites are expected to settle by the end of the year.

Our Executive, People and Development, Information Technology, Communications and Residential Aged Care teams are collaborating with Aveo and mecwacare to ensure the transition is as smooth as possible for residents and staff at these communities. Our priority is to ensure there is no change to their existing arrangements at these sites. As such, residents will remain in their homes and staff employment contracts will carry over to the new owner, in line with our Enterprise Bargaining Agreement (EBA).

Because of the age and condition of the building, in April 2023, we also closed our Darvall Lodge Residential Aged Care home in Noble Park, and successfully transferred most of the residents and staff to other Royal Freemasons homes.

While it is sad to be parting with these communities, the sale of selected assets is a positive step towards the future viability of our organisation, and we expect that further Retirement Living and Residential Aged Care sites will be divested in the next 12 months, with the exception of Coppin Centre, our founding site in Moubay Street, Melbourne.

There is no change to our overall purpose — we still provide accommodation options and support services for people who need them as they age, but we are particularly focussed on building strong community and masonic connections through the delivery of quality health and wellness services.

We are also solidifying Coppin Centre as a sustainable, high-quality, and accessible home that older Victorians, no matter their means, will be able to live in now and into the future.

With the future very much in mind, one of our key areas of



focus has been on strengthening our core services, and I am very pleased to report that all our Residential Aged Care homes are now fully compliant with the Aged Care Quality Standards. This is a fantastic achievement, and I acknowledge the outstanding work of the staff at each of these homes as well as the Quality, Safety, and Innovation team. They have all worked incredibly hard to reach full compliance.

In recent years, we have been working tirelessly to stabilise the organisation through the uncertainties created by changes in funding models, the Royal Commission, COVID-19, and shortages of trained staff in aged care. Nevertheless, the strong leadership exhibited by the

Trustees and Board has allowed difficult decisions to be made to return the organisation to a sustainable footing and to ensure the legacies of previous generations of Freemasons.

Including the Chair, the Board of Royal Freemasons currently has six directors, three of whom will be retiring at the AGM later in the year in a routine and ongoing rotation of Board members. As the organisation looks to strengthen the Board, expressions of interest from potential new directors possessing skills in property, philanthropy and clinical care experience are about to be advertised. They do not have to be freemasons.

We are also partnering with Freemasons Victoria to refresh

our Home Ambassador Program for each of our Aged Care communities. Shortly, we will be touching base with existing home ambassadors and looking for new ones.

Despite the significant shifts and changes at Royal Freemasons over the past year, we are very much open for business and excited about a reinvigorated future where we are focussed on growing and diversifying our services to meet the changing needs of Victoria's aging population.

We are confident that we will continue to deliver on our 156-year-old commitment to provide personalised, high-quality care and accommodation options to older Victorians, particularly those who are vulnerable.



High-quality, person-centred care

LAUNCH OF TRANSITION CARE PROGRAM WITH ALFRED HEALTH

In April 2023, we were delighted to launch a Transition Care Program (TCP) in partnership with Alfred Health.

Based at our Coppin Centre residential aged care home in Moubray Street, Melbourne, the 30-bed capacity program accommodates older patients from Alfred Health and other local hospitals, who have undergone surgery or treatment, and provides them with specialised care and support while they recover.

The program runs for up to 12 weeks, providing participants with the full suite of care and services available to our residents.

In the three months since the program was launched, a total of 64 people have been admitted and eight of those have become permanent residents at Coppin Centre. We are greatly encouraged by this early momentum and confident that many more people referred from Alfred Health will benefit from the program and continue in permanent care at Coppin Centre, or one of our other residential aged care homes.

IAN GAINS HIS HEALTH AND A NEW HOME THROUGH THE TRANSITION CARE PROGRAM

After spending three months in The Alfred Hospital to heal his broken neck, Ian knew recovering on his own at home was not an option.

“For a long time, I could hardly move. It would take me about two minutes just to turn over in bed. There is no way I would have been able to look after myself,” says Ian.

Shortly after his release from hospital in April 2023, Ian was one of the first people referred to our newly launched Transition Care Program at Coppin Centre, where he has continued his recovery.

Through the program, Ian has received nursing care, personal care, physiotherapy, as well as help with meals and everyday tasks. “The 24-hour healthcare has been really helpful,” says Ian. “Rach, my case manager, who coordinates all my care, has been great.”

Ian has been so impressed and encouraged by the support he has received, he has decided to stay on as a permanent resident at Coppin Centre.

“I’m much better off here. I have my freedom, can go on walks every day and have people I can talk to,” he says. “And if anything happens with my health, I have help at hand.”



Top: Transition Care Program participant Ian Woods



LAUNCH OF RESIDENT SUPPORT WORKER ROLE

Recognising the need for extra support in our Residential Aged Care homes, we have introduced the position of resident support worker.

The resident support worker assists with domestic tasks, such as making resident beds, serving tea and coffee, and delivering meals, so personal care assistants (PCAs) can focus on the caring aspect of their role. The resident support worker also spends one-on-one time with residents, providing them with social interaction and support.

While we are still in the early stages of rolling out this new position, it is already showing signs of success with four residential support workers operating at our Moe, Sale and Benalla sites.

Sharron Shaw, who works at Moe, reports the positive impact her afternoon one-on-

one time with residents is having on their wellbeing. "Spending time with the residents is a very important part of my role. I really feel they benefit from having a chat and I especially love that part of my job," says Sharron. "I like to make sure they are well cared for and feel happy and safe."

SOURCING SKILLED AND COMPASSIONATE STAFF

Essential to providing person-centred care is having a consistent supply of staff, but with the ongoing labour shortages in aged care, this continues to be a challenge.

In order to replenish our workforce, we launched a multi-channel advertising campaign in early 2023 called 'Be the difference'. The aim of the campaign was to source and recruit skilled staff who are looking for a career with more meaning and who are genuinely motivated to make a difference in the lives of our

residents and consumers by providing them with exceptional care.

Over the last six months, we have advertised the campaign through Facebook, LinkedIn and SEEK, as well as through traditional printed media in regional and industry publications. It has attracted a strong response and we have received hundreds of expressions of interest and applications, which our People and Development team have been fielding.

The campaign will continue into the latter half of 2023, as the need for suitable staff continues, particularly with the Australian Government's mandatory care minutes scheduled to be introduced in October 2023.

Top: Resident Support Worker Sharron with Moe resident Sylvia

STRONG CONSUMER SATISFACTION IN HOME CARE SERVICES

As a result of continually promoting to Home Care staff the importance of seeking and recording consumer feedback, we have seen a 340 per cent increase in compliments from Home Care consumers and representatives compared to the last financial year.

The types of compliments that have particularly increased relate to the exceptional service of specific staff members, effective case management, care and services, and vendor practice.

We have also seen a 70 per cent downward trend in external complaints through the Aged Care Quality and Safety Commission, which is a result of improved internal communication of processes, managing and meeting consumer expectations, and the efficient resolution of internal complaints.

The carers are wonderful and every staff member who has visited are very good and thorough in their work and care.

Jenny, wife of consumer

I am very appreciative of the assistance of the entire team, especially the support workers who are supporting me while my husband Nic is at the hospital.

Zoi, consumer

Just wanted to let you know how wonderful Jill, our new case manager, is. Jill has been able to see to all our concerns and queries. She has shown us compassion and empathy and she is genuinely concerned for my mum's wellbeing. Thank you for sending Jill to us.

Sharyn, daughter of consumer

PROTECTING OUR HOME CARE CONSUMERS — INTRODUCING THE SERIOUS INCIDENT RESPONSE SCHEME (SIRS) TO HOME CARE SERVICES

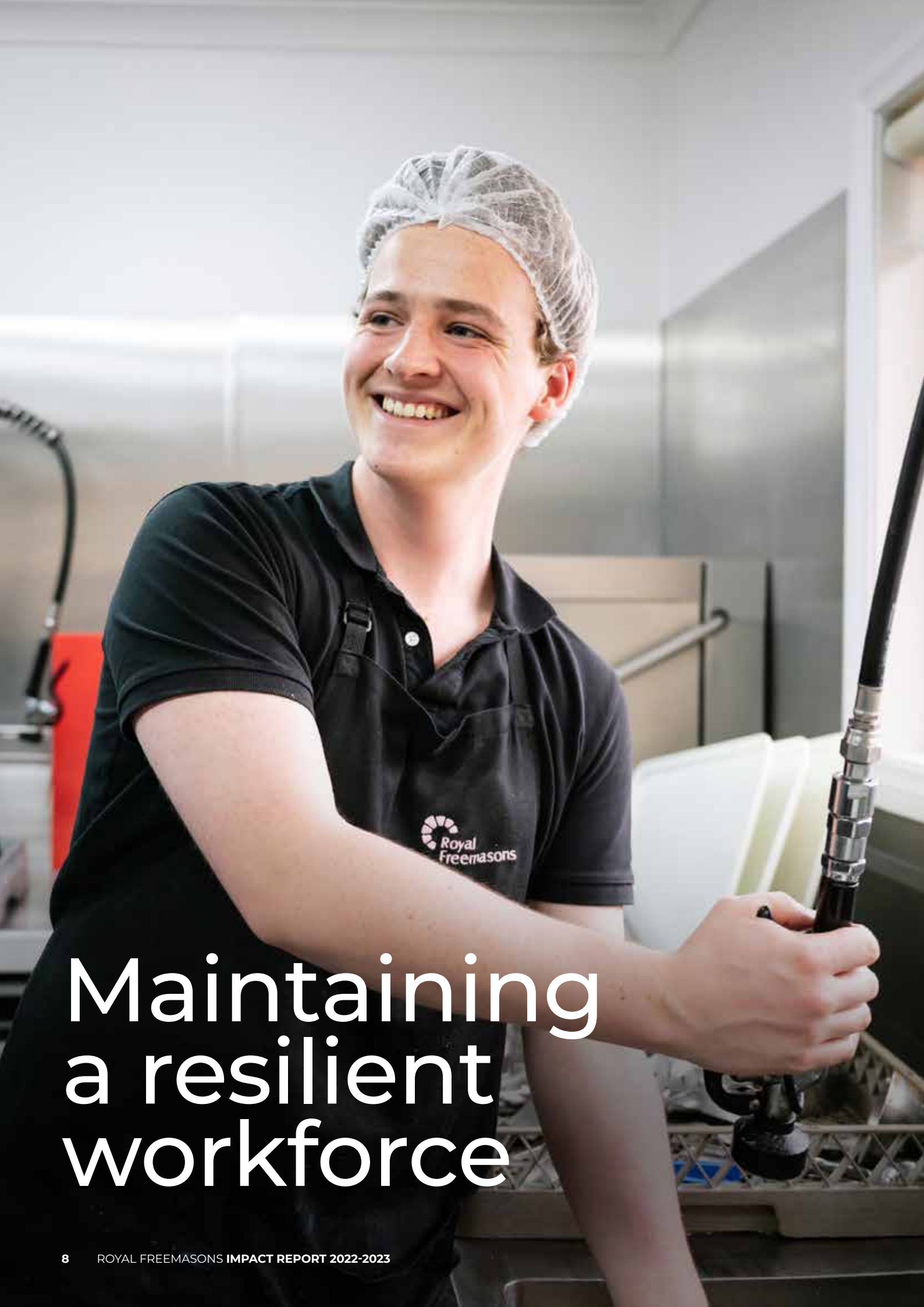
In December 2022, the Aged Care Quality and Safety Commission (ACQSC) extended the Serious Incident Response Scheme (SIRS) from residential aged care to care delivered in a home or community setting.

SIRS is a critically important program, which gives guidance to aged care providers in how to prevent and reduce the risk and occurrence of abuse and neglect of people in their care.



In response, we have introduced SIRS reporting to our Home Care Services, which obligates us to report serious incidents classified under the scheme as either a Priority 1 incident within 24 hours of being notified of an incident, or as a Priority 2 incident within 30 days. Through education to all employees in the Home Care team, this has raised awareness and has been successfully implemented.

We continue to work closely with our employees and contractors to ensure the safe delivery of services, which includes responding to incidents or alleged incidents that have, or could, cause harm to those entrusted to our care. In doing this, we operate in an environment of open disclosure, working with consumers and families where incidents occur to ensure the best outcome for all involved.



Maintaining a resilient workforce



EMPOWERING BUSINESS AREAS TO RECRUIT THEIR OWN STAFF

We are currently rolling out the decentralisation of recruitment and rostering to managers at each of our Residential Aged Care sites and Home Care Services, after a pilot program was successfully launched in January 2023 at five of our homes.

Managers now have full oversight of the recruitment process, from shortlisting, interviewing and reference-checking, to preparing offers of appointment for candidates. They also manage the master roster for their site, maintain employee files and action variations to employment contracts through the HRonboard platform.

These new capabilities have enabled managers to find suitable staff and manage rosters more efficiently.

The rollout of this process is expected to be completed at the four remaining Residential Aged Care sites in September 2023.

STRENGTHENING COLLABORATION AND COMPLIANCE WITHIN THE HOME CARE SERVICES TEAM

With the appointment of a Coordination Team Leader for Home Care Services in September 2022, there was an opportunity to improve collaboration and support compliance among our Home Care staff, who work autonomously in consumer homes.

A monthly staff newsletter was launched in November 2022, which includes departmental updates, positive feedback from clients, and motivational videos to drive team spirit, provide a central point of information and acknowledge the efforts of staff.

A series of regular staff meetings were also introduced in early 2023, including a 'small group' meeting every three months to celebrate successes and share feedback and ideas, particularly between new and more experienced staff.

As a result of these measures, the team is reporting that they feel more engaged, better equipped and informed, and achieving greater levels of compliance with processes and reporting through the collaboration.

A SUPPORTIVE JOURNEY BACK TO WORK

In February 2023, the Return-to-Work Program was reviewed and refined to facilitate a more supportive and efficient journey back to work for our injured employees.

As a result, the program is now systematised and managed to ensure:

- Anybody injured at Royal Freemasons maintains a relationship with us and understands they are valued and supported throughout their recovery.
- Transparent and seamless communication is maintained with the injured employee, site management, the insurance company and occupational rehabilitation professionals, where these stakeholders are involved.
- Each stage of a claim and the progress of the employee's recovery is clearly documented and communicated back to the employee and all relevant stakeholders.
- Clear, achievable rehabilitation goals are set for the employee, who is closely supported by Royal Freemasons at each stage of their journey back to work.

While we work very closely with employees who lodge claims, we have also developed supports for those who do not want to lodge a claim. This approach has resulted in faster turnaround time for care, rehabilitation treatment and clearances to return to work.

In the four months since the Return-to-Work Program has been reinvigorated, we have already seen 20 per cent of the total number of outstanding cases cleared and returned to work. We are confident this early progress will continue.





Compliance with laws and regulations



COMPLIANCE WITH AGED CARE QUALITY STANDARDS AND INTERNAL AUDIT TOOL

This year, all of our 15 Residential Aged Care homes are fully compliant with the Aged Care Quality and Safety Commission's Quality Standards, as a result of the outstanding work of staff at each of these homes and the Quality, Safety and Innovation team.

With three homes needing extra support to achieve compliance, the use of an internal audit tool, which was created and implemented in October 2022, was instrumental in helping the team identify and correct non-compliances, particularly incidents that are high risk and high prevalence.

After the care staff at each home document incidents and follow actions using eCase

work logs, the Quality Coordinator then audits this information from eCase and, using the home audit tool, identifies areas and trends of non-compliance. A risk score is then generated, based on the non-compliances identified, and a report is provided back to the home. The Quality Support team and educator rectify the areas of non-compliance and put measures in place to mitigate the gaps from reoccurring. These actions have resulted in the cultivation of a culture of compliance and best practice within the organisation.

GOVERNMENT WAGE INCREASE FOR AGED CARE WORKERS

In late 2022, we welcomed the Australian Government's commitment to a 15 per cent pay increase against the

Award rate for aged care workers, in line with the Fair Work Commission's directive for staff in the sector.

The increase applies to workers in aged care who provide direct care and are covered by the Nurses Award 2020, Aged Care Award 2010 and the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010.

We have worked tirelessly to negotiate the new schedules and ensure our payroll systems are correctly configured for when the increase comes into effect in the first full pay period after 1 July 2023.

PSYCHOSOCIAL HAZARD REPORTING AND ESTABLISHING A MENTAL HEALTH POLICY

In late 2022, changes were introduced by the Occupational Health and Safety Amendment (Psychological Health) Regulations, which obligates employers to identify and report psychosocial hazards in the workplace.

In response, we have been reviewing our policies for each of the potential psychosocial hazards, and established a Mental Health Policy, which affirms our commitment to:

- treat mental illness seriously
- identify issues proactively and resolve them
- support employees who face mental health problems
- create a happy and safe work environment in collaboration with managers, employees, unions and health experts.

We advised staff earlier this year about the introduction of this policy and the proactive approach we will be taking to raise awareness and combat any stigmas associated with mental health. This approach includes:

- Hosting regular workshops for managers and employees to explain important elements of mental health.
- Informing staff about changes and modifications to the Mental Health Policy.
- Compiling helpful resources by establishing a repository of articles and videos about wellbeing and mental health, which will be accessible to staff.





Wellbeing and community connections



A VIBRANT AND VARIED LIFESTYLE PROGRAM IN RESIDENTIAL AGED CARE

This year, our team of Lifestyle staff have continued to work tirelessly to organise an engaging suite of activities and celebrations for residents that stimulate their minds and nurture their creativity, maintain their connection with the broader community, and give them joy.

Bottom: Coppin Centre resident Tom celebrates his 90th birthday

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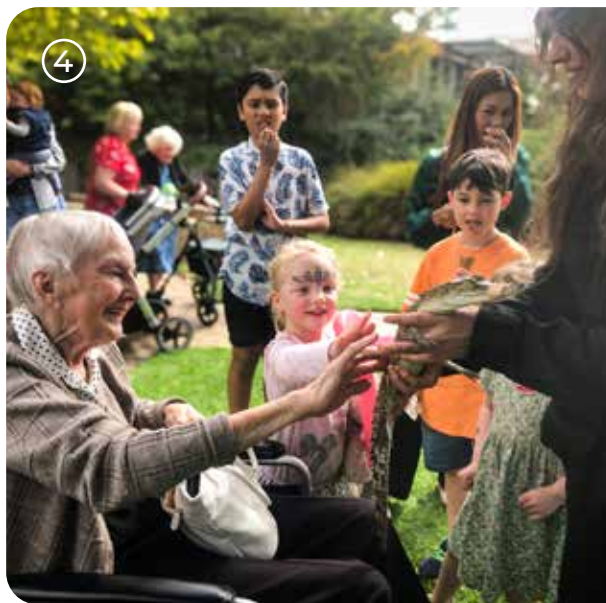


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- ④ Family fun Day at Elizabeth Gardens
- ⑤ Exercise classes at Footscray
- ⑥ Intergenerational program at Footscray
- ⑦ Art classes at Monash Gardens
- ⑧ Moe resident enjoying a day out at a local farm
- ⑨ Christmas in July celebrations at Sale
- ⑩ Afternoon chats at Centennial Lodge
- ⑪ Vintage car rides at Benalla

④



⑤



⑧



⑨





- ① Making clay sculptures at Ballarat
- ② Resident sewing at Flora Hill
- ③ A game of Scrabble at Sale



CELEBRATIONS, CULTURE AND COMMUNITY SERVICE IN OUR RETIREMENT LIVING COMMUNITIES

Over the last year, our vibrant Retirement Living communities have come together to celebrate friendships, appreciate arts and culture, and generously give their creativity and resources to the wider community.

STREETON PARK'S ANNUAL GALA DINNER

Streeton Park hosted its Annual Gala Dinner in early July 2022 with residents dancing the night away to smooth, jazzy tunes after enjoying a delicious three-course meal.

The air was buzzing with warmth, happiness and close friendships, which are the hallmarks of this wonderful community in Heidelberg.



REDMOND PARK PIANO PERFORMANCE

World-class pianist Josh Hooke performed the works of Schubert, Chopin for residents at Redmond Park Retirement Living community in July 2022.

Every month Redmond Park hosts a recital night featuring both up-and-coming and acclaimed pianists and graduates from world class institutions such as Melbourne Conservatorium of Music, The University of Melbourne Symphony Orchestra. These events are much loved and anticipated by residents.





STREETON PARK RESIDENTS KNIT THEIR HEARTS OUT FOR CHILDREN IN THE UKRAINE

In just a matter of weeks, a group of creative residents from Royal Freemasons Streeton Park retirement complex, and their friends, produced an abundance of knitted goods to clothe and comfort children in the Ukraine.

The project was ignited by Streeton Park's Facility Manager Linda Williamson, who was deeply moved by photos her journalist daughter shared of the dire situation in the country.

"My daughter spent five months in Ukraine reporting on the war and some of the photos she sent me broke my heart. They showed mothers

with their half-naked newborn babies having to evacuate and pregnant women fleeing the country with no bags and just the clothes on their back... and it was freezing!"

"I was telling the residents about them and then this all happened," Linda says pointing to the large dining table in the café crammed with hand-knitted beanies, cardigans, jumpers, socks, booties, blankets and toys.

The impressive feat was achieved in just six weeks. Residents and keen knitters Sylvia Found, Lorraine Davis and Isobel Davies spearheaded the project, inviting their friends to get involved too.

Lorraine Davis, one of the residents who joined the effort, said "I didn't know how to help the people of Ukraine, but I

love knitting and it was one thing I thought I could do, so I knitted like mad!"

Other residents generously contributed cash donations to purchase nappies and other baby items.

Linda sent goods to the Ukraine, where they were distributed to refugee shelters, orphanages and children's hospitals. "It has been wonderful to see the residents come together and work on this project," she says. "It is our hope that mothers and children in the Ukraine feel cared for when they receive the items and know that we are thinking of them from the other side of the world."

THE INVALUABLE CONTRIBUTION OF OUR VOLUNTEERS

We gratefully acknowledge our wonderful army of 40 volunteers who work across our Residential Aged Care homes and generously give their time, talents and friendships to our residents. They come from a wide range of generations and backgrounds, and their contributions make a world of difference to the happiness and wellbeing of the people in our care.



MITWA, AVISHA AND ARYAN LOVE VOLUNTEERING AT MONASH GARDENS

Medical students, Mitwa, Avisha and Aryan, first met four years ago while studying at Monash University. Despite busy schedules of their final year in medicine and working full-time as student doctors in Melbourne hospitals, most Saturdays the three friends volunteer together at our Monash Gardens residential aged care home in Mulgrave.

Mitwa, who spent his early childhood in Malaysia and moved to Australia when he was just nine years-old, first began volunteering at Royal Freemasons in 2020, just before the COVID-19 pandemic.

He restarted his volunteer role at the beginning of the year, and encouraged his friends, Avisha and Aryan, to join him.

"We come in on Saturdays and run a coffee shop together, which involves us making

coffees for the residents, giving them morning tea and talking to them. It's kind of like running a café," Mitwa says.

"When we get the chance, we try and do an activity of some sort, like a boardgame, drawing or colouring. We have also done arts and crafts, ball game exercises and dancing."

Avisha says volunteering in aged care is a good way to contribute to the community, learn new skills and gain life lessons.

"The residents are always telling interesting stories. For them, it's nice to have someone to talk to, and reminisce about their lives and all the memories they have had," Avisha says.

"It's always interesting as a young person to hear their perspectives or the mistakes they have made, because it gives you a new perspective on things you are doing in your life."

"Hearing what they have learned and what they would do differently. It's their stories from a different time, what

their priorities were and it's cool to compare how things have changed."

To anyone considering volunteering in aged care, Aryan says they will find it rewarding.

"I would definitely recommend it, because even though you are helping out the residents and giving back to the community, you get a lot from it too."

If you would like to join our Helping Hands volunteer program, please visit royalfreemasons.org.au/become-a-volunteer and register your interest today.



Trustees



RWBRO BILL HAYES **PDGM** **Trustee**

- Trustee, Royal Freemasons' Homes of Victoria and The Taylor Foundation, and Member of Royal Freemasons Ltd
- Member of the Board of General Purposes of FMV, 2010 – present
- 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
- Independent Third Person Accredited by the Office of the Public Advocate
- Appointed Trustee, May 2016

RWBRO DAVID GIBBS **PSGW** **Trustee**

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

WBRO MYLES KING **OAM KSJ AICD** **Trustee**

- Director, Freemasons Victoria Holding Company Pty Ltd
- Former President, Board of General Purposes
- Former Chairman, Freemasons Foundation Victoria Ltd

Board of Directors



WBRO ANDREW DAVENPORT

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

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

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

PROF. TRACEY BUCKNALL

Chair, Quality and Safety Committee, RN, BN, ICU Cert, Grad Dip Adv Nurs, PhD, GAICD

- Appointed Director, June 2016
- Appointed Chair, Quality and Safety Committee, October 2018
- Appointed Deputy Board Chair, November 2021
- Alfred Deakin Professor, School of Nursing and Midwifery, Deakin University
- Director of Nursing Research and Foundational Chair in Nursing, Alfred Health
- Director, Centre for Quality and Patient Safety Research – Alfred Health Partnership, Institute for Health Transformation, Deakin University

BRO LARRY JACKSON

Chair Finance, Risk and Audit Committee

- Director, Post Graduate Diploma in Management Studies
- Appointed Director, October 2021

MWBRO BOB JONES

Director

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

WBRO DAVID CARTNEY (not pictured)

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

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

ROSEMARY EVANS (not pictured)

Director

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

Board committees

BOARD EXECUTIVE COMMITTEE

RWBro Craig Head

Prof. Tracey Bucknall

Bro Larry Jackson

FINANCE, RISK AND AUDIT COMMITTEE

Bro Larry Jackson

Chair

RWBro Craig Head
Board Chair

Rosemary Evans
Director

David Cartney
Director

Matthew Schofield
Co-opted Member

John Fogarty
Chief Executive Officer

Michael Quinn
Executive Director – Finance

QUALITY AND SAFETY COMMITTEE

Prof. Tracey Bucknall
Chair

WBro Andrew Davenport
Director

John Molnar
Co-opted Member

John Fogarty
Chief Executive Officer

Sharyn McIlwain
Executive Director – Quality,
Safety and Innovation

MWBro Bob Jones

Executives

John Fogarty
Chief Executive Officer

Melanie McNamara
Executive Assistant/
Company Secretary

Sonia Kokkalos
Executive Director – People,
Learning and Culture
(until October 2022)

Ann Butcher
Executive Director – People and
Development (from October 2022)

Executive Director – Community
Services and Wellbeing

Sharyn McIlwain
Executive Director – Quality Safety
and Innovation

Executive Director – Care and Hotel
Services
(from June 2023)

Michael Quinn
Executive Director – Finance
(until June 2023)

Voula Yankoulas
Executive Director – Finance
(from June 2023)

Executive Director – Care and
Hotel Services (until June 2023)

Laura Swindley
Executive Director – Marketing
and Community Engagement

Todd Afford
Chief Information Officer



Thank you
for making
a difference

ACKNOWLEDGING THE CONTRIBUTIONS OF MANY

We extend our sincere thanks to every individual, Freemasons group and organisation who have contributed their time or finances to Royal Freemasons this year.

With your generous support, we have been able to continue delivering exceptional care to the people we serve.

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

| | | |
|---------------------------------------|--|---------------------------------------|
| The Allan and Dulcie Murray Memorial | Estate of Ian Charles Hammerton | Monash Lodge 939 |
| Anne Graham | Estate of late Hugh Alexander Vallance | McFadden Charitable Fund |
| A.S. and L Thompson | Estate of G.H. Foulkes | McInty Trust |
| Bruce Leslie Powell Bequest | Estate of Frances Hilda Parkinson | Pam and Alfred Lavey |
| Byron Woods | Estate of Dawne Snowden | Robert and Irene Rutley Fund |
| Donald Ean Ross Bequest | Freemasons Foundation Victoria | Seavic Lodge No.8 |
| Estate of Edmund George Baker | H.A.O. Hamilton Charitable Trust | The Fred and Vi Lean Charitable Trust |
| Estate of Jean Trevena | Henry Alexander Osborn Hamilton Charitable Trust | W.H. and E.J. Taylor Memorial |
| Estate of Maria-Jose Nascimento Herpe | Jean and Keith Bennett Charitable Fund | William Cooper Charitable Trust |
| Estate of Barry Thomson | Lodge Belvoir No. 727 | |





Support us
Today



Donations

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

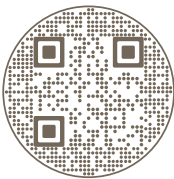
I HAVE ENCLOSED A CHEQUE PAYABLE TO ROYAL FREEMASONS OR PLEASE DEBIT MY:

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

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

Name on card: Signature:

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DONATIONS AND BEQUESTS

Royal Freemasons
Support Services
45 Moubay Street
Melbourne VIC 3004



Locations

RESIDENTIAL AGED CARE

Bacchus Marsh



58 Grey St
Darley 3340
5366 6600

Ballarat



124 Spencer St
Canadian 3350
5364 2500

Benalla



107 Thomas St
Benalla 3762
5764 8600

Bendigo



61 Alder St
Kangaroo Flat 3555
5430 0200

Centennial Lodge



13 Lewis Rd
Wantirna South 3152
9210 9600

Coppin Centre and Coppin Suites



45 Moubray St
Melbourne 3004
9452 2233

Darvall Lodge



521 Princes Hwy
Noble Park 3174
9549 1400

Elizabeth Gardens



2-8 Elizabeth St
Burwood 3125
9831 0600

Flora Hill



64 Somerville St
Flora Hill 3550
4431 3000

Footscray



25 Mephan St
Footscray 3011
9318 4244

Gregory Lodge



2-58 Newmarket St
Flemington 3031
9371 3700

Moe



1C Haigh St
Moe 3825
5136 7700

Monash Gardens



355 Wellington Rd
Mulgrave 3170
9574 3800

Mount Martha Valley



130 Country Club Dr
Safety Beach 3936
5981 8444

Sale



28 Surkitt Blvd
Sale 3850
5149 3100

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

Canadian Pines



510 Kline St
Canadian Ballarat 3350
5364 2591

Monash Gardens Village



97-99 Monash Dr
Mulgrave 3170
1800 931 715

Redmond Park



300 Pigdon St
Carlton North 3054
8855 2390

Streeton Park



9 Vine St
Heidelberg 3084
8458 5500

HOME CARE

45 Moubray St
Melbourne VIC 3004
1800 756 091

Servicing metropolitan Melbourne
and regional Victoria

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

