



MannaCare
WIDER CHOICES FOR OLDER PEOPLE

**18
19**



THIRTY FIFTH ANNUAL REPORT

MISSION

To assist older people in the Manningham community to sustain and reinforce their independence, social relationships, personal wellbeing and community interaction

VALUES

- Professionalism throughout the organisation
- Respect and compassion for the individual
- Willingness to operate in an open and consultative way
- Integrity and adherence to high ethical standards
- Commitment to excellence and continuous improvement
- Openness to innovation
- Social justice within the local community
- Sustainability into the future

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CURRENT BOARD OF DIRECTORS



David Meiklejohn AM – Chairman

David has been a Director and Chairman since 2011 and is also Chairman of the People and Governance Committee and a member of all other Board sub-committees. David is an experienced Company Director with a strong background in finance and has been a Director of a number of major Companies listed on the Australian Stock Exchange. He is currently a Director of Mirrabooka Investments Ltd and most recently was a Director of Coca-Cola Amatil Ltd and of ANZ Ltd. He holds a Bachelor of Commerce degree and is a Fellow of each of CPA Australia, the Australian Institute of Company Directors and the Australian Institute of Management.



John Shaw – Deputy Chair

John has been a Director since 2014 and is Chairman of the Business Strategy Committee. He is also a member of the Finance and Audit and the People and Governance Committees. John has had extensive executive experience in both the public and private sectors including the South Australian Government's Economic Development Authority and CSIRO Minerals. He has also been a Non Executive Director of a number of companies, including Kambrook, McEwans and the Warrandyte Branch of the Bendigo Bank. He holds a Masters of Applied Science degree and is a member of CPA Australia and a Fellow of the Australian Institute of Company Directors.



Ray Barrington

Ray has been a Director since 2012 and is Chair of the Operational Risk Committee and a member of the People and Governance and Promotional Advisory Committees. Ray has a background in retail and ran their local family business for over 20 years. He was President of the Jackson Court Traders Association for 10 years and has been involved with a number of various clubs and organisations in the district.



John Bennie PSM

John has been a Director since 2016 and is a member of the Finance & Audit, Operational Risk and People and Governance Committees. He is currently the Chief Executive Officer of Greater Dandenong City Council and is a previous Chief Executive Officer of Manningham City Council. He has previously been the State and National President of Local Government Sector Associations and is currently the Chair of the Southern Melbourne Economy Working Group and a non executive Director of MAV Insurance and the Chisholm Institute. He is an active Rotarian and a Paul Harris Fellow and holds tertiary and post graduate qualifications in Civil Engineering, Municipal Engineering and Business Administration.



Peter Fuller

Peter has been a director since 2017 and is a member of the Finance & Audit and Business Strategy Committees. Peter is an experienced business executive with over 35 years with Tier 1 vendors in the ICT industry. He holds a number of Directorships and is currently Managing Director of Micro Focus Australia, the Australian arm of Micro Focus International, a major listed global Infrastructure Software provider.



Ron Kitchingman OAM JP

Ron has been a Director since 1985 and is a member of the Operational Risk Committee and is the MannaCare News Editor. Ron has a sales and marketing background and has been active in the Manningham local community for over 50 years. He is a former Mayor and Councillor of the Cities of Doncaster and Templestowe and Manningham and has been awarded the Key to the City of Manningham for his outstanding contribution to the local community.



Nusia Krolikowski

Nusia has been a director since 2014 and is Chair of the Promotion Advisory Committee and a member of the Operational Risk, Business Strategy and the People and Governance Committees. Nusia is a Registered Nurse and an experienced executive with 20 years in senior management positions in the aged care industry. She is currently working as a Project Manager, Business Applications in the Aged Care sector. She holds a Diploma of Business (Health and Community Services).



Tracy Laethaisong

Tracy has been a Director since 2017 and is a member of the Finance and Audit, Operational Risk and Promotion Advisory Committees. Tracy is an experienced Senior Manager with a strong background in the hospital, health and aged care sectors and worked in these industries for over 20 years and has worked in a senior management role at Regis Aged Care for over 8 years. She holds a Masters in Business Administration and a Post Graduate Diploma in Marketing and Communications and is a member of the Australian Institute of Company Directors.



Selina Leung

Selina has been a Director since 2019 and is a member of the Finance and Audit Committee. Selina has worked in the banking industry for over 30 years and has had significant experience in project management and solution delivery in large corporate environments. She holds a BCom from Melbourne University, has Graduate Diplomas in Computer and in Finance and Investment from Latrobe University and the Securities Institute of Australia respectively and has an Advanced Diploma in Project Management from the University of New England.



Thilaka Satha

Thilaka has been a Director since 2019 and is a member of the Business Strategy Committee. She is an executive at Sustainability Victoria and has had over 15 years of experience in the Strategy Policy and Corporate Governance area. She has a legal background and has also worked overseas in the industrial tribunal in areas of employment relations. She holds a Master of International Business degree with a major in International Business Law.

We acknowledge and say goodbye to our Board Directors, Sheena Kay and Ian Waters. As Treasurer, Sheena Kay spent 6 years with MannaCare and capably Chaired the Finance and Audit Committee. Ian Waters was a Director for the past 4 years and Chaired the crucial Project Steering Committee. We thank them both for their generous commitment and service.

CHAIRMAN'S REPORT



David Meiklejohn AM

I have great pleasure in reporting to you as Chairman of MannaCare on our 35th year of operation. Although the past year was very challenging, we have made great steps forward in our Residential and Community Care operations and are very well placed to offer better and improved support and care to the aged and aging members of the Manningham community.

A highlight of the year was the opening of our new and improved Residential facilities in May 2019. The Board is very pleased with the quality of the finished product and is particularly pleased that the project was finished on time and on budget. As I said at the official opening, we congratulate all who were involved in the planning and the execution of the project and particularly congratulate the Cassia team on keeping the operations ticking over during the disruption of the construction. Virtually all of the work is now complete and we look forward to having all of the rooms and beds filled as quickly as possible.

However all of this long term improvement has come at what is hopefully a short term cost. Because many rooms were unavailable or unoccupied for a substantial portion of the year, MannaCare ran at a substantial accounting and cash operating loss for the 2018/2019 year and our cash reserves were depleted by the \$10 million plus that we spent on the improvements. I must point out that we had deliberately accumulated surplus cash over previous years for the works and that today we still have a healthy cash balance and are debt free. However, to get our cash flow back into positive territory there is an urgency to fill all of our vacant beds and Ross Dawson, the Board and the Management team are making this issue a top priority.

There are a number of other important capital improvements that we would like to make but we are pausing until we see the necessary improvement.

I again thank all of the people who work and volunteer at MannaCare and congratulate you all on your efforts and achievements of the past year. In his report Ross points out the challenges and opportunities facing our industry and so we do appreciate the commitment of all of our stakeholders in contributing to making all of our operations and activities a success.

We had some changes to our Board over the year. Sheena Kay, our Treasurer and Ian Waters who chaired our Project Steering Committee retired and I thank them both for the valuable contributions they made during their tenure with us. In their place we welcomed Selina Leung and Thilaka Satha to the Board and look forward to their input into our future deliberations. We are fortunate to have a committed and experienced group of Directors leading MannaCare and I again point out that they are all volunteers who give freely of their time.

Congratulations again to Ross, to his senior management team and to all who work here for the great efforts you have made over the past year in our difficult operating environment and in the challenging external environment of today's Aged Care Industry. The future is not going to be any easier but I believe that we have the people, the facilities and the programs to enhance the quality of life of the older people who come to MannaCare.



DRS Walking group

CEO REPORT



Ross Dawson

MannaCare has a lengthening history of providing support to older people in the City of Manningham and, more lately, adjoining areas. Many still think we are a division of Manningham Council and only provide residential aged care. Quite the opposite is true. We are an independent, community-owned not-for-profit association providing an integrated range of community and residential support services. Our current and future growth is very much in community services which is in keeping with the overwhelming desires of older people to remain living in their own accommodation right to the end of life. This is mirrored in Federal government aged care policy.

This year saw the continued development of our widening range of community services. Over 120 people have now chosen MannaCare to help them manage their allocated Home Care Package. The funding tied to these packages ranges from \$8,785 to \$50,990 per annum and can be used by recipients to purchase a variety of supportive products and services within government guidelines. Three Care Advisors and two Administrative Officers facilitate the smooth operation of this service.

Several years ago in recognition of a new opportunity we established MCA FlexiCare to provide direct care services such as assistance with tasks of daily living to older people in the community. This service now has over 150 clients and employs 44 wonderful staff. Many of the people on the Home Care Packages we help manage are supported by these staff along with those clients in our services funded by the Commonwealth Home Support Program. This last year saw further growth in MCA FlexiCare supporting clients under the National Disability Insurance Scheme as well as self-funded clients.

Doncaster Rehabilitation Services is another of our high-impact services with over 280 people per week coming in for group or individual therapies such as strength training, pulmonary rehabilitation, balance in action and podiatry. Always looking for new ways to meet community needs, staff leveraged research showing the benefits of exercise for those people living with a cancer diagnosis and sought funding for a pilot program. In July 2018 the Bendigo Bank Doncaster East and Templestowe Village Community Bank Branch and Council through a Community Development Grant agreed this was an initiative worthy of funding and Program for Oncology Wellness and Exercise Rehabilitation (POWER) was born. This pilot has had a profound impact on the 30 plus people who have participated over the last 12 months.

The continued growth of our community services is not as evident as physical developments within our Doncaster centre. This year we completed a three year \$10 million program of works in our two residential aged care facilities. Since January 2018 the primary focus

has been on Cassia House. Banksia unit was completely rebuilt and extensive renovations were implemented in Acacia and Erica units and in the entrance plaza. All residents now have a private room with a private ensuite and the whole facility has been modernised to better meet community expectations. Doing this work in an operating facility has been disruptive for both residents and staff and I am very appreciative for the patience, flexibility and tolerance that has been shown.

Apart from this our big challenges have come from outside. The Royal Commission into Aged Care Quality and Safety has had a bruising impact on the whole sector. The focus of the media on negative stories uncovered by the Commission has left the wider community with the impression that all aged care providers don't provide good quality care and that they are only interested in the money. This is not true and it is unfair as the majority of providers do the right thing and are being pilloried because of the unethical practices of a minority. In due course, the Commission will release a raft of recommendations. If implemented by government and funded appropriately, these promise to build a solid foundation for the aged care sector that will even satisfy the baby boomers.

On 1 January 2019 the Australian Aged Care Quality Agency was replaced by the Aged Care Quality and Safety Commission. This came along with a move to unannounced re-accreditation audits, a new common set of Quality Standards across both residential and community care and a new single Charter of Aged Care Rights to apply from 1 July 2019. Preparing for these changes required a considerable amount of work not only to systems and processes but also to educating our staff on the focus to a consumer-centric model of care.

I want to extend my sincere thanks to all our volunteers and staff with whom I have shared this journey through yet another year at MannaCare. Together we have achieved much and together we will achieve even more in 2019/20.

I commend to your reading the following reports highlighting other key points from the year including our financial performance.

BUILDING WORKS

July 2018 – June 2019

○ JULY 2018

Construction of Banksia North is well underway
New rooms in Acacia complete



○ MARCH 2019

Renovation to hairdresser nearing completion
Administration area renovations well underway



○ AUGUST 2018

Demolition begins in Banksia South



○ APRIL 2019

Acacia lounge works almost complete
Plaza and administration works complete



○ SEPTEMBER 2018

Banksia balcony nears completion



○ MAY 2019

Construction complete
New facilities officially opened by The Hon Kevin Andrews MP



○ DECEMBER 2018

Demolition of Plaza area begins



CORPORATE REPORT

Investing in quality services for our residents, clients and employees

MannaCare has invested in several opportunities during the year to improve our services. A strong aged care service needs to have a good quality system underpinning that service. Recognising that our quality system was ripe for improvement, we made several significant changes during the year. The underpinning software, Quality Workbench, was replaced by an online system called Prompt. This is hosted by Barwon Health with over 150 public and private providers across Victoria using its features and share quality controlled documents.

Additionally, we joined with a sister organisation, BASScare, to share the management of our quality system and, where possible, adopt identical policies and procedures all hosted on Prompt. Both initiatives have yielded positive outcomes for MannaCare and BASScare and have brought the two organisations closer together on a number of fronts.

The late Bill and Helen Larkin were instrumental to the establishment of MannaCare. For decades they were both involved in our organisation and in the case of Bill, chairing the Board for over 25 years. In recognition of this exemplary service the Board resolved to change the name of the Conference Room in Waratah House to “Larkin Room”. A ceremony to mark this change was held in December 2018 and was attended by representatives from the Larkin family. Given the amount of time Bill spent in this and other rooms around the site chairing meetings, this was a fitting tribute.

We are a proudly not-for-profit values-driven organisation who invests in the provision of quality services that are here for the long-term benefit of our local community.

Ross Dawson - CEO

With the NBN becoming available in our area we pursued the opportunity to change our internet connection from ADSL to fibre to the premises. The existing connection was becoming frustratingly slow, particularly during busy periods. The expectation of residents and family members was that they have access to the internet, and the download of big files such as movies exacerbated the problem. Through negotiation the cost of the connection was reduced from an initial \$40,000 to near zero and the project proceeded. This upgrade has positioned MannaCare well for our digital future in the many forms this is taking.

Despite all our occupational health and safety efforts, in the last 5 years we have had a number of significant WorkCover claims lodged by staff. This resulted in a substantial increase in the annual premium we pay to WorkSafe Victoria. With these claims having now passed through the system, no new significant claims lodged, and a continued emphasis on workplace health and safety, our premium has started to fall from its peak in 2017/18. This past year our estimated premium has fallen by well over \$100,000 and our claims rate is now lower than the industry average by over 35%.

MannaCare has long held an interest in a vacant block of land in front of Doncaster Melaleuca Lodge owned by Council. Regretfully when this land came on the market we lacked the available funds to purchase it, and it was sold to a developer in September 2018. Rather than having something geared towards aged care (for example, assisted living apartments), the developer subsequently proposed to construct 17 four-storey and 2 two-storey townhouses on the site. This was a great disappointment to us.

Stoked by continuing Federal government aged care policy changes, the aged care market has become increasingly competitive. This is particularly evident in residential aged care where a combination of the greater availability of services to support older people to stay at home, and greater costs for people to move into full time care has led to increasing vacancy rates nationally. We have experienced this in Cassia House in particular as we try to fill rooms vacated during the building works. This has necessitated a concerted and costly publicity campaign to raise the profile of MannaCare locally and inform those looking for respite and permanent care to consider us as one of their options. We remain confident that we will gradually be able to decrease our vacancy rate.



Ray, Nusia and Dharani at the Bendigo Bank Gala Dinner

LEADERSHIP TEAM



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02



03



04



05



06



07



08



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- 01 **Ross Dawson**
Chief Executive
- 02 **Vanessa May**
General Manager – Corporate Services
- 03 **Sherry-Ann Bailey**
General Manager – Operations
- 04 **Menon Sooben**
General Manager – Compliance, Risk & Continuous Improvement
- 05 **Michelle Murphy**
Human Resources Manager
- 06 **Shantel Innes**
Facility Manager – Doncaster Melaleuca Lodge
- 07 **Priya Salandy**
Facility Manager – Cassia House
- 08 **Adam Dougherty**
Manager – Community Support Services
- 09 **Lauren Richey**
Manager – Community Support Services
- 10 **Dharani Nagarajan**
Doncaster Rehabilitation Services Team Leader
- 11 **Neil Dugdale**
Maintenance Manager

RESIDENTIAL SERVICES

Solid Year with achievements and milestones

During what was a challenging year, residential services focused on delivering ongoing improvements to quality care and service constantly adapting to meet the needs of residents, their families and regulatory bodies. Along with our capital improvements program this highlights our commitment and approach to better-quality outcomes for our customers.

We are pleased to report that staff across both our facilities worked closely with the quality team in preparation for the commencement of the New Aged Care Standards on 1st July 2019; as well as understanding and providing education for the New Charter of Aged Care Rights for all residents also commencing on 1st July 2019.

Within the year MannaCare invested in key software entering into a 2 year agreement with aged care consultants, Mirus Australia. This will significantly improve the admissions process and the monitoring of our residential care funding enabling us to track enquiries and guide our Admissions Officer and residential managers in making optimal decisions in filling vacancies.

The annual resident satisfaction survey for both aged care facilities took place through August and September 2018. We are pleased to report that the overall majority of respondents appear to be satisfied with various elements of our service.

The annual survey provides us with the opportunity to gain valuable feedback from our residents or their representatives to continuously look for ways to improve our services.

Cassia House

Major works within the facility which commenced in January 2018 continued in several stages right the way through to April 2019. This was challenging for both residents and staff who had to cope with noise, dust, relocations, closed off areas and reduced parking spaces. The number of residents accommodated also had to be reduced as areas were demolished and rebuilt. At the peak of works the facility had just 57 residents out of 90 approved places. This had a significant impact on the finances of the facility. The finished works though are a substantial improvement and bring the facility back up to market expectations. The Cassia House team was pleased to have effectively managed the provision of care during this time to minimise the negative impact on residents.

The building works facilitated an opportunity for a restructure of Cassia House reception whereby it was converted into a Customer Service Hub. A position of Client Service Officer was created and recruited to support the intake process at MannaCare. This position triages all enquiries and works closely with all MannaCare services to allocate referrals.

The continued operation of the small volunteer-operated cafe in the Plaza which opened for limited hours during each week day providing coffee, tea and a small range of snacks was subject to review. Recognising that it needed an operational overhaul but remained an important value-add for residents, clients, visitors and staff, arrangements were made for it to become a franchise outlet for Hudsons Coffee on a 6 month trial. The franchisee would staff the cafe and provide a wider range of food for sale alongside espresso coffee. This will be a first for Hudsons Coffee in an aged care environment when it opens in July 2019.

Doncaster Melaleuca Lodge

This year the Lodge marked its 20th anniversary. It was 17th February 1999 that the facility welcomed its first of 51 residents and also had its official opening. Since then it has been expanded to 60 places in 2005 and had further internal and external amenity improvements over the last 5 years. Planning has now commenced on the next round of improvements.

The Lodge underwent its triennial accreditation audit by the Aged Care Quality and Safety Commission on 19th and 20th March 2019. While the audit was expected the precise date was not known as is now the practice of the Commission. Our response was a great team effort headed by Facility Manager Shantel Innes, General Manager Operations Sherry-Ann Bailey and General Manager Compliance and Risk Menon Sooben and involving all facility staff. The audit included a consumers' experience survey of the quality of care and services which is now a key area of focus. After weighing up the evidence collected from this survey, observations and enquiries, the Commission confirmed that the Lodge met all 44 expected outcomes and has consequently been reaccredited to 17th July 2022.

During the year the Lodge farewelled several staff including Bernie Kelly, Lifestyle and Leisure Assistant who retired following Long Service Leave; Paul Shajan, Clinical Care Coordinator as well as Kim Hannan who was offered an exciting opportunity to take on a Care Advisor role with MannaCare's Home Care Packages service.

We would like to thank the CARI Foundation for their generous contribution to DML which enabled regular weekend programs for the residents to be established.



Resident Anne with husband David who graduated with a PhD Degree at 94

Photo credit – Jaimi Joy

LIFESTYLE PROGRAMS

Therapy, laughter and social interaction

MannaCare has an active lifestyle program throughout both Cassia House and Doncaster Melaleuca Lodge. The timetable is filled with numerous programs and activities that focus on our residents. Culture, diversity and personal interests are all taken into account when organising the timetable.

As well as the daily program, there are a number of special themed events which take place throughout the year. Some of these include Queen's Birthday afternoon tea, ANZAC day commemorations, Chinese New Year, Melbourne Cup Day and many more. These events bring back memories for our residents who can reminisce and share recollections about the past.

The big themes across our lifestyle programs are music, conversation, children and food, providing an extensive mix that everyone can enjoy. There were many highlights throughout the year.

With 20% of residents in Cassia House being of Greek origin, our regular Greek Club on Wednesday morning is a lively group. Supported by a Greek-speaking volunteer and staff member, the morning is filled with visiting families, coffee, traditional music, conversations and bingo in the Greek language and lots of laughter!



Resident Gwen enjoying a painting session

Monday mornings herald the arrival of tiny feet at Cassia Plaza as it is set up for its Community Playgroup. Now in its 13th year it provides an opportunity for residents to mix with little ones and their mums and dads. Residents enjoy watching the pre-schoolers play and bake cookies, and residents are welcome to join in with the hand and action songs. Enjoyment is had all around.

Our programs enable consumers to continue to access their preferred lifestyle activity, to continue to live their life and pursue their interests, which enables them to feel valued through a purpose.

Staying connected with the community is important and being out and about on the bus is a big hit particularly when residents visited the Doncaster/Templestowe Artists' society Spring Exhibition. This tied in with the art program at the Lodge. Two volunteers from the society generously support the program assisting with painting, drawing and social interaction. There was plenty of opportunity for the residents to enjoy the art work and be inspired. The outing was followed by a lovely afternoon tea and socialising with other budding artists.



Anna with resident Coral enjoying a stroll

The music therapy choir at the Lodge, after weeks of practising put on an amazing music therapy concert. International Flags decorated the room depicting the theme of the concert 'Songs from around the World'. Soloists, duos and drummers all preformed on cue, and it was rewarding for the residents as well as guests.

The art show, concert and BBQ at the Lodge proved to be a hit. A lovely family evening was had where the music therapy choir opened with songs from the sixties followed by a BBQ tea. With 80 people in attendance this was a wonderfully warm and socially interactive evening with residents, family, children and grandchildren.

MannaCare is delighted to be able to provide a rich and diverse lifestyle program for our residents.



Staff member Jenny with resident Fotini

CATERING

Nutrition, variety and social interaction

Our trained and experienced catering staff have prepared and delivered over 3,000 nutritionally balanced meals per week. The catering team focused on fresh produce and variety reflecting the seasons with meals cooked everyday on site.

With our 4 week rotating menu we take into account the suggestions of residents and their families, and the menu is reviewed by a dietitian for nutritional value. We regularly have residents, family members, staff and volunteers who choose to eat the meals prepared by our catering staff and they often provide valuable feedback. On special days, the team prepares particular food to reflect the celebration or event and to promote diversity. For example, a birthday or sporting or cultural event.

Thank you DML kitchen for the delicious sweet miniature cup-cakes, melting moments and match sticks prepared for the Queen's Birthday high tea.

Have your say feedback

Congratulations and many thanks to Cassia House kitchen for the fantastic work you have done in preparing lovely meals. The food provided was exceptional, sensational sandwich fillings and divine fruit platter.

Have your say feedback



Assisting with lunch

MannaCare takes food safety seriously and is pleased to have passed all its audits including by:

- Auditing Services Australia in June 2019
- Manningham Council who awarded all facilities a 5 Star Food Safety Award in recognition of having in place 5 Star food safety practices.

Following a review by external consultants, MannaCare changed most of its suppliers of food and related products. Selection took into account quality, service and price and those chosen were able to deliver on all three measures.

Overall MannaCare is pleased to have provided nutritional and healthy meals which reflected the care needs of our residents.



HOME CARE PACKAGES

More Choice and Better Control

There has been a continuing growth of Manningham residents requesting MannaCare to help manage their Home Care Packages in the last financial year.

With the addition of new Home Care package holders and the ongoing support of existing package holders, the Home Care Package team proudly serviced around 120 clients within Manningham and adjoining areas. It has been a testament to our community ties, that our team had a constant steady stream of referrals, mostly through word of mouth.

Although, the Home Care Package program at MannaCare is considered a boutique one, this allowed us to develop an extremely personalised service with excellent customer service.

Lauren Richey - Manager – Community Support Services

Home Care funding has supported the purchase of aids and equipment, customised modifications of living environments, direct in-home services, home maintenance and allied health services. Further, the services provided enabled older people and residents of Manningham to remain independent in their own homes for as long as safely possible.

With the team's 'think outside of the box' focus, it has been rewarding to see how funding can provide assistance in a unique and satisfying way for our clients. Some examples of how this was achieved include: purchase of a specially designed knife and fork so that a client could feed themselves rather than have someone do it for them; raising garden beds so that a client who has grown their own vegetables their whole lives can continue to access the garden; finding a 'good fit' Care Support worker to encourage a client who has traditionally been socially isolated to join a social group. These experiences were immensely rewarding for all involved.

To continue strengthening our networks and associations, the Home Care Package team was involved in a number of community information sessions. It has been beneficial to share our knowledge with the community, covering a number of topics such as Falls Risks, Medication Management and Community Access. In addition, we participated in a number of promotional stalls in the local area, promoting not only Home Care Packages but also educating the public on how to access services.

Amongst all the good work done by the Home Care packages' team, one of the biggest struggles was to contend with the limitations of the budget.

Lauren Richey - Manager – Community Support Services

There is an endless list of services we would like to facilitate for clients yet a relatively limited amount of money to do it with. The job of a Care Advisor can sometimes be a difficult one having to prioritise with clients their immediate needs versus their wants. There has been a growing expectation on package holders to cover any shortfall of government funding so there has been a fine balancing act needed to reduce the out of pocket expense as much as possible for clients.

Within the last year, the team has successfully completed a Quality Audit executed by the staff from the Aged Care Quality and Safety Commission, has moved to a new office space in the newly refurbished Cassia House, and has worked closely alongside the MCA FlexiCare Team. Kim Hannan is a welcome addition to the team, being an Enrolled Nurse who has worked for MannaCare for 19 years. We sadly said goodbye to a long serving team member, Sajani Varghese, after 10 years working across several services including as a Care Advisor.

Overall the Home Packages Team had a satisfying and expanding year.

Biggest Afternoon Tea!



Thank you to Doncaster Rehabilitation Services for organising MannaCare's Cancer Council Australia Biggest Afternoon Tea! Over \$1,100 was raised for this worthy cause. This is a disease which touches so many of our community and we were proud to have been involved. A fantastic afternoon was had by staff, clients, families and volunteers enjoying delicious baked food, fruit and yummy sweets. Congratulations to Vanessa for winning the prize – a weekend away to Rye and a scrumptious hamper! A tremendous effort by all involved.

MCA FLEXICARE

Matching quality carers to your needs at home

The last year has been one of growth and change for MCA FlexiCare. Our main focus was to reach 3000 service hours per month and that target was close to being achieved. We still, however, balanced our growth without compromising the quality of the service we provided and maintained a strong focus on client experience.

MCA FlexiCare is dependent on referrals from community funded programs. The key to MCA FlexiCare's ability to increase our overall service hours was working alongside community programs including Home Care Packages, Commonwealth Home Support Program, Home and Community Care Program for Young People (HACC PYP), private business and residential clients. Along with the introduction of the National Disability Insurance Scheme (NDIS) this has provided MannaCare with the opportunities needed.

Getting together is always fun and exciting. Their manner has always been sincere and very professional! What multi-tasking workers they are! Thank you Adam, Ken, Normin and Eva for your caring, outgoing attitude.

Client **Greg Holmes**



Client Greg, pleased as punch with his gardening results

Nevertheless, the expansion of MCA FlexiCare has provided challenges of recruiting suitably qualified staff who have the flexibility required for the role of community worker. The majority of new applicants are return-to-work mothers with school hours' availability. However, community work is characterised by its varied hours over each day and week. With the client's demand for evening and weekend services growing, it has been difficult to cover early morning and evening shifts. To overcome this issue, we now brief all new employees on shift times and expected availability.



Client Neil dancing with Normin

MCA FlexiCare is pleased to report that we submitted an application to The National Disability Insurance Agency to be an approved NDIS provider. Following the lengthy and at times tedious process MannaCare is now a registered NDIS provider from 1st July 2019 for the full range of services.

Following the closure of Manningham Council's HACC PYP group, MannaCare was able to take over this program. Originally based at Doncaster Melaleuca Lodge, the group is now housed in the Day Respite Room at a newly renovated Cassia House. The group has been a breath of fresh air for all staff involved, and they have taken a special liking to John Saunders, the chef at Cassia House, and his Wednesday roast.

PROGRAM FOR ONCOLOGY WELLNESS AND EXERCISE REHABILITATION

Exercise during cancer treatment – beneficial and positive

The last financial year has seen MannaCare pilot a Program for Oncology Wellness and Exercise Rehabilitation which has come to be known as the POWER Program. Doncaster Rehabilitation Services (DRS) was able to establish the program through funding from Doncaster East and Templestowe Village Community Bank® Branches Bendigo Bank and a Manningham Council Community Development Grant. The pilot program has been a remarkable achievement with 30 people entering the program from July 2018 to June 2019.

POWER has been a huge success in providing exercise and wellness support for those in the community who have been effected by cancer. We have been overwhelmed by the number of people engaging with the service. POWER has facilitated improvements in clients' physical, mental and social health as well as overall engagement with the community.

Jessica Freeman, Project Officer - POWER

Irene Nerantzoulis, one of the earliest POWER clients has provided valuable insight about the challenges of having a cancer diagnosis but also the value of the POWER Program. Having being diagnosed with stage 3 breast cancer in October 2018, Irene had unforeseen challenges besides the cancer diagnosis, chemotherapy and fatigue with unexpected complications post-surgery. This resulted in an open wound not wanting to heal. Irene ended up back in theatre four times for debridement as well as a six week stint in hospital with intravenous antibiotics. This challenge, Irene acknowledged “was much harder than the cancer, the chemo and the loss of hair.”

As a champion of the POWER Program, Irene has called the program “a life saver” and has high praise for the POWER staff whose “personal touches do not go unnoticed”. The POWER Team’s support, their understanding of the challenges and their assistance has benefited the clients who are able to strengthen at their own pace.

The impact in being able to exercise while undergoing treatment has been immense and “the best aspect by far being the education and the support.” Additionally, Irene continues, “the biggest surprise to me was that I found a group of people that truly understood what it was like having cancer.



POWER team Germaine and Jessica with Irene



Jessica assisting Irene with her program

It is a wonderful initiative and beneficial to us, the clients on so many levels. As clients, we are the lucky ones who get to benefit from this program – it has made and continues to make a big difference in our journey. Thank you!

Irene Nerantzoulis – POWER Client

We are constantly sharing our experiences and tips on how we deal with side effects. It is the most comforting and supportive aspect of being a client at POWER. Some of these friendships, I am sure, will last a lifetime!” That is high praise indeed.

The POWER Team acknowledge the support of everyone involved including MannaCare, sponsors, stakeholders and clients who have been key in the success of the program.

DONCASTER REHABILITATION SERVICES

Therapy programs to regain optimal health and lifestyle flexibility

Doncaster Rehabilitation Services (DRS) assists older adults within the Eastern Metropolitan Region through provision of allied health services through the Commonwealth Home Support Programme (CHSP). The past year has been an exciting year for DRS where we focused on improving the services we already provide but also adding a number of new groups. A new timetable was developed to better meet the requirements of the community and to additionally maximise staffing, space and resources within DRS.

DRS participated and was successful in the Aged Care Quality and Safety Commission quality audit on 7 May 2019.

Some of the groups and services implemented through the year included mindfulness sessions, diabetes group, Exercise Physiology group, Occupational Therapy circuit group, hand gym and the re-vamping of Parkinson's group and Balance In Action group.

Funding from Doncaster East and Templestowe Village Community Bank[®] Branches Bendigo Bank and a Manningham Council Community Development Grant provided MannaCare with the opportunity to develop our innovative Program for Oncology Wellness and Exercise Rehabilitation (known as POWER). The POWER Program was implemented in September 2018 and addressed the need for exercise rehabilitation and wellness options for people diagnosed with cancer in and around the Manningham area.

Through POWER, MannaCare has formed a strong partnership with Aquarena Aquatic and Leisure Centre who provide access to their gym for the POWER group exercise sessions. They also offer a membership deal for those who have completed POWER. Additionally, we have formed a solid partnership with Monash University. POWER hosts a clinical student placement from Monash's Masters of Clinical Counselling Degree which allows POWER clients to access a free of charge counselling service. So far, 47% of clients have engaged with this service.

POWER has collaborated with La Trobe University to conduct a feasibility research study to assess the program with its unique multi-site and multi-disciplinary structure. Further, we have also had the opportunity to collaborate with many healthcare organisations including Breast Cancer Network, Cancer Council, Eastern Health, Austin Health, St Vincent's Health and Royal Melbourne Health.

DRS along with MannaCare increased its contact with the Regional Assessment Service to improve communication and referrals for CHSP services. Meeting CHSP targets continues to be a challenge as DRS is reliant on referrals through My Aged Care. As we adhere to the CHSP guidelines of focusing on restorative programs and limiting maintenance programs this means there are fluctuations in meeting CHSP targets.

Staff at DRS have participated in a range of professional development opportunities to further their own knowledge and skills and shared this knowledge in the monthly DRS in-service sessions.



Client exercising and celebrating her birthday

DRS hosted two "PD Warrior" courses on 13 October 2018 and 18 May 2019. PD Warrior is a professional development course for allied health professionals regarding the treatment and management of Parkinson's Disease. Due to the success of these courses being hosted at DRS, we are the only centre used in Melbourne with other sites being in Sydney, Brisbane, Perth, UK and Germany.

DRS was also able to offer student placements for Occupational Therapy, Exercise Physiology and Allied Health Assistant Cert III students throughout the year.

The DRS team is most proud of our achievements in providing a diverse allied health program to meet the needs within the community. We are proud that we work together and collaborate with other health services to enable our clients to achieve good outcomes.

Dharani Nagarajan – Team Leader DRS

DRS has transitioned to using TCM software for all client data documentation and billing for CHSP and private allied health, NDIS and GymActive start-up clients. The DRS gym facilities have been opened for use outside of DRS hours after a successful trial period. This initiative is to support staff wellbeing and health and involved support from the broader MannaCare Leadership Team.

Despite DRS having a very active year, we have also focussed on growing a private allied health service to meet community needs and generate a funding stream independent of government. This is provided in-home and in-centre and includes physiotherapy, occupational therapy, exercise physiology and podiatry. Allied Health services are further provided to NDIS clients and residents of MannaCare.

DRS continues to provide GymActive. There was a refinement of the process for GymActive referrals, intake, transition from CHSP to GymActive and recording of exercise progression by GymActive members. More growth is expected in GymActive however this relies on having adequate space.

AWARDS

This year we once again acknowledged the contributions and achievements of our dedicated staff and volunteers with a week of celebrations.

5 YEARS

Staff

Modharapedige Fernando
Nadine Hynd
Brooke Jeffery
Deepika Kohli
Yichen Liu
Pensri Manousakis
Jane Miller
Diogracia Napoles
Annette Newton
Jaspreet Randhawa
Simmi Rani
Marian See
Frankie Sia
Kym Taylor
Ping Zhang

Volunteers

Gabby Biviano
Diana Burton
Mahin Davami
Liz Haylock
Anna Toscano

10 YEARS

Staff

Sarah Chen
Muluemebet Crossan
Neale Formston
Vicki Gosstray
James Hung
Theivayani Makindan
Kartini Tallasa
Sandeep Uppal
Sajani Varghese

Volunteers

Kuna Kanagasabapathy

15 YEARS

Staff

Sue Chan
Veyvett Cuajungco
Ross Dawson
Margaret Holland
Michelle Shomos

Volunteers

George Guiver
Serafina Martino
Beverley Turner
James Large

20 YEARS

Staff

Shantel Innes
Brien Taylor
Faye Willis

Volunteers

Margaret Bethune
Tahereh Mahboubi

25 YEARS

Volunteers

Patti Hall

EDUCATION AWARDS

Masters of Public Health

Dharani Nagarajan

Diploma of Nursing

Kym Taylor

Understanding Multiple Sclerosis

Cathy Grant

PINC Cancer Rehab Therapist

Germaine Tan

VOLUNTEER PROGRAM

Making a lasting and meaningful impact

I find the change I can bring to people's lives very rewarding.

Milton Toal

MannaCare has a strong Volunteer Program that continues to develop. Last year volunteers contributed considerably to MannaCare mission and values by providing valuable support to staff. Volunteers are not replacement for staff but rather, are engaged to enhance services through their unique skills, strengths, experiences and passion.

In engaging volunteers, we follow Volunteering Australia's National Standards of volunteer involvement. Volunteers were engaged in a variety of roles that matched the needs of our customers with the skills, expertise and availability of these volunteers.

Sharing precious time as a friend/visitor and seeing the consumer smile is engaging and satisfying to both.

Miffy Hogan

The main focus during the 2018/19 year was the inclusion of the management of the Cassia House Café under the Volunteering Program, a result of the restructure within the hospitality department. Although the rostering and training of the Cafe volunteers was always done under the Volunteering Program, after July 2018 the ordering, pricing, maintenance, daily cleaning schedules and general Café management came under one banner.

Notwithstanding the change in management, the Café continued to develop. The Café is an important part of MannaCare's main reception being a place to meet and greet, to give Cassia Plaza atmosphere and also to be a place where our customers, visitors and volunteers can go for a coffee and enjoyment of company in a warm and friendly environment.

Additionally, volunteers were involved in initiating and running regular Sausage Sizzles at Bunnings Nunawading which began in April 2019. This was a new venture for MannaCare which provided a considerable fundraising opportunity as well as the potential to grow our network.

Participating in this project required significant logistics and assistance from many areas within the organisation. Volunteers liaised with the Cassia kitchen staff for food supplies, finance for the float, the supply of uniforms and aprons for those managing the stall, as well as liaising with Bunnings itself and understanding food handling instructions.

It was thoroughly satisfying to those volunteers and staff who were involved with the Bunnings Sausage Sizzles.



Liz and Fatima at Bunnings Sausage Sizzle

I love the clients, the staff and the atmosphere here.

Jacinta Corbett

Essentially the Volunteer Program experienced a rewarding time, welcoming new volunteers throughout the year from various backgrounds and experience thereby adding to MannaCare's rich diversity.



Geoff with The Hon Kevin Andrews MP at the Menzies Community Australia Day

LOOKING FORWARD

There is no room for complacency or for standing still in the aged care sector. Regulations, requirements and expectations are constantly shifting and to remain complacent or still is to become non-compliant or outdated or both. Striving to be up with or even ahead of the shifts in a proactive approach is better than being constantly reactive and being left behind.

Looking to the year ahead there are many challenges and themes that are taking shape. With the Royal Commission into Aged Care Quality and Safety set to deliver an interim report by 31 October 2019 and a final report with recommendations by the end of 2020, this promises to be the most significant trigger for the transformation of our sector through its impact on Federal Government policy, regulation and funding for years to come. We await their findings and recommendations with much anticipation.

With the completion of major building works in Cassia House this year, we will commence consideration of the next stages of our capital works program. The primary emphasis will be on improving the amenity and security of our centre-based buildings and associated infrastructure.

The shift towards a more consumer-centric market in aged care provides us with the opportunity and challenge to reposition the approach we take to delivering services to our residents and clients.

There is potential for further growth in our community services supporting the desire of most older people to remain living in their own home. Private allied health services, Home Care Packages care advising and the continued diversification of MCA FlexiCare into supporting NDIS, TAC and WorkSafe Victoria injured workers will be at the forefront of this growth. The newly funded POWER Plus program supporting those living with cancer is another exciting area of service.

The development of valuable and reciprocally beneficial partnerships with sister not-for-profit aged care providers to share knowledge and expertise and provide mutual support is an important strategic initiative which will continue to evolve. Given the massive changes in aged care over the last 5 years and foreshadowed future significant changes, standing together in such a fashion can only yield better outcomes for all.

Overall we look forward to continuing to assist older people in the Manningham area to sustain and reinforce their independence, social relationships, personal wellbeing and community interaction.

Congratulations Ron Kitchingman, Recognised as Tireless Volunteer



Ron Kitchingman OAM JP, has assisted MannaCare tirelessly over the years, starting when MannaCare was known as Doncaster and Templestowe Nursing Home and Day Centre. It was then renamed the Manningham Centre Association. Ron has been a committee and board member for about 35 years, and declares “the origin of the facility began with the late Bill Larkin. At that stage it was just an idea and a paddock, which required community fundraising as well as Federal funding, and a contribution of land and funds from Council.”

Having served the local community with dedication for over 53 years, Ron's involvement includes schools, community groups and Council.

Ron was a Councillor and Mayor of both Doncaster and Templestowe Council and Manningham City Council. He is a retired Bail Justice (1980 – 2005) and a Justice of the Peace since 1980.

In 2013 as a Queen's Birthday Award he was presented with an Order of Australia Medal and this year he was given the key to the City of Manningham, in recognition of his immense contribution to his community. We congratulate Ron for his extensive contribution to MannaCare and to the broader Manningham community.

FINANCIAL REPORT

The Statements of Income and Expenditure and Other Comprehensive Income, Changes in Equity and Cash Flows for the year ended 30th June 2019 and the Financial Position at that date that follow are extracted from MannaCare's audited Financial Statements. The full Financial Statements are available on request from MannaCare's central office or can be downloaded from the website.

MannaCare made an operating loss of \$793,581 in 2019 (\$492,295 in 2018) and an overall loss of \$487,658. The overall deficit of \$841,594 in residential services has been the major contributing factor to this result. The deficit at Cassia House totalled \$1,199,285, reflecting the necessity to keep occupancy below 72% during the year in order to accommodate the major capital works, which are now completed. Doncaster Melaleuca Lodge (DML) was able to maintain high occupancy levels during the year and also increased the average ACFI funding per bed day due to the higher acuity of incoming residents, resulting in an overall surplus of \$357,691 for the facility. The overall loss experienced by the residential services was offset somewhat by strong growth in community services, in particular Home Care Packages and MCA Flexicare, which made surpluses of \$354,934 and \$39,414 respectively.

Most costs were well controlled, tracking around or below budget, although price rises in gas and electricity continue to be a major concern and were \$28,935 over budget for the year. During the year we hired an external consultancy firm to review and renegotiate our procurement contracts for big ticket items, in particular food. This has proved to be an extremely worthwhile initiative, resulting in savings of \$22,609 for food alone without any decrease in quality. This will be extended across other items during the coming months.

At MannaCare our accumulated funds and residential bonds are invested in term deposits with approved deposit institutions. Investment income during 2019 was down 14.9% compared to 2018, reflective of both the low interest rates on offer and a reduction in available cash to invest due to reduced revenue, a higher proportion of new residents opting to pay their accommodations via a daily accommodation payment (DAP) rather than a refundable accommodation deposit (RAD), and the large cash outlays for the major capital works.

The financial results for 2019 decreased our net assets from \$9,247,941 to \$8,760,283, reflecting the lower revenues and the costs of the major capital works. Now that the renovations are completed, we are currently focussed on filling the new rooms, which is taking a little longer than anticipated. However, the expectation is that Cassia House will reach 95% occupancy later in the 2020 financial year, at which point Cassia House should move into a surplus situation.

Overall, 2019 has been another difficult year financially, but the completion of the renovations at Cassia House means that we can now be more competitive in the marketplace by providing outstanding accommodation backed up by the excellent care that we provide all our clients. The growth in our community services is set to continue and the expansion into the National Disability Insurance Scheme (NDIS) as well as development of private income initiatives, is expected to increase our income substantially. All in all, there is every reason to be optimistic about the future.

David Meiklejohn AM, Chairman



Statement of Income and Expenditure and Other Comprehensive Income

For the Year Ended 30 June 2019

	2019 \$	2018 \$
Revenue	18,169,746	17,893,335
Employee Benefits Expense	(14,068,145)	(13,969,055)
Rent Expense	(927,065)	(886,757)
Catering Expense	(543,259)	(580,707)
Cleaning and Laundry Expense	(579,155)	(535,384)
Depreciation and Amortisation Expense	(454,218)	(345,239)
Interest Paid	(72,896)	(47,567)
Administration Expense	(403,655)	(341,705)
Repairs and Maintenance Expense	(362,151)	(360,060)
Client Supplies and Service Expense	(773,541)	(709,234)
Energy and Utilities Expense	(275,975)	(248,664)
Fundraising Expense	(1,292)	(1,576)
Other Expenses	(196,052)	(73,338)
NET SURPLUS/(DEFICIT) FOR THE YEAR	(487,658)	(205,951)
OTHER COMPREHENSIVE INCOME		
Other Comprehensive Income	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(487,658)	(205,951)

Statement of Cash Flows

For the Year Ended 30 June 2019

	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from Government Grants	12,073,066	12,331,958
Receipts from Residents & Clients	4,945,981	5,109,747
Donations and fundraising received	941	63
Sundry receipts	252,554	244,588
Payments to suppliers and employees	(18,304,882)	(17,777,261)
Interest received	444,708	490,635
Net cash provided by (used in) operating activities	(587,632)	399,730
CASH FLOWS FROM INVESTING ACTIVITIES:		
Cash from sale of asset	-	37,116
Purchase of property, plant and equipment	(7,747,255)	(2,293,693)
Redemption (placement) of term deposits	8,899,995	(1,500,000)
Net cash provided by (used in) investing activities	1,152,740	(3,756,577)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Borrowings procured (repaid)	-	-
Bond refunds to residents	(1,213,451)	(630,305)
RAD/RAC receipts from new residents	5,449,116	5,027,878
RAD/RAC refunds to residents	(3,999,061)	(2,249,000)
Net cash provided by (used in) financing activities	236,604	2,148,573
Net increase (decrease) in cash held	801,712	(1,208,274)
Cash and cash equivalents at beginning of financial year	3,545,240	4,753,514
Cash and cash equivalents at end of financial year	4,346,952	3,545,240

Statement of Financial Position

As at 30 June 2019

	2019	2018
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	4,346,953	3,545,240
Trade and Other Receivables	1,427,091	1,487,001
Financial Assets	11,800,000	20,699,995
Other Assets	185,346	135,329
TOTAL CURRENT ASSETS	17,759,390	25,867,565
NON-CURRENT ASSETS		
Property, Plant and Equipment	2,243,450	2,353,193
Capital Works in Progress	9,019,138	2,820,110
TOTAL NON-CURRENT ASSETS	11,262,588	5,173,303
TOTAL ASSETS	29,021,978	31,040,868
LIABILITIES		
CURRENT LIABILITIES		
Trade and Other Payables	2,126,113	3,807,974
Provisions	2,666,348	2,388,586
Bond Liabilities	1,851,140	3,074,521
RAD & RAC Liabilities	13,519,527	12,069,472
TOTAL CURRENT LIABILITIES	20,163,128	21,340,553
NON-CURRENT LIABILITIES		
Provisions	98,567	452,374
TOTAL NON-CURRENT LIABILITIES	98,567	452,374
TOTAL LIABILITIES	20,261,695	21,792,927
NET ASSETS	8,760,283	9,247,941
EQUITY		
Retained earnings	8,760,283	9,247,941
TOTAL EQUITY	8,760,283	9,247,941

Statement of Changes in Equity

For the Year Ended 30 June 2019

2019	Retained Earnings
	\$
Balance at 1 July 2018	9,247,941
Total comprehensive income for the year	(487,658)
Balance at 30 June 2019	8,760,283
2018	Retained Earnings
	\$
Balance at 1 July 2017	9,453,892
Total comprehensive income for the year	(205,951)
Balance at 30 June 2018	9,247,941

AUDITOR'S REPORT

MannaCare Inc.
ABN 15 698 364 348



Report of the Independent Auditor on the Summary Financial Statements

Opinion

The summary financial statements, which comprise the statement of financial position as at 30 June 2019, the statement of income and expenditure and other comprehensive income, statement of cash flows and statement of changes in equity for the year then ended are derived from the audited financial report of MannaCare Inc. for the year ended 30 June 2019.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards – Reduced Disclosure Regime and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 9 October 2019.

Board's Responsibility for the Summary Financial Statements

The board is responsible for the preparation and presentation of the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Saward Dawson

Peter Shields
Partner

Blackburn
Dated: 9 October 2019

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COMMENTS

Snippets and Snapshots

I will never forget you for all your help, kindness and empathy in guiding us through our most privileged yet difficult journey into palliative care. You made this time a treasured memory and I will be forever grateful.

YJ

Thank you for your support and compassion during mum's assessment last week. Things got very emotional for us and you just stepped in acting on our behalf. Words cannot express our appreciation.

S, J & M



Volunteers hard at it with First Aid Training

Since my husband has been receiving physio sessions at MannaCare, he has been a different person. He can now get up from the bed on his own. Thank you DRS staff.

MC

Thank you to the staff for the wonderful care given to mum after her recent fall. You all go above and beyond and it is really appreciated.

SK



Football Tipping Competition participant resident Gwen

I saw to my surprise mum participating in a knitting activity. I think this is extremely productive as it keeps her mind active and gives her a sense of purpose.

SA

I wanted to express how happy I have been with MannaCare for looking after my mother both whilst she was fully functioning and during her transition into palliative care. I regularly visited her and was always impressed by the consistent level of care shown by the nursing staff, lifestyle ladies, voluntary ladies, catering team and cleaners.

MS



Volunteer Claire making cards with resident Gwen



SERVICES

Community Services

Doncaster Rehabilitation Services

☎ 9856 1210

📠 9856 1233

MCA FlexiCare

☎ 9856 1212

📠 9856 1293

Cassia Day Respite

☎ 9856 1236

☎ A/H 0458 379 377

Grevillea House

(Social Support Group & Respite Program)

☎ 9845 1224

📠 9856 1284

Home Care Packages

☎ 9856 1218

📠 9856 1293

Home Maintenance Services

☎ 9856 1222

📠 9856 1242

NDIS Services

☎ 9856 1212

📠 9856 1293

Residential Services

Cassia House

☎ 9856 1201

📠 9856 1233

Doncaster Melaleuca Lodge

☎ 9856 1244

📠 9856 1255

Administration

☎ 9856 1201

📠 9856 1233

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 MannaCare

 **MannaCare** Inc

