



## Annual General Meeting

MannaCare's Annual General Meeting was held on the evening of 8 November 2017, and below is a report delivered by our Chairman, David Meiklejohn AM:

I have great pleasure in reporting to you as Chairman of MannaCare on our 33rd year of operation. We have now concluded the first year of our new 16 year management arrangement for the facilities under the banner of our new name MANNACARE.

The 2016/17 year was challenging and we incurred the first overall operating loss for our residential and non-residential businesses for many years. This was due to a number of factors, including lower occupancy rates, reduced government funding and increasing costs.

However, the Board and the senior management team have instigated programs to address the challenging financial environment and these actions are yielding positive results. Active cost reduction programs and the success of our Home Care and MCA Flexicare businesses are partly offsetting the negative results in our residential facilities.

In addition we are pressing on with planning for the major capital works needed in our residential facilities to substantially improve Cassia House, in particular, to allow us to be more competitive with the new facilities being opened around us. Our Project Steering Committee meets regularly and our aim is to conclude the tender process over the next few months and for construction to commence early in 2018.

I thank all of our staff for their commitment and understanding as we move forward and congratulate them on the quality of the care provided to our residents. I also pay tribute to the excellent work done by our volunteers and again point out that we could not operate without their efforts and commitment.

MannaCare is fortunate to have a diverse and well qualified Board of Directors and Senior Management team. Your board operates on a completely voluntary basis and the

time demands have increased substantially during these economically challenging and project planning times.

We have had two changes to the Board since our last Report. Long serving Board member, Lyn Sowersby, retired and I thank Lyn for the substantial contribution she made during her term as a Director. We recently welcomed Tracy Laethaisong to the Board and look forward to her input. Tracy is an executive in the Aged Care industry so we welcome her expertise.

On the staff front, we welcomed Sherry-Ann Bailey as our Chief Operating Officer and a member of Ross's Leadership group. Her experience in community service programs is of great benefit to MannaCare as we face up to the challenges in our residential service operations.

I thank my Board colleagues for the significant contributions they make and for the voluntary time they give serving as members of the Board and as members of our various operating committees.

I also pay tribute to Ross Dawson and his team for facing up to the headwinds we have experienced in recent times and for mapping out a pathway to success in the future. Under the new Management arrangements with Council we do have greater independence but with that independence comes greater responsibility and Ross and his team recognise that extra effort needs to be made as we expand and improve our operations.

However, all is not doom and gloom. We have a solid financial base and we are well positioned to make the long term decisions on capital improvements and new programs. The objective of the Board and Management is to ensure that MannaCare, as a not-for-profit organisation, is in the best possible position to meet the needs of our current and prospective clients, the aged and ageing members of the Manningham community.



▲ Annual General Meeting Group

## John Shaw - Deputy Chairman/Director



John Shaw  
Deputy Chairman

With an array of business and investment experience, Deputy Chairman, John Shaw has been a director with MannaCare since 2014.

John started as a Polymer chemist and has a Master's Degree in Applied Science specialising in plastics.

His career has spanned both the private and public sector in varied roles. "But I've been retired now for 6 or 7 years," he says.

In the private sector he was heavily involved in the manufacturing industry working as a chemist in the laminex, vinyl flooring and plastic pipes' areas.

A career change took him into investment banking where he worked in the public sector with the South Australia Government in the area of "investment attraction and economic development"; as well being a Commercialisation Manager at CSIRO, responsible for the commercialisation of scientist's inventions.

At MannaCare, "I am a director and I sit on the Board as well as the Finance Audit Committee."

"I have a lot of background and experience about Manningham, having lived in the area for about 40 years," a side note, he mentioned.

Retirement keeps him busy with gardening, tennis and being part of the Rotary Club in Melbourne.

## What is a Home Care Package?

More older people want to keep living independently than ever before. A Home Care Package is an allocation of funds enabling you to purchase services and products that support your independent lifestyle goals.

MannaCare provides a range of Home Care Packages enabling greater choice and flexibility to personalise services that assist older people to remain in their homes longer. As the only Home Care Packages provider in the Manningham municipality to offer a fully integrated range of local services, MannaCare provides a specialised service.



▲ Home Care Package Care advisor and administration Team

One of our advisors will work together with you and your representative to develop your package. They can assist in setting up services, sourcing useful products, referrals, advocacy and monitoring your progress and budget.

Your package can be used to purchase services such as:

- Personal care
- Mobility and dexterity
- Meal preparation and diet
- Continence management
- Management of skin integrity
- Transport

If you would like more information about how we can assist you, simply call on 1300 90 20 23 or email our friendly staff at [homecare@mannaicare.org.au](mailto:homecare@mannaicare.org.au) for a free, no obligation care consultation. Our staff will be delighted to talk with you.

## Bendigo Bank - Supporting MannaCare

The Doncaster East and Templestowe Village Community Bank® branches of the Bendigo Bank have been great supporters of MannaCare, providing ongoing financial grants over a number of years. We would like to thank them for this valuable support.

By supporting your local Community Bank with your banking business, profits are redirected back into this local community. Our two local branches recently celebrated a wonderful milestone - \$3 million in community contributions! This money has gone to local sporting clubs, disability services, youth support services, and assisting those in need within Manningham. Across Australia, the total contribution back to communities through this model is a staggering \$183 million!

The Doncaster East and Templestowe Village Community Bank® branches continue to grow in both customer numbers and business on the books, providing the community with income to redistribute back to our local community here in Manningham. They are a full service bank, providing competitive home loans,

term deposits, home and contents insurance, travel insurance, landlord insurance, financial planning services, credit cards, superannuation, as well as a host of other services. Better still, they are located right here in Manningham, with real people that you can meet with and call directly.

If you are interested in comparing your current banking arrangements to see if they can do you a better deal – please contact Lisa Jones who is based in the Doncaster East branch at 900 Doncaster Road, Doncaster East. Phone 9840 2028 or email Lisa on [lisa.jones@bendigoadelaide.com.au](mailto:lisa.jones@bendigoadelaide.com.au) and don't forget to mention you are affiliated with MannaCare, as we receive further financial assistance for any new business generated through our community.



▲ Bendigo Bank Community



▲ Bendigo Bank Staff

## Sharing future goals...

Your generosity - a bequest or other gift can become a living memorial and also act as an inspiration to others to consider their own part in helping MannaCare continue its caring mission into the future.

The future ... There are many challenges and opportunities facing MannaCare to fulfil our mission. For example, there are pressing needs in running innovative programs like GymActive program and the music therapy for the wellbeing of older people in the community.

We understand it is not always possible to donate right now. That's why we encourage you, after meeting the needs of your

family, to remember MannaCare in your Will. Making this special gift means that you can make an important contribution to the community sometime in the future without affecting your current financial circumstances.

Please consider including MannaCare in your Will and help us in our commitment to enhance the wellbeing of older people who have special needs.

For more information about leaving a bequest or making a donation, please contact the Chief Executive Officer on 1300 90 20 23.

## 33rd Annual Report

MannaCare's 2016 -2017 Annual Report has been published and is now available on our website. Read our Chairman and Chief Executive's Reports along with the Financial update. Individual highlights, challenges and looking ahead summaries for our community, residential and corporate services is likewise included.

On the cover of the Annual Report is one of residents, Merv Norton who has been at MannaCare since December 2015.



◀ 33rd Annual Report