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MannaCare - Wider Choices for Older People



MannaCare
news

Building Update – Ross Dawson C.E.O

As mentioned in the last edition of MannaCare News, the Board approved capital expenditure of some \$298,000 at the beginning of this year on landscaping three courtyards at the Lodge, replacing staff hand-wash stations in both facilities and running underground electrical cabling to the two large MannaCare signs encountered as you enter our main site at 371 Manningham Road. Landscaping, particularly in the two courtyards adjoining the memory support unit, will provide residents with attractive and safe outdoor settings to enjoy at any time of the year. The new staff hand-wash stations located in various passageways adjacent to resident rooms and necessary for resident and staff health and safety are being modernised to improve the appearance and presentation of these practical spaces. The electrical cabling will enable both signs to be illuminated at night and thereby significantly improve the ability of emergency services and visitors to find our services after dark. Work on these projects will be completed in June.



▲ New hand-wash station in the Lodge



▲ Landscaping to the Memory Support Unit Courtyard

These three capital works projects are the precursors to a much larger project, primarily impacting on Cassia House, which in essence will see the replacement of the remaining shared rooms with single rooms and private ensuites. To this end we have appointed Billard Leece Partnership (Architects) to design and document the necessary changes. Planning is advancing quickly and concepts are expected to be available for general viewing later in June. Time wise, we are looking to complete design work, tendering and the appointment of a builder before Christmas and to then commence construction in January 2018.



▲ MannaCare managers in a planning meeting with project consultants

Dementia Awareness Evening

Manningham Council held their annual Dementia Awareness Expo on 5th April 2017.

Once again we had a display which was manned by Dezlie Marrison from Grevillea House and Sajani Varghese from Home Care Packages, providing brochures and information on the range of services offered by MannaCare Inc. An attendance of around 200 people was double that achieved at the event last year.



Staff Appreciation Week



We will be recognising the contributions of our wonderful staff with a week of celebrations from 3rd to 7th July 2017.

There will be an afternoon tea at each of our services during the week where we will acknowledge our long-serving staff, and present Staff Appreciation Awards.

More details will be available on our noticeboards and on the Web2TV channel in the two residential care facilities.

If you would like to join us in acknowledging our wonderful staff, simply let one of our friendly receptionists know so we can finalise our catering.

RSVP to 1300 90 20 23

Volunteering



▲ Jacqueline Bordon

Jacqueline is a professional beauty therapist, and one of our dedicated volunteers. She comes to us once a week to paint the nails of residents in Cassia House. If a resident does not wish to have their nails painted, she gives them a hand massage.

Jacqueline epitomises the contact we have with the community. Since our inception in 1983, we have been lucky enough to attract locals who are willing to kindly offer us their skills and expertise that complement the skills of our staff.

Maria Cutrera, and Duyen Le were honoured with a 'Manningham Promoting Character Award' in December 2016.

Maria, a staff member, has given over 30 years of devoted service to the MannaCare laundry, while Duyen Le has been a devoted volunteer with us for over five years performing various administration roles.

These people were chosen by the staff at MannaCare to honour all their work they do at our centre.



▲ Lionel Allemand, President of Manningham Promoting Character with Maria Cutrera



▲ Maria Cutrera and Duyen Le with Ross Dawson, CEO of MannaCare

Lort Smith Amental Hospital Visit

In March, MannaCare was privileged to host a visit by Robyn Felman, the Volunteers Coordinator of Lort Smith Animal Hospital.

For many years, Lort Smith has been supplying MannaCare with a number of volunteers who bring their own dogs to regularly visit residents and clients. Visiting pets are a lovely way to engage residents and clients who may not have their own pets any more or who no longer can enjoy the range of activities they once did.



▲ Volunteer Ken Lawrance with Robyn Felman from LS Animal Hospital



▲ One of our volunteers with Wilson

Anzac Day

The Anzac Day service in April at Doncaster Melaleuca Lodge was well attended by residents and families. A number of residents were actively involved in the service, assisting with readings, raising of the flag and laying a wreath which was made by one of our residents. Music on the day was kindly provided by a past resident's sister.



▲ Leanne Lewis, Margaret Holland and Aileen McNear raising the flag

A BBQ lunch was enjoyed by all after the service followed by an afternoon of entertainment.



Staff Profile



▲ Sherry-Ann Bailey
General Manager Operations

Sherry-Ann Bailey knows that maintaining the quality of its workforce is the key to MannaCare continuing to provide the highest quality care to older people in the Manningham area.

"I always say to the staff, think of how you would want an elderly member of your family to be treated and that's how you should be caring for our residents".

Sherry-Ann has been overseeing and managing all the operations of residential and community services at MannaCare since she was appointed to the new role of General Manager, Operations, in September last year.

In just a few months, Sherry-Ann has come to a strong appreciation of the challenges that MannaCare faces and the strengths it has as a high-quality, not-for-profit provider.

"The care here really is very good. We don't get complaints," she says. Maintaining that quality requires constant vigilance.

"So, for example, I regularly eat the food that is served to the residents just to make sure it's good, and it is".

While Sherry-Ann has more than 30 years of experience in management of aged and disability services here and in the United Kingdom, it's more her own family's experience that now drives her passion for high-quality care.

"My father passed away five years ago. He had dementia and ended up in residential care for some time and I have to say the experience was not positive," she says.

"We moved Dad twice because we were disappointed with the standard of care".

'Red tape' and difficulty accessing a range of needed services was also a problem.

Sherry-Ann says MannaCare presents a complete contrast to the experience her family had seeking appropriate care for her father. "MannaCare really is unique as a true one-stop shop providing a range of good-quality services that meet the needs of people at different stages".

The challenges in her new role will mainly be retaining great staff, both paid employees and volunteers, recruiting top-quality people when necessary, and finding ways to cope with variable funding.

Sherry-Ann has the perfect background for the role. She has experienced pretty much every model and structure for delivering aged services, including community-based, privately owned and Government owned residential, retirement living and direct care services.

Sherry-Ann says it is a real strength for MannaCare that it focuses on its local community and stays in touch with providing exactly the services and care that the local community needs. "It is about MannaCare remaining true to those values in what we offer and deliver.

"MannaCare really is a community in itself," she says.

National Volunteer Week Breakfast

MannaCare held its annual volunteer breakfast as part of National Volunteer Week on 18th May at Grevillea House.

Over 40 volunteers attended.

Hon Kevin Andrews MP, Federal Member for Menzies and Cr Michelle Kleinert Mayor of the City of Manningham were in attendance as well as Cr Dot Haines, Cr for Koonung Ward, Cr Mike Zafiropoulos AM Deputy Mayor, Chris Potter, Director of Community Services for the City of Manningham, David Meiklejohn AM Chair of MannaCare Board and other Board members, Ross Dawson CEO and other MannaCare staff.

The following volunteers received years of service awards: Priscilla Savopoulos, Dorothy and Peter Sim, Wendy Harpham, Carolyn Sadler, Debbie Kanagasabai, Geoff Chandler and Mary Whincup.

The new years' of service badges based on the MannaCare logo were presented during the morning.

The Hon Kevin Andrews also thanked each volunteer personally and gave out a certificate of appreciation from the Federal Electorate of Menzies.



▲ Patti Hall receiving her volunteer certificate from Hon Kevin Andrews MP



▲ Dorothy and Peter Sim receiving their 25 years of service pins from David Meiklejohn, Chair of MannaCare Board



▲ Cr Kleinert, Mayor of City of Manningham; Ross Dawson, CEO of MannaCare; Chris Potter, Director of Community Services; Ron Kitchingman OAM, MannaCare Board Member; Deputy Mayor Mike Zafiropoulos AM; and David Meiklejohn AM, Chair of MannaCare Board

Bendigo Bank

Our one and only sponsor is the Bendigo Bank – Doncaster East and Templestowe Village Community Bank® branches.

These Bendigo Bank branches are Community Banks and up to 80% of the profits go directly back to the local community by way of sponsorships and grants. Over the past 14 years, the two branches have given back almost \$3 million to sporting clubs and non-profit organisations in the Manningham Community. Community Banks across Australia have given back over \$165 million in total!

However, there are only so many sponsorship dollars to go around and the Bank needs our members to support them so that they can continue to support us. The more people that bank with Doncaster East or Templestowe Village branches, the more money they will have to give back to the community.

So please consider Bendigo Bank if:

- your children do not have a bank account and would like to start saving;
- you're not happy with any of your current accounts or loans;
- your insurance policy is due and you'd like a comparison;
- you would like to review your interest rates and get a better deal; or
- any other banking reason!

MannaCare will also receive an incentive payment for any new accounts opened so long as you mention you are affiliated with us.

Please note that the accounts must be held with either Doncaster East or Templestowe Village branch for MannaCare to benefit. If members do not make the effort to support the Bank, the Bank will not be able to support us for the long term.

If you already have an account with the Bendigo Bank, thank you! The Bank, however, may not be aware that you are a member of our organisation. We would therefore appreciate you emailing Lisa Jones at Doncaster East branch directly to advise if you have an account. Her email address is lisa.jones@bendigobank.com.au. Confidentiality is assured and will assist with our sponsorship!

If you would like to arrange a meeting to review your banking needs, please follow this link and someone from the bank will contact you within 24 hours.

<http://www.bendigobank.com.au/doncastereasttemplestoweenquiry>



▲ Ross Dawson, CEO of MannaCare with Ian Goldsmith, Chair of the Doncaster East and Templestowe Village Community Bank.