



**MannaCare**  
WIDER CHOICES FOR OLDER PEOPLE

# 2019 | 2020

## Thirty Sixth Annual Report





**MannaCare**  
WIDER CHOICES FOR OLDER PEOPLE

## Our Mission

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

## Our Values

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**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

## Editorial

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**Anna Cairo**

**Ross Dawson**

## Assistant Editor

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**Sandy Roberts**

MannaCare Inc gratefully acknowledges financial support provided by the Doncaster East & Templestowe Village Community Bank® Branches  **Bendigo Bank** towards the cost of this publication.

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# Current Board of Directors



## David Meiklejohn AM – Chairman

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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 Bennie PSM – Deputy Chair

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John has been a Director since 2016 and is a member of the Finance and Audit, Operational Risk and People, and Governance Committees. 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.



## John Shaw – Treasurer

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John has been a Director since 2014 and is Chairman of the Business Strategy Committee and a member of the Finance and Audit and the People and Governance Committees. He 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

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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. He 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.



## Peter Fuller

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Peter has been a director since 2017 and is a member of the Finance and Audit and Business Strategy Committees. He 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.



## Nusia Krolikowski

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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. She is a Registered Nurse and an experienced executive with 20 years in senior management positions in the aged care industry. Nusia 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

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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

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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 Bachelor of Commerce 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.



## Mark McNamara

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Mark has been a Director since 2020 and is a member of the Finance and Audit, and Business Strategy Committees. An experienced board member, he has over 23yrs of healthcare industry exposure spanning Africa, Asia and Australia across marketing, sales, services, IT and corporate governance. Most recently his leadership in digital and enterprise-wide transformation saw him lead the strategy, development and implementation of new consumer-centred journeys. Mark holds an MBA, Masters in Finance, Masters in eCommerce from Macquarie, a Diploma in Engineering and is a Graduate of Australian Institute of Company Directors since 2005.



## Thilaka Satha

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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.

## Farwell Ron

In February 2020 the Board farewelled Ron Kitchingman OAM on his retirement as a MannaCare Director after serving for over 34 years. Ron's connection with MannaCare dated back to the formation of a vision for such a service focussed on the municipality which eventually led to the formal establishment of the Association. His extensive contribution was warmly acknowledged with thanks.

# Chairman's Report



## David Meiklejohn AM

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I have pleasure in reporting to you as Chairman of MannaCare on our 36th year of operation.

In my report last year I made a comment that the future is not going to be any easier but none of us had any idea how hard and how challenging this future would be. We commenced the year with great optimism following the opening of our new and improved residential facilities in May 2019. However, for various reasons, the net improvement in occupancy was slower than we had hoped for but we were satisfied with progress as we reached the end of the first half of the year. Then in the second half we were hit with the first and second waves of the COVID-19 pandemic which has had a major negative impact on all of our operations.

In the challenging environment of recent months in particular I would like to pay tribute to the outstanding efforts and dedication of all the people who work at MannaCare. Many have worked long hours and many extra shifts to provide the level of support and care that our residential clients need and appreciate. Our employees involved in our home care programs have also faced a challenging external environment and we thank them all for looking after the people who are essentially under our care in their own homes.

Sadly the events of the past year have had substantial negative social and financial impacts on MannaCare. Families and friends have been unable to visit their loved ones in residential care and most of the in-house social programs have had to be suspended. Our greatly valued volunteers have had to be sidelined and we know that everyone is looking forward to having them back to support our staff and residents.

The adverse conditions have also had a substantial negative impact on our financial results for the year. Our Treasurer will report and comment on the figures later in this report but I would like to make a couple of observations. The accounting loss we reported was due largely to our lower than anticipated residential occupancy rates, the higher costs associated with operating in the crisis situation of recent months and the substantial additional amortisation costs of both writing off our new buildings and fittings and of having to adopt the new Accounting Standard for leases. However, our balance sheet remains strong and we are in a sound financial position. The operating cash flow for the year was positive, we have a healthy amount of cash in the bank and on deposit and we have no debt. In these difficult times, we have appreciated the support of the Manningham Council who provided us with significant rent relief during the year and we also appreciate the generous support of the local branches of the Bendigo Bank in providing sponsorship for some of our important programs. We are also grateful for the support of a number of other local community groups.

The Board and its sub-committees have met regularly, most recently virtually via Zoom, and we have kept abreast of all operational and financial issues. During the year long standing and much valued director, Ron Kitchingman retired and we thank Ron for his great support and wise advice over many years. In his place we welcomed Mark McNamara to the Board and we look forward to Mark's contributions. As I have said previously, we are fortunate to have an experienced and committed Board of Directors who provide governance direction and support, all on a voluntary basis.

Looking ahead, it is very difficult to make any predictions about the future. The first few months of the current financial year continue to be very challenging and we do appreciate the continuing support from our stakeholders. We congratulate Ross and his senior management team on their outstanding efforts and we are confident that when we get back into clear air we will be well placed to capitalise on any opportunities that come our way. Our focus has not changed and we will do all that we can to provide the care and support to enhance the quality of life of the older people in our care in our residential facilities and in our home care programs.



## Ross Dawson

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As we entered the new financial year in July 2019 little did any of us imagine that the year ahead would be as dramatic and difficult as it has turned out with profound implications for our future. The first seven months progressed pretty much as business as usual. Plans were implemented, issues were tackled and service delivery and improvements progressed. Then in January and February we indirectly experienced the worst bushfires Victoria has faced since February 2009. This manifested in days of thick smoke blanketing the city substantially reducing visibility and made venturing outdoors without a mask a risk to health. Meanwhile in another part of the world a new viral infection emerged in one city and made the news night after night. Despite immense efforts this infection spread beyond this city, province and country and then was given a name by the World Health Organisation: COVID-19. January 2020 saw the first confirmed case in Australia and by March it had become for all of us “business as unusual” and the commencement of the “new normal”.

Never in the 31 years I have worked in the aged care sector had we faced such challenges as we have experienced in the four months and beyond since March. All our services were impacted to a greater or lesser extent:

- Community services provided to groups of people on-site were suspended. This affected clients of Doncaster Rehabilitation Services, day and overnight respite programs and gatherings for clients with a disability.
- Both residential care facilities went into various levels of restrictions with limitations on visitors, volunteers and contractors, with the wearing of personal protective equipment becoming standard practice for all staff.
- Newly underemployed staff in community services working in suspended on-site services were redirected to support residents in care to remain occupied and connected in the absence of regular visitors and volunteers.
- Many of our community service and corporate staff shifting to working from home.
- Meetings of staff and Board members transitioning from face-to-face to teleconferencing using Zoom.
- Various improvement projects such as a move to medication management and consumer feedback software within the two aged care facilities being postponed.

The overarching concern of management and staff has been to ensure as far as we are able that the older people who are our customers were protected from becoming infected with this dangerous and wretched virus.

The threat posed by COVID-19 along with revelations of quality concerns in hearings of the Aged Care Royal Commission has definitely had a negative influence on consumer sentiment regarding residential aged care facilities. A generalised perception of quality issues, lack of adequate staffing and increased infection risk has seen occupancy rates fall across the aged care sector. Despite providing good quality care, having good staffing levels and no COVID-19 outbreak, we have felt this in our two facilities with Doncaster Melaleuca Lodge in particular being the hardest hit. Much work was done during the year and is ongoing to endeavour to address the financial challenges associated with lower occupancy rates.

This generalised sentiment reflected in evolving consumer demand, particularly as the post-war baby boomers start to access services, underscores the importance of the strategic emphasis MannaCare has had and continues to have on developing and extending our range of services supporting people to remain in their own homes in the community. This is where consumers want to be and, in the context of COVID-19, where it is much safer to be relative to the potential for an outbreak in a residential facility. Community care highlights this year includes helping to support over 200 people manage their Home Care Package, continued growth in MCA Flexicare and NDIS services, and the evolution of the Program for Oncology Wellness and Exercise Rehabilitation (POWER) to telehealth delivery.

MannaCare exists to support people in our community with their needs. I believe our track record is that we have delivered this well over many years in our service areas. None of this would be possible though without the many good staff and volunteers who deliver these services both up front and behind the scenes. I warmly acknowledge with sincere thanks their contribution both paid and voluntary.

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**In the annual report which follows you will find more granular detail of the challenges and achievements I have touched on or is related to the above along with an account of our financial performance. I commend this for your reading.**

# Leadership Team



**Ross Dawson**

Chief Executive



**Vanessa May**

General Manager – Corporate Services



**Sherry-Ann Bailey**

General Manager – Operations



**Menon Sooben**

General Manager – Compliance and Risk



**Michelle Murphy**

Human Resources Manager



**Shantel Innes**

Facility Manager  
Doncaster Melaleuca Lodge  
Maternity Leave from July 2020



**Priya Salandy**

Facility Manager  
Cassia House  
Maternity leave from May 2020



**James Sullivan**

Acting Facility Manager  
Doncaster Melaleuca Lodge  
From June 2020



**Cleo Simmons**

Acting Facility Manager  
Cassia House  
From May 2020



**Adam Dougherty**

Manager – Community Support Services



**Lauren Richey**

Manager – Community Support Services



**Dharani Nagarajan**

Doncaster Rehabilitation Services Team Leader



**Neil Dugdale**

Maintenance Manager



**Tanya Warms**

Volunteers' Coordinator

## Investment during difficult times

MannaCare has a long and proud history of providing affordable, quality, residential and community services to older people in the local area. This year we continued to invest in these services despite the many challenges we faced as an aged care provider in the midst of the COVID-19 pandemic. We maintained our focus on continued improvement to our underlying infrastructure and systems which underpin the services we provide.

This year saw most of MannaCare's Corporate services staff temporarily move offsite and they have been working from home since March. This decision was made to achieve two main objectives. Firstly, to keep on site staff to a minimum to ensure a greater level of protection for residents and care staff. Secondly, it was important to keep corporate staff distanced from each other to guarantee continuity of services should any single staff member unfortunately be exposed to COVID-19, minimising the possibility of spread throughout the team. A large proportion of community services staff similarly moved offsite, resulting in nearly 100 people working remotely. New systems, procedures and technologies were implemented to facilitate this new way of working and were embraced by staff. Although there have been challenges, some of these changes have resulted in greater efficiencies and a considerable reduction in paper usage and will be retained once we get back to normal and everyone returns to the office.

Last year we reported the switch to a high-speed fibre Internet connection. This year we have started to reap the benefits from that initiative. We replaced our old and failing telephone system with a new state of the art Panasonic system using Voice over Internet Protocol (VoIP). Apart from the advanced functionality, significant savings have been achieved in call charges and the system will pay for itself within five years. This initiative has also allowed us to extend Internet services to our residents with a fast and secure wireless network. This became a critical resource during this year, facilitating video communication between residents and their families using a range of social media platforms at a time where in-person visitations have, of necessity, been severely restricted.

The aged care sector is highly competitive, with consumer choice at its core. It is vital for MannaCare to promote the many wonderful services we offer. To that end we appointed Alisha Sortino, a business development specialist, to assist us to develop infrastructure and systems to support and improve promotion of our two residential aged care facilities. Alisha came with extensive experience with other aged care providers and successfully led this major project for MannaCare, resulting in an increase in enquiries, facility tours, conversions for respite and permanent care, and a raft of residential amenity and process improvements. The invaluable insights and knowledge Alisha has left with us will stand us in good stead for the future.

Additional promotional activities included sponsorships, print and digital advertising, medical appointment cards, and shopping centre stalls. In particular, the sponsorship of two local bowling clubs has provided us an opportunity to increase our networking reach and to build mutually beneficial long-term relationships with other local community based organisations.

With the help of Pride Living Group, MannaCare introduced the provision of Additional Services for residential clients, providing a wide range of services such as online entertainment streaming, high-speed Wi-Fi Internet, happy hour and weekly hot cooked breakfasts. These Additional Services offer our residents a greater choice of services at modest and highly competitive prices.

MannaCare is committed to providing staff and volunteers with the knowledge, skills and tools to do their job to the highest standard. Adequate high quality training is a particular focus. We moved to a new online learning provider, Altura Learning, which delivers a wide range of online subjects, particularly in the areas of clinical care, community services, and NDIS.

Although MannaCare's EBA has expired, a decision was made to provide a 2.5% wage increase to all staff from 1 July 2019. Although it has been a financially very difficult year we also appreciate the importance of recognising the wonderful work done by all of our staff and the need to provide competitive and fair remuneration.

Investment in information technology continues to be a focus. Further development of the Epicor ERP system saw the implementation of the fixed assets module, providing better control, reporting, and management of MannaCare's assets. We also upgraded our data backup systems, replacing the antiquated tape backups system with daily transfers of data to an offsite secure data centre as well as increased onsite backup capacity.

We thank all corporate staff for their commitment and patience during this challenging time. Their continued dedication ensured that MannaCare operated 'business as usual' to deliver continuity of services.

**- Vanessa May**  
General Manager – Corporate Services

## A Fluid and Challenging Year

Clive having fun during sensory dough making activities



It has been a year of adaptability as we managed and adjusted to the continuing fluid challenges in residential aged care. MannaCare took a positive and proactive approach, despite the current under funding of the sector, the on-going Royal Commission into Aged Care Quality and Safety as well as the COVID-19 pandemic.

As always, our focus and approach is on 'person-centred care'. Throughout the year, we continually addressed ways of meeting this commitment to strive to achieve better quality outcomes, and to adapt to meet the needs of the residents and their families.

Our continued focus on improving staff skills and knowledge along with capital improvements to amenities, and our emphasis on the engagement of residents through lifestyle and leisure activities, highlights this commitment to 'person-centred care'.

During the year we worked with Pride Living to refine our list of Additional Services that MannaCare aims to provide moving forward for an improved competitive customer value proposition. The initial roll out of these Additional Services was a casualty of the COVID-19 lockdown in March. However, as of 1 June 2020, we were delivering on these offered Additional Services. To support the Admissions Officer a temporary Customer Services Facilitator was appointed in a part-time capacity.

To improve processes, accuracy and efficiency associated with risk management and quality compliance of medication administration, we commenced the process of upgrading our systems from a manual paper-based system to a Medication Management Software system. Webstercare MedSig was the software management system selected so that it can integrate with our care management software, Manad. Implementation of this new system had to be postponed due to the COVID-19 restrictions.

Our staff and residents at both facilities embraced technology as a communication tool. Due to COVID-19 and the associated restrictions, family and friends were unable to visit as freely as possible. Video calling Apps including Skype, FaceTime, Messenger and WhatsApp were established to enable communication and maintain connections between residents and their families. Staff facilitated these interactions on mobile devices supplied by MannaCare.

Both Facility Managers, Priya Salandy (Cassia House) and Shantel Innes (Doncaster Melaleuca Lodge) commenced maternity leave. Cleo Simmons and James Sullivan respectively have filled the positions as Acting Facility Managers.

Pizza Making as part of the Italian National Day



## Doncaster Melaleuca Lodge

A number of capital improvements were implemented during the year for resident amenity and enjoyment. The cavernous south lounge was made more intimate through the installation of screening and creation of carpeted highlights. Blinds and curtains lining the main passageway and in the small seating areas at the end of each wing were replaced giving these spaces a refreshed appearance. Some of the resident rooms were also renovated when the opportunity presented itself. These included improvements in the form of downlight installation, painting, and floor covering replacements as needed. Outside between each wing, a proper lawn and watering system was installed and now provides a lovely green space for residents to enjoy.

With the widely publicised COVID-19 outbreaks in over 100 aged care facilities in Melbourne and associated high death rate of residents, potential residents have been reluctant to come into or be placed in a facility. The risk was perceived to be too high even if the majority of facilities have been infection free. If admission to an aged care facility for a frail elderly person can be deferred by galvanising additional home support by family members or otherwise, this is what consumers are choosing. Consequently, as a lower care facility, Doncaster Melaleuca Lodge, experienced a decline in permanent occupancy during the year. The average occupancy for the year to February 2020 was 88.4% but between March and June 2020 this fell to 81.4%.

The Lodge received another generous donation from The Cari Foundation. Consistent with the funding guidelines, this was used to support an important program within our Lifestyle and Leisure department.

Existing Lifestyle and Leisure programs run over five days of the week during the day, and The Cari Foundation funding allows the Lodge to run a weekday evening program, music therapy programs and a weekend evening program focussed on residents with dementia.

Due to the COVID-19 pandemic a number of these programs were modified for the protection of the residents. This meant we were unable to run programs as we previously used to which provided the opportunity to develop our creativity in terms of delivery. Our music therapy program was adapted and commenced an 'online' trial for our residents.

We would like to take this opportunity to thank The Cari Foundation for their very welcome support. Without this funding we would be unable to offer our residents these valuable extra programs.

## Cassia House

Occupancy rates have risen from the challenging lower levels experienced as a result of the capital works at the facility. However they plateaued below full occupancy with the onset of COVID-19 related restrictions. For the long term sustainability of occupancy rates, the focus has been on expanding links with referral bodies which is important to growing our networks.

Additionally, MannaCare continued to look for ways to upgrade and improve the facility. Continued capital improvements included new signage throughout and repainting of some of the corridors. In response to resident care needs an order was placed to change the passageways carpet in Banksia unit to plank vinyl. Installation had to be put on hold though because of the COVID-19 restrictions.

Aesthetic improvements of the facility included cultural specific sitting rooms to cater for our multicultural residents, and the purchase of paintings to decorate bare walls. The landscaped courtyard between Banksia unit and Grevillea House, saw the installation of a fence and gate with some landscaping around the ramp and pathway.

The Leisure and Lifestyle programs continued to provide enjoyment and pleasure to the residents, and we are always looking at ways for improvement. As a result, the lifestyle activity calendar was reviewed and modified with positive feedback from residents, relatives and staff.

Regretfully the Hudsons Coffee outlet in the Plaza ceased after its six month trial period as it failed to reach their viability threshold. However, MannaCare, took over the management of the café as it was a valued service. Renamed "Café 371", it was operating positively in its initial period prior to being closed due to COVID-19 restrictions.

MannaCare would like to thank all the residents, families and staff for their patience and efforts throughout the past year.

- Sherry-Ann Bailey  
General Manager – Operations



Lockdown  
Facetime

# Home Care Packages

## A Solid Year Of Growth

It has been another busy year for the Home Care Package team with continued growth, as well as challenges due to the worldwide health pandemic. In total, 128 new Home Care Package recipients joined MannaCare, and the Team serviced a total of 248 people within the local community for 2019/20.

With this steady number of new clients taking up a Home Care Package, MannaCare's reputation has continued to remain strong, with word of mouth or personal recommendation the strongest referral streams. The Home Care Package team continued to build positive relationships with internal and external referrers.

As a result of client growth, the Home Care Package team expanded with the introduction of three new Care Advisors – Leigh McLean, Registered Nurse with previous experience in residential and community services; Kim Hannan, Enrolled Nurse with 19 years residential care experience at Doncaster Melaleuca Lodge; and Dominic Lawson, Social Worker with previous community service experience.

Care Advisors take great pride in working with clients and their families to ensure they receive the best possible customer service while meeting individual needs, safety and independence at home. Home Care Package funding can be used to support a number of different requirements and the team work hard to satisfy these needs.

Amongst the growth and all the good outcomes achieved, MannaCare was faced with the disruption of uprooting the Home Care Package team in March in order to comply with COVID-19 work restrictions. However, there was minimal impact on our clients as the team adapted quickly to a new way of working. The team distributed all relevant information to Package recipients swiftly and ensured clients did not experience any disruption to communication or services.

Initially, some Package recipients chose to put services on hold, due to concerns about the virus spread. Many of those clients then chose to put services back after several weeks when it appeared the virus was disproportionately linked to overseas travellers.

Clients became accustomed to screening questions before home visits or referrals and they continued to support MannaCare staff with hand hygiene and socially distancing where possible. Information was sent out as health directions or service provisions changed.

With the commencement in June of the second wave of COVID-19 infections in Victoria, the enforcement of mask wearing and firmer restrictions, some clients chose to put services on hold again. Some did not feel comfortable having people in their homes. MannaCare is supporting these clients with regular welfare checks.

As some people were more impacted than others with the restrictions, these recipients' accessed services they haven't had to in the past. The biggest positives of having a Home Care Package is this ability to easily change or hold services as frequently as needed.

Notwithstanding the challenges, overall it was another successful year for the MannaCare Home Care Packages team.

- Lauren Richey  
Manager Community Support Services



**Beth who lives with dementia, has adjusted to major life changes recently. With the support from both MannaCare's Home Care Support worker and her family, Beth has continued to live an active and rich life.**

## Fun Filled Activities

MannaCare offers a consumer-centred Leisure and Lifestyle Program at both Cassia House and Doncaster Melaleuca Lodge. The timetable is filled with activities that focus on the residents, their needs and their preferences. Taking into account culture, diversity and individual interests, the numerous programs provide variety, fun and laughter.

The strength is the community spirit which it fosters, building connection and social interactions among the residents. Physical, intellectual, emotional and social needs are accommodated and activities are adjusted for residents with cognitive challenges.

The themes across our Leisure and Lifestyle Programs throughout the past year included music, baking and food, painting, crafts, and even pet therapy! Above all, conversation and laughter were highlights for the residents.

Celebration of traditional events were also a focus including Easter, ANZAC day commemorations, Mother's and Father's Day, Queen's Birthday, Melbourne Cup Day and Christmas. Multicultural diversity events included Chinese New Year, Greek Independence Day, Italian National Day and Bastille Day. All these special themed events were key favourites for the residents as they evoked memories of the past and provided opportunities for residents to share memories.

The variety of activities for residents during the year including a greater use of technology which provided much enjoyment, and not withstanding COVID-19 restrictions in the second half, MannaCare managed a full program with minimal impacts on our residents. Facilitated iPad and Facetime connection for residents' and their families was very important when visitor restrictions had to be imposed.

MannaCare was delighted to be able to provide such a rich and diverse Leisure and Lifestyle Program for our residents despite the many challenges in the second half of the year.



Painting activities at DML



Christine enjoying herself



Anthony proudly displaying a zucchini from the veggie Garden



ANZAC Day Commemorations at DML

## Opportunities for Expansion

MCA FlexiCare started the first quarter of 2019/20 with renewed enthusiasm and determination to face the challenges of a new financial year. Our aim is always to look for ways to improve our services to meet consumer demand and match their needs. To date, most of our clients are either on a Home Care Package or are being supported privately in the community.

In an effort to diversify our services, MCA FlexiCare implemented an Allied Health Team comprising of a physiotherapist, occupational therapist and registered nurse. Community nursing provides MannaCare with a valuable benefit when it comes to planning for in-home care following hospital discharge, wound and medication management as well as liaising with support workers for any clinical questions.

MCA Flexicare has invested heavily in training staff to administer medication in the home reducing the client's reliance on costly community nursing services from external providers. This implementation of new teams, coupled with growth in demand for in-home services has placed MCA FLEXiCare in a solid position for expansion opportunities in the community stream services.

In May 2020, a National Disability Insurance Scheme (NDIS) Audit was completed with the assistance of Menon Sooben and Stacey Xia from our quality resourcing partnership with BASScare. Preparing documentation, policies and procedures to reflect our compliance with the NDIS Standards was a monumental task, let alone in the midst of a pandemic. We received a Draft copy of the Report revealing that MannaCare has been approved for Accreditation. A Final copy of the Report will be provided following a review from the NDIS Quality and Safeguards Commission.

Throughout the COVID-19 pandemic MCA FlexiCare has remained committed to the health and wellbeing of our staff and clients. We have been prepared and consistent with our messaging around hand hygiene and the promotion of safe practices throughout our service. We have been vigilant with our protocols around staff feeling unwell.

There has been a decline in client numbers and related service hours through the COVID-19 pandemic. However, MCA Flexicare has managed to maintain reasonable monthly service hours throughout the pandemic aided by supernumerary services in MannaCare's residential facilities. Priority has been given to our permanent part-time staff ensuring they meet their minimum contracted hours. Sign-ups for Home Care Package Programs increased even though clients were reluctant to have services in the home. We expect the overall number of referrals to increase as restrictions are eased in the coming months.

A dedicated team of hard working support workers and clinicians have ensured compliance with infection control thus establishing a confident and loyal customer base. As such, MCA FlexiCare has been able to adapt to the demands and constraints of this pandemic and has weathered the storm thus far.

- Adam Dougherty  
Manager Community Support Services

**Social activity for an NDIS Participant. Prior to COVID-19, funding (provided in his Support Plan) was utilised to facilitate a variety of social activities outside of the residential setting with a qualified support worker. This funding has provided opportunities he wouldn't otherwise access.**



NDIS Participant

## Customer Service a Highlight

Home Maintenance made a strong start to the year, with high demand for home modifications, home maintenance and gardening.

With an increase in demand for powder coated rather than hand-painted handrails, securing a reliable supplier has meant a shorter waiting time for this assistive product. It continues to be an area of growth for the service together with rubber threshold ramps and wedges. There has also been a very strong demand for window and gutter cleaning along with general maintenance.

However, in the second half of the year the COVID-19 pandemic and associated restrictions, reduced demand in all areas as a lot of our clients were understandably reluctant to have visitors in their homes. The challenge has been to generate enough work to maintain employment of the staff. Nevertheless, hours of employment in some areas have had to be reduced.

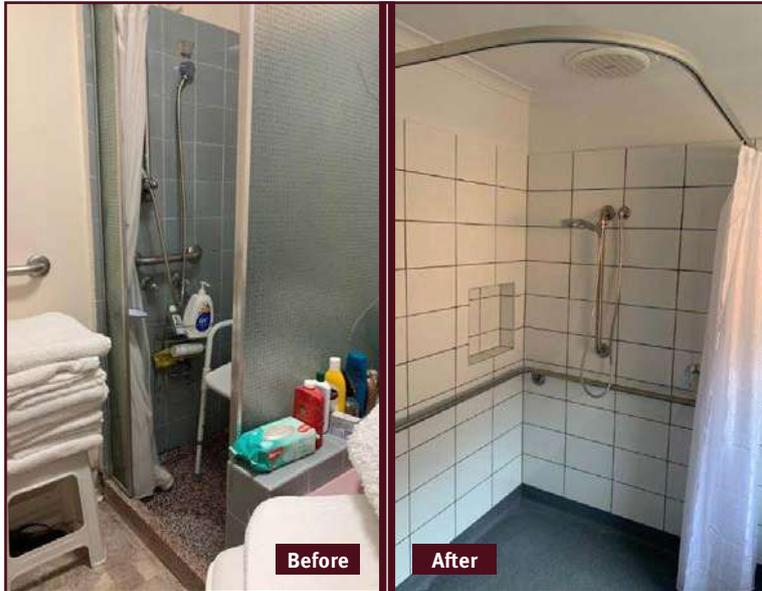
Staff have been meticulous with their hygiene and protocols and have been keen to continue working with clients within the limitations, and as restrictions increased.

As Manager, it is satisfying to continually receive compliments from clients on how polite, friendly and accommodating our staff are.

Our staff continue to provide emergency maintenance when requested and where needed as well as home modifications for safety reasons as recommended by the occupational therapists.

We anticipate that demand for home maintenance services will again increase as the restrictions are eased in the coming months.

- Neil Dugdale  
Home Maintenance Manager



“A recently completed modification for our NDIS Participant, who has MS (multiple sclerosis). She mobilises with a wheelchair and is assisted with all transfers. Previously the doorways to the bathroom and toilet were too narrow for her manual or power wheelchair to access. The transfers and manual handling was heart stopping. This is a life changing modification.”

- Anita Bjorkman,  
Occupational Therapist - MannaCare

\* Modification planned by our OT Team.

Sink before and after



Toilet before and after



# Doncaster Rehabilitation Services

## Facilitating Health and Wellbeing in the Community

This financial year has been a unique one for Doncaster Rehabilitation Services (DRS), bringing with it a mixture of opportunities and challenges. The main challenge was the closure of in-centre services due to the COVID-19 pandemic from 18 March 2020 onwards. However, COVID-19 was already affecting in-centre attendance from January 2020. DRS provided in-centre individual and group allied health therapy services throughout the year including physiotherapy, occupational therapy (OT), Exercise Physiology (EP) and Podiatry. The DRS team also continued to provide a variety of groups to meet the needs of the community. Prior to closure of in-centre services, DRS ran 33 groups per week.

### New Services

Newly implemented groups and services included the “Good Life with the osteoArthritis: Denmark” (GLA:D) Program as well as a walking group. GLA:D is an education and exercise program developed by researchers in Denmark for people with hip or knee osteoarthritis symptoms. This need was identified by the multidisciplinary team and professional development was undertaken by DRS team members with investment in the resources needed.

### GymActive

GymActive hours were extended to be open daily in the mornings and afternoons to increase flexibility and opportunity for GymActive members to exercise. From GymActive member feedback, our focus during 2020 was to invest in a music system which will enable us to accommodate the varying needs of the clientele.

### Professional Development

Continued learning and development amongst the allied health profession is a priority, and this year DRS clinicians supervised 3rd year OT and 4th year Physiotherapy students from La Trobe University. A variety of professional development courses were also facilitated including Wendy Gunnoo achieving accreditation as a GLA:D physiotherapist and Joan Magalong gaining Amber recognition in the State-wide Equipment Program to independently recommend home modifications and assistive technology for clients at higher complexity levels.

### PD Warrior Course

DRS successfully hosted the 4th Parkinson’s Disease (PD) Warrior course. This is a Professional Development course for Allied Health professionals regarding the treatment and management of Parkinson’s Disease. DRS is the only site within Victoria to host this course and it was well attended by allied health professionals from various health networks.

### Tele-Health

Once in-centre services ceased, physiotherapy, OT and EP services were offered in clients’ homes or via tele-health. DRS clinicians kept in touch with clients by telephone or email. They were able to connect clients who needed support with appropriate services from within MannaCare, as well as externally.

The transition to provide tele-health for DRS clients was swift with MannaCare establishing Zoom as the tele-health delivery platform and upskilling staff to manage these sessions.

Jess in action delivering a tele-health class to POWER clients during COVID-19 restrictions



A fully booked PD Warrior Course

# Doncaster Rehabilitation Services

**“I’ve definitely loved being a part of this program... compared to when I joined last year. I feel a lot stronger and my balance has improved. When I had pain after cancer, I was helped along the way.”**

**- Hong Su**

## **POWER**

The reach and impact of the Program for Oncology Wellness and Exercise Rehabilitation (POWER) on the community helped to secure funding from Bendigo Bank’s Community Enterprise Foundation for an additional three years. This funding will allow POWER to continue to improve the physical, social and emotional wellbeing of those who have experienced a cancer diagnosis. MannaCare is thankful for this generous investment by the Foundation.

POWER had a successful second year with the expansion of services to include individual oncology exercise sessions with a Physiotherapist or Exercise Physiologist, and POWER Plus group exercise classes focusing on core strengthening, flexibility and balance. This comprehensive holistic structure of POWER included a 12 week exercise program, free counselling, and wellness and education sessions offered to anyone affected by cancer, including family and friends.

Since March 2020, POWER has demonstrated agility and excellence in the implementation and delivery of a tele-health program model. Clients have been able to continue to access weekly online, supervised sessions with our clinicians from the safety and comfort of home.

A highlight of tele-health has been the ability to service new clients who live further away from the local area of Manningham. It will be exciting to explore the opportunities for service delivery post COVID-19.

Staff had a number of opportunities to present at conferences and seminars including at the 3rd Victorian Cancer Survivorship Conference, Ovarian Cancer Australia, Myeloma Australia, Prostate Cancer Support Group Ringwood and the Lion’s Club enabling an increase of knowledge and support for clients.

**“POWER has made us aware of various support services that are available and can be accessed. All your wellness presentations were beneficial and taught us new things.”**

**- Theo Graze**

## **Community Involvement**

### **- Manningham Council, Parks Alive Project**

DRS continued to play an active role in facilitating the health and wellbeing of the local community with our involvement in Manningham Council’s Parks Alive Project. Our clinicians contributed to the design and development of the Iron Bark Reserve Project which aimed to promote an active community. DRS clinicians will be working with Manningham Council to develop useful resources for the community on how to correctly use the new equipment.

## **Research**

Dharani Nagarajan completed a research project into social isolation in older adults and published an article in the peer reviewed academic journal Archives of Gerontology and Geriatrics titled ‘Risk factors for social isolation in post-hospitalized older adults’.<sup>1</sup> This research done in collaboration with Monash University proved to be very important in light of COVID-19 and social isolation.

DRS had another positive year facilitating the health and wellbeing of the local residents in the community. Overall, our reach into the community continues to grow and develop with many exciting initiatives. The DRS Team is looking forward to the recommencement of in-centre services and programs post COVID-19.

**- Dharani Nagarajan**  
**DRS Team Leader**



**Talia presenting chair yoga to a PROBUS Group via Zoom strengthening community connections**

**“It motivates me to keep going. It makes me want to exercise more.” – Noella De Graaf**

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# Awards

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**This year we once again acknowledge the contributions and achievements of our dedicated staff.**

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## 5 Years

Sharon Arnol  
Anita Bjorkman  
Nigella Campbell  
Elise Chan  
Fay Chou  
Fernando Claudio  
Melissa Craven  
Peggy Feng  
Christine Haynes  
Hailing Huang  
Miyuki Kurakata  
Tak Leung  
Jian Li  
LuLu Li  
Michelle Liu  
Vanessa May  
Louis Okon  
Priya Salandy  
Germaine Tan  
Cheryl Timms  
Yang Yang  
Yow Fat Yong

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## 10 Years

Hardip Dhillon  
Karen Duncan  
Phillip Evered  
Tracey Huan  
Charlene Luo  
Neal Mali  
Lee-Ann Peterson  
Carina Rance  
Joyce Samanyi  
Alyce Street

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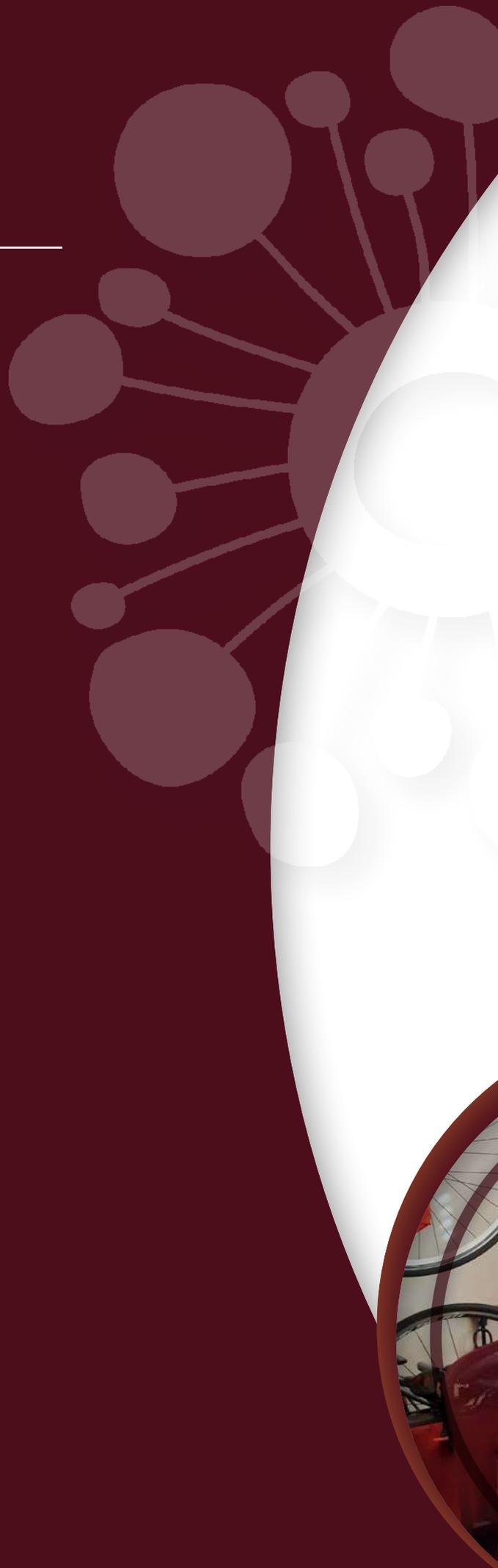
## 15 Years

Wendy Gunnoo  
Leanne Lewis

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## 20 Years

Denise Freeman  
Tiana Maurizio



## Engaging Volunteers

MannaCare's Volunteer Program has continued to engage volunteers in a variety of roles supporting MannaCare with its mission and values. Unfortunately, during the second half of the year, COVID-19 restrictions impacted significantly on the Volunteer Program, as volunteers were unable to continue their face-to-face support. Where possible some activities were adapted to the online space.

Our focus was to continually look for ways to assist our residents and clients. One of the highlights was the introduction of the Biography Program in the two aged care facilities, instigated by our CEO, Ross Dawson. With their approval, over 90 residents across both residential facilities have had a summary of their life story recorded. The Biography Program was initially managed via face-to-face interviews with residents and/or their family members. COVID-19 restrictions necessitated interviews be conducted by phone. Once complete, the written summaries were mounted on a wall in the residents' bedrooms. This Program is now a regular feature at MannaCare and is offered to all permanent residents after they are admitted into our care. It is a constant reminder of the resident's varied life and directly contributes to their 'person-centred care'.

**"We miss our work of caring and compassion but understand the current situation. This will pass and we will get back to what we love most." - Mira Mehra**

The introduction of our very own Visiting Dog Program was another way to bring delight. With guidance from the Lort Smith Animal Hospital, four dogs and their owners commenced regular visitations of our two residential facilities. As residents have to relinquish their own animal when they come into our care, these visiting dogs bring immense joy to them and was a wonderful feature. Sadly with the COVID-19 restrictions, this Program had to be suspended. We look forward to a time when we can restart this popular Program.

We were grateful to have received two grants of over \$2,000 each from Manningham City Council and the Department of Health and Human Services. As a result, over 40 of our volunteers participated in Cardio-pulmonary Resuscitation and First Aid Training which has provided valuable skills for volunteers working in our facilities.

Our association with Bunnings Warehouse in Nunawading continued to provide considerable fundraising opportunities. Organised and run by volunteers, our regular Sausage Sizzles, have to date, raised over \$3,800. These funds go toward paying for monthly concerts held in the Cassia House plaza for residents and their families to enjoy. We wish to thank Bunnings Nunawading and we look forward to these fundraising opportunities recommencing in the future.

National Volunteer Week activities scheduled for in-person events were cancelled or postponed again due to the pandemic. Nevertheless, we believed it was still important to acknowledge and thank our volunteers. Messages of appreciation were sent via email, with thank you videos from residents, clients and staff organised, along with a Zoom catch-up.

MannaCare has always placed a high emphasis on volunteer participation and engagement. During the second half of the year this aspect shifted online. A timetable was developed to upskill our volunteers remotely. Volunteers were encouraged to take part in online seminars, when opportunities arose to upskill their knowledge such as in dementia or a COVID-19 series which included handwashing. Zoom sessions were also facilitated with biography writing to support our biographers and hand massage. Future Zoom workshops will continue to be offered as they were well received.

We have been blessed by so many wonderfully dedicated volunteers, without whom, MannaCare would be a less community-connected, vibrant and colourful place! We thank them all and look forward to a time when they are able to resume on site.

**- Tanya Warms  
Volunteers' Coordinator**

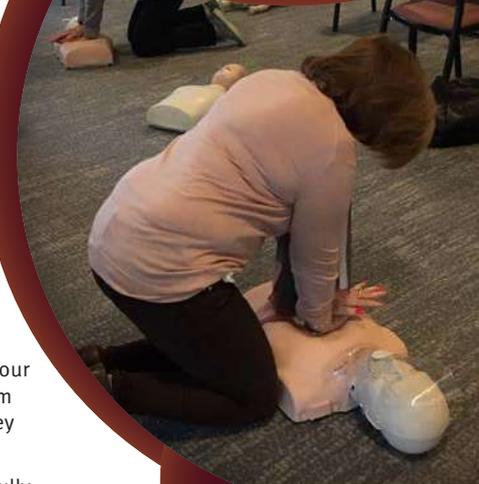
**Miffy delivering flowers to Cassia for Mother's Day**



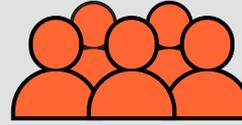
**Pat continuing to volunteer at home during lockdown**



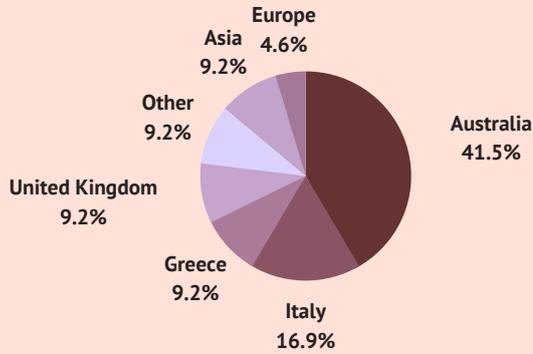
**The second session of First Aid Training for our volunteers**



MCA FlexiCare delivered a total of **44,081** hours during the financial year

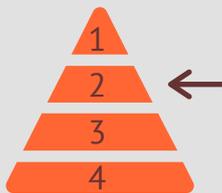


These hours were delivered by **51** Community Support and **3** Allied Health Workers

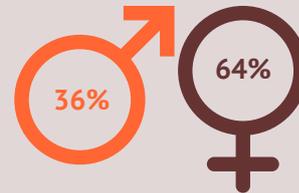


### Doncaster Melaleuca Lodge & Cassia House Residents by Country of Birth

@ June 2020



**43%** of Home Care Packages are Level 2



Gender Mix of Home Care Package clients



**90** active volunteers during the year



**77%** of volunteers live in City of Manningham



**30.7%** male  
**69.3%** female

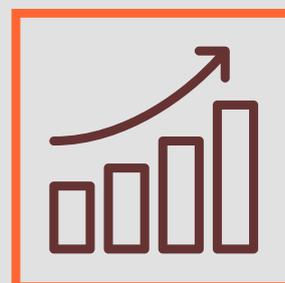


Delivered **554.25** hours of in-home Occupational Therapy



**1,383** client visits at GymActive sessions

**70.83%** increase in the number of Home Care Packages over the financial year





## John Shaw

The Statements of Income and Expenditure and Other Comprehensive Income, Changes in Equity and Cash Flows for the year ended 30 June 2020 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 has reported a net deficit for the year of \$2,044,986 (\$487,658 in 2019). This large variation compared to last year should, however, be viewed in context. Three major circumstances have contributed to this result. Firstly, the last few months of the year were adversely affected by the COVID-19 crisis, resulting in considerable negative pressures on both revenue and expenditure. Secondly, the major capital works that commenced in 2018 were completed in the current financial year, resulting in an additional amortisation expense of \$472,393. Finally, the introduction of the new Accounting Standard AASB 16 Leases has had a profoundly significant effect on the results, contributing a further \$464,897 to the operating deficit.

However, strong fiscal management over many years has held MannaCare in good stead. Cash and funds on deposit totalled \$16,922,454 as at 30 June 2020 and MannaCare does not carry any debt, paying the full cost of the recent major capital works, totalling more than \$9M, entirely out of cash reserves.

Application of AASB 16 has changed the accounting treatment for the property leases we have with the Manningham Council. In prior years the lease payments were expensed in full as rental. AASB 16 now requires operating leases to be capitalised and this has resulted in the introduction of a right-of-use (ROU) lease asset into the Statement of Financial Position totalling \$10,883,711, with a corresponding lease liability. The lease payments are no longer treated as rental, but are split between an interest component, and a reduction to the liability. Additionally, amortisation of the ROU asset totalling \$848,648 per year has been recorded in the accounts.

The other effect of AASB 16 is the treatment of refundable accommodation deposits (RADs) held, requiring the take-up of an imputed lease revenue and interest expense calculated on the RAD balance. This has resulted in an amount of \$683,720 inflating both revenue and finance costs and should be kept in mind when comparing 2020 with prior years.

Due to these changes, rather than comparing the overall results across the two years, it may be more meaningful to consider the earnings before interest and depreciation/amortisation (EBITDA). The EBITDA surplus for 2020 is \$664,451. If we modify this by excluding the imputed revenue and interest on RADs (to provide comparability with 2019) this gives an EBITDA deficit of \$19,269 in 2020 compared with an EBITDA deficit of \$449,177 in 2019 (i.e. an improvement of \$429,908). This suggests that the core operating results for the organisation have shown an improvement over 2019, especially encouraging given the exceptionally difficult external pressures experienced during the year. This improvement is also reflected in cash flows, with a net cash inflow of \$1,243,573 from operating activities and an overall net cash inflow of \$75,502.

The hardest hit areas this year were the two residential facilities, with Cassia House and Doncaster Melaleuca Lodge recording an EBITDA deficit of \$435,561 and \$125,013 respectively. Due to the COVID-19 crisis, the latter quarter has seen a stalling of new admissions together with increased wages, personal protective equipment, and cleaning costs. Some of our community services have also been adversely affected by this crisis due to restrictions placed on service delivery. On the other hand, some services have continued to grow, in particular Home Care Packages which achieved a surplus of \$477,649 for the year, an improvement of \$122,715 over 2019.

At MannaCare our accumulated funds and residential bonds are invested in term deposits with approved deposit institutions. Interest rates have continued to decline and investment income during 2020 was down 39% compared to 2019, reflective of both the low interest rates on offer and an increase of new residents opting to pay for their accommodation via a daily accommodation payment (DAP) instead of a RAD. The financial results for 2020 decreased our net assets from \$8,760,283 to \$6,715,297, reflecting the lower revenues, amortisation on the capital works and also the negative effects of AASB 16.

This has certainly been a challenging year financially, not just for MannaCare, but for the aged care industry in general, being squeezed by both insufficient funding and sharply increasing costs. However, MannaCare has carefully and thoughtfully navigated through this year whilst successfully maintaining its focus on the health, well-being and safety of all our clients, staff and volunteers. Although the adverse effects of COVID-19 will be felt for some time to come, the underlying trends and strong cash position of MannaCare bode well for the future.

## Statement of Income and Expenditure and Other Comprehensive Income

For the Year Ended 30 June 2020

	2020 \$	2019 \$
<b>Revenue</b>	<b>19,944,491</b>	<b>18,169,746</b>
Employee Benefits Expense	(15,284,572)	(14,068,145)
Rent Expense	-	(927,065)
Catering Expense	(570,661)	(543,259)
Cleaning and Laundry Expense	(637,099)	(579,155)
Depreciation and Amortisation Expense	(1,798,543)	(454,218)
Finance Costs	(1,207,196)	(72,896)
Administration Expense	(808,002)	(403,655)
Repairs and Maintenance Expense	(338,001)	(362,151)
Client Supplies and Service Expense	(866,028)	(773,541)
Energy and Utilities Expense	(290,462)	(275,975)
Fundraising Expense	(114)	(1,292)
Other Expenses	(188,799)	(196,052)
<b>NET SURPLUS/(DEFICIT) FOR THE YEAR</b>	<b>(2,044,986)</b>	<b>(487,658)</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Other Comprehensive Income	-	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>(2,044,986)</b>	<b>(487,658)</b>

## Statement of Cash Flows

For the Year Ended 30 June 2020

	2020 \$	2019 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from Government Grants	12,709,809	12,073,066
Receipts from Residents & Clients	7,811,011	4,945,981
Donations and fundraising received	65	941
Sundry receipts	315,643	252,554
Payments to suppliers and employees	(19,604,245)	(18,304,882)
Interest received	534,766	517,604
Interest and other finance costs paid	(523,476)	(72,896)
<b>Net cash provided by (used in) operating activities</b>	<b>1,243,573</b>	<b>(587,632)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Purchase of property, plant and equipment	(571,019)	(7,747,255)
Redemption (placement) of term deposits	(700,000)	8,899,995
<b>Net cash provided by (used in) investing activities</b>	<b>(1,271,019)</b>	<b>1,152,740</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Bond receipts from new residents	211,000	-
Bond refunds to residents	(649,260)	(1,213,451)
RAD/RAC receipts from new residents	6,869,200	5,449,116
RAD/RAC refunds to residents	(5,944,241)	(3,999,061)
Repayment of leasing liabilities	(383,751)	-
<b>Net cash provided by (used in) financing activities</b>	<b>102,948</b>	<b>236,604</b>
Net increase (decrease) in cash held	75,502	801,712
Cash and cash equivalents at beginning of financial year	4,346,952	3,545,240
<b>Cash and cash equivalents at end of financial year</b>	<b>4,422,454</b>	<b>4,346,952</b>

## Statement of Financial Position

As at 30 June 2020

	2020 \$	2020 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	4,422,454	4,346,953
Trade and Other Receivables	679,865	1,427,091
Financial Assets	12,500,000	11,800,000
Other Assets	154,144	185,346
<b>TOTAL CURRENT ASSETS</b>	<b>17,756,463</b>	<b>17,759,390</b>
<b>NON-CURRENT ASSETS</b>		
Property, Plant and Equipment	10,883,711	2,243,450
Right-of-use Assets	9,971,610	-
Capital Works in Progress	-	9,019,138
<b>TOTAL NON-CURRENT ASSETS</b>	<b>20,855,321</b>	<b>11,262,588</b>
<b>TOTAL ASSETS</b>	<b>38,611,784</b>	<b>29,021,978</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and Other Payables	2,514,649	2,126,113
Provisions	2,967,113	2,666,348
Bond Liabilities	1,412,880	1,851,140
RAD & RAC Liabilities	14,444,485	13,519,527
Lease Liability	425,411	2,243,450
<b>TOTAL CURRENT LIABILITIES</b>	<b>21,764,538</b>	<b>20,163,128</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	120,853	98,567
Lease Liability	10,011,096	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>10,131,949</b>	<b>98,567</b>
<b>TOTAL LIABILITIES</b>	<b>31,896,487</b>	<b>20,261,695</b>
<b>NET ASSETS</b>	<b>6,715,297</b>	<b>8,760,283</b>
<b>EQUITY</b>		
Retained earnings	6,715,297	8,760,283
<b>TOTAL EQUITY</b>	<b>6,715,297</b>	<b>8,760,283</b>

## Statement of Changes in Equity

For the Year Ended 30 June 2020

2020	Retained Earnings \$	2019	Retained Earnings \$
<b>Balance at 1 July 2019</b>	<b>8,760,283</b>	<b>Balance at 1 July 2018</b>	<b>9,247,941</b>
Total comprehensive income for the year	(2,044,986)	Total comprehensive income for the year	(487,658)
<b>Balance at 30 June 2020</b>	<b>6,715,297</b>	<b>Balance at 30 June 2019</b>	<b>8,760,283</b>



**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 2020, 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 2020.

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 20 October 2020.

#### **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: 20 October 2020

20 Albert St, PO Box 256, Blackburn VIC 3130  
T +61 3 9894 2500 F +61 3 9894 1622  
contact@sawarddawson.com.au  
sawarddawson.com.au



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## Looking Ahead

In an incredibly challenging and unpredictable year, the spotlight has again been placed on the aged care sector reminding us once again that there is no room for standing still. Our proactive approach and adaptation to the constantly shifting requirements, regulations and expectations leaves MannaCare equipped to better manage the challenges ahead.

With many challenges and opportunities shaping our landscape, many themes are emerging. COVID-19 has delayed the Final Report into the Royal Commission into Aged Care Quality and Safety. Although, the Commissioners delivered an Interim Report on 31 October 2019, the Final Report has been postponed and will now be provided by 26 February 2021.

These recommendations are likely to trigger significant transformation of the sector for many years to come. We await their findings and recommendations with anticipation. The Interim Report, however, has provided some indication of potential shifts likely to take place.

COVID-19 will continue to be a significant challenge for older people and for those that work in aged care until a safe vaccine is found and made readily available. Restrictions of some type will remain with us for some time to come, and the fluidity of the situation requires constant adaption as we continue to be vigilant in maintaining a COVID-19 free environment for all our residents, clients and staff.

Despite these challenges, the continuing shift to 'person-centre care' and the emphasis towards a more 'consumer-centric market' provides opportunities for MannaCare to extend our reach into the community to support more older people to remain in their homes for as long as possible. Clearly this is what people want and it is the direction government policy and funding is heading. The COVID-19 pandemic has added impetus to this direction through illustrating the risks inherent in having big groups of frail elderly people under one roof. Nevertheless, residential aged care will continue to play an important role in caring for those who simply cannot remain living safely in the community.

Our commitment to ongoing systems improvement will see two major IT implementations during 2021 – the replacement of our community care system with the Epicor Community Care module, and a major upgrade of the rostering system. This will support MannaCare to provide better efficiency in forecasting reporting, more reliable rostering for an improved quality of service.

The influence of the Program for Oncology Wellness and Exercise Rehabilitation (POWER) on the community helped to secure funding from Bendigo Bank's Community Enterprise Foundation for an additional three years. This funding opportunity will allow POWER to continue to extend its reach into the community through Tele-health and to improve the wellbeing of those who have experienced a cancer diagnosis.

Overall, notwithstanding the testing times, MannaCare looks forward to building on its 30 plus years of providing an integrated range of community and residential support services to older people in the Manningham area using a holistic approach to care and well-being.



**Top Left - George during Facetime**

**Top Right - PROBUS Zoom Presentation with Adam and Talia**

**Bottom - Zoom Tele Health Exercise Class**



## Community Services

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### 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

☎ 9865 1252

📠 9856 1233

### NDIS Services

☎ 9856 1212

📠 9856 1293

## Residential Services

---

### Cassia House

☎ 9856 1201

📠 9856 1233

### Doncaster Melaleuca Lodge

☎ 9856 1225

📠 9856 1255

### Administration

☎ 9856 1201

📠 9856 1233



**MannaCare**  
WIDER CHOICES FOR OLDER PEOPLE

 371 Manningham Road, Doncaster VIC 3108

 1300 90 20 23

 (03) 9856 1233

 [enquiries@mannacare.org.au](mailto:enquiries@mannacare.org.au)

 [www.mannacare.org.au](http://www.mannacare.org.au)

 MannaCare

 MannaCare Inc