

Volume 19 | Issue 4  
Summer 2019 Edition

A seasonal publication of  
MannaCare - Wider Choices for Older People



MannaCare  
news

## Annual General Meeting

MannaCare held its 35th Annual General Meeting of the Association on Wednesday 20th November 2019 in our new and improved Cassia House Plaza. We thank the following VIP guests for attending – Matthew Guy MP Member for Bulleen, Cr Anna Chen and Lee Robson from Manningham Council.

Guests were welcomed by David Meiklejohn AM, Chairman of MannaCare Board who provided a summary of the year, highlighting the successful completion of the building works which were both on time and on budget, with the new Cassia House facility opening in May 2019.

The Chairman thanked the contribution of MannaCare’s volunteers acknowledging all of them for their valuable contributions including Board members who all are volunteers providing free contributions of their time and expertise.

Ross Dawson presented his CEO’s report highlighting the good work MannaCare does every day despite the challenges presented through the revelations of wider issues in the aged care sector by the Aged Care Royal Commission. Some of this good work was presented by staff members – Adam Dougherty, Anita Bjorkman and Dharani Nagarajan – who provided positive insights about the valuable work they do which is transformative for our clients.

Notwithstanding the horrendous year for the aged care sector, MannaCare has a good story to tell and we are proud of the work accomplished and will continue to achieve moving forward.

Board members John Bennie and Peter Fuller were re-elected with new Directors Selina Leung and Thilaka Satha being elected, all unopposed.

After the meeting’s conclusion, guests were invited to join the Board for refreshments.

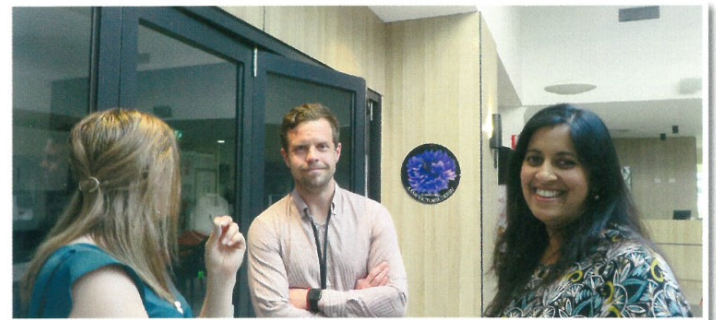
\*\*A special thank you to volunteer photographer - John Parkinson, who took some of the photos that are in the Annual Report.

## Social

Help us to build our community online and spread our reach. Like our Facebook page and follow us on LinkedIn!



▲ AGM Selfie - MP Matthew Guy, Cr Anna Chen and Board Members



▲ Anita, Adam and Dharani



▲ David Meiklejohn AM - Board Chairman



▲ Ross Dawson - CEO MannaCare

## Royal Commission Interim Report

The Royal Commission into Aged Care Quality and Safety delivered its Interim Report on 31st October which they called Neglect. This Interim Report laid bare the human stories of poor care and neglect which are not acceptable. The Commissioners wrote in the Interim Report that the **Aged Care System** is in need of a fundamental overhaul to make it deliver the services and quality care that older Australians and their families need and expect; and that people who work aged care want to provide.

The Commissioners identified 3 priority areas that require immediate action:



Provide more Home Care Packages to reduce the waiting list.



Fix an over reliance on chemical restraint in aged care.



Stop the flow of younger people with disability going into aged care.

On the positive side, the Report also shows us the direction that aged care must move towards and brings a clear sense of purpose, a focus on quality care, and a renewed emphasis on **compassion and kindness**.

Let us not forget that there are lots of people providing remarkable care every single day to older Australians, and the quote from the report that captures this best, said **“I would like to pay tribute to the aged care workers who care for my mother and who do really actually care. They are in a difficult position trying to provide the best they can in less than ideal circumstances...”**

We as an industry can do better, and we will do better. The Royal Commission has been important to expose significant problems and challenges. Now we hope it will set the standard of what is required to fix it and ensure older Australians get the care they deserve.

MannaCare remains committed to providing the highest quality care and are here to support you, discuss any queries or concerns you may have with the issues raised during the period of the Commission. If concerns arise for you during this time or you feel there are issues you want to discuss, please do not hesitate to contact your Service Manager, our CEO (Ross Dawson) or General Manager Operations (Sherry-Ann Bailey). We will provide you with support and assistance. If you need confidential support and assistance please contact our Employee Assistance Program on 1300 687 327.

## Our MannaCare movers ace the Carmen's Women Fun Run



▲ MannaCare Movers' Team



▲ Participants waiting to start

## Language, kindness and patience - the art of connecting

When Vicky started volunteering at MannaCare in late 2018, she asked herself, “What value can I bring in just two hours a week?”

Working full time and only being able to spare a couple of hours a week, Vicky was unsure how she could make a contribution. In her first week she met Athena at Cassia House.

Vicky describes Athena as a “beautiful Greek lady” who although had been at MannaCare for 12 months, had rarely left her room. Family and staff had encouraged her to explore her surroundings. However, her preference was solitude “to sit alone and have her meals in her room”, revealed Vicky.

Understanding the value of human connections for emotional and physical health, Vicky wanted to support Athena in the best way possible and encourage her to leave her room to interact with others.

Vicky began by “sitting with Athena; listening to her life story. Amongst other things, I learnt that Athena was born in Greece in 1929, migrated to Australia aged 14 and loved knitting.”

As they began to talk, Vicky noted that Athena “enjoyed talking” and slowly Athena began to “build her trust in me. With this trust, she allowed me to take her onto the balcony to enjoy the sun. I then introduced her to another Greek resident and then she agreed to join the Greek Club (a weekly coffee group for Greek residents to chat).”

Gradually Athena began to venture out of her room, join other residents in the lounge and now enjoys her meals with others. With the connection of language, her kindness and patience, Vicky has been able to transform the experience of one resident. So, now when she asks herself what value can I bring in just a couple of hours a week, her answer is clear, “I smile thinking about Athena’s new found confidence and social interactions.”

Thank you Vicky for sharing your story!



▲ Athena and Vicky at Greek Club

## PD Warrior Course

Doncaster Rehabilitation Services (DRS) successfully hosted the 4th PD Warrior course on October 26th. PD Warrior is a professional development course for Allied Health professionals working with people who have Parkinson’s Disease and which is hosted in major cities including Sydney, Perth, London and Dublin.

DRS is the only site within Victoria to host this course and it was fully booked in October. Physiotherapists, Exercise Physiologists and Occupational Therapists attended from across various health networks within Victoria and interstate accessing this professional development course. The course was run by Marize Newnham (PD Warrior trainer) and was very interactive and engaging.

Dharani Nagarajan, Team Leader DRS welcomed everyone and provided a description of the various services offered by MannaCare. As part of this day, “patient volunteers” attended to give the course participants experience with assessment and treatment of Parkinson’s Disease and Movement Disorders.

Thank you to the DRS staff who helped prepare for the day and to Hudson’s Coffee for providing the morning and afternoon tea.



▲ Patient volunteers



▲ Fantastic turn out for PD Warrior Course



▲ Course participants in action

## Meet Selina Leung - MannaCare Board Director

Selina joined the MannaCare Board this year and has been a Director since July 2019 as well as a member of the Finance and Audit Committee. Having worked in the Banking industry for over 30 years, she has significant experience in project management and solution delivery in large corporate environments saying “I enjoy the variety and constant challenge it provides as there is never a dull moment.” Selina is a valuable addition to MannaCare’s board.

### Qualifications

- BCom - Melbourne University
- Graduate Diploma in Computer - Latrobe University
- Graduate Diploma in Finance and Investment - Securities Institute of Australia
- Advanced Diploma in Project Management - University of New England.

As a local resident of Manningham for 30 years, Selina is an active contributor to her community.

Currently she is a member of the Management Committee of the Chinese Senior Citizens Club of Manningham Inc. and of the Manningham Positive Ageing Alliance Group. For her valued community contribution, Selina received a Menzies Community Australia Day Award in 2019.

### What are you passionate about?

Learning and actively developing new skills and knowledge. The more I learn, the more exciting and interesting life becomes, and the more connected I feel to the world around me.

### Hobbies/Interests

Badminton, gardening, volunteering

### Language, family, travel

I migrated to Australia from Hong Kong in 1989, exactly 30 years ago. I speak Cantonese at home.

I am married and have two adult children. The most treasured possessions in my life are family holidays as the memories and experiences are what I love.

### In my spare time, you will usually find me...

With friends and family, volunteering or having a walk to get some fresh air and exercise.



▲ Selina Leung - MannaCare Board Director

As we head towards the end of another year, I would like to thank everyone associated with MannaCare for their support and valuable contributions during 2019.

It has been a challenging but satisfying year.

I also wish each of you and your families a safe and happy Festive period and best wishes for a prosperous and healthy 2020.

David Meiklejohn AM - Chairman of MannaCare



## Oaks Day

A wonderful day was had on Oaks Day, fun filled with games, sweeps and a BBQ lunch! Enjoyed by residents and employees alike.



▲ Turina and Malihe enjoying the BBQ Lunch



▲ Winners of the Oaks Day Sweep

MannaCare Inc. Reg. No A3444S  
371 Manningham Road, Doncaster Victoria 3108

Telephone: 1300 90 20 23  
Email: contact@mannaicare.org.au

Fax: 03 9856 1233  
Web: www.mannaicare.org.au

MannaCare gratefully acknowledges financial support provided by the Doncaster East and Templestowe Village Community Bank branches towards the cost of this publication.

Proudly supported by Doncaster East and Templestowe Village Community Bank® branches

