



MannaCare
WIDER CHOICES FOR OLDER PEOPLE

2021 | 2022

Thirty Eighth
Annual Report





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Our Mission

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

Our 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




MannaCare
WIDER CHOICES FOR OLDER PEOPLE

Editorial

Tracy Laethaisong

Assistant

Sandy Roberts

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This Annual Report is printed on recycled paper.



Chair's Report

John Bennie - PSM

It is with pleasure that I submit my first report as Chair of MannaCare.

At the outset, I want to acknowledge my predecessor David Meiklejohn AM who served on the Board of MannaCare with distinction from July 2011. For 10 of those years, David led the Board as Chair, establishing foundation governance principles that have served us well and will stand MannaCare in good stead for many years to come.

At the Annual General Meeting last year, David was awarded Life Membership for his tireless service and commitment. This year, we farewell David from the Board but know that he will remain a 'Friend of MannaCare' forever. Thank you, David for all that you have done.

When the first case of COVID-19 was announced in January 2020, it seemed inconceivable that three years later, we would still be recovering from and taking precautions against, this devastating pandemic. This year has been yet another of challenge, when our operations have been impacted, our finances affected, our business planning interrupted, our residents and their families unsettled and our management and staff stretched and challenged.

But such is the MannaCare culture and commitment to its business and clients that we have confronted all challenges and maintained an optimal level of service. Despite the difficulties, MannaCare remains well placed to continue to deliver on its commitment to quality care.

The CEO's report and Treasurer's Report provide detail and explanation on our financial and operational position. I commend those reports to you. The Board has been most prudent in its assessment of all aspects of our COVID-19 impacted operational and financial performance and the legacy effects of the pandemic. Occupancy levels; COVID-19 management costs; increasing utility costs and any other element that impacts our operations, are the subject of close and ongoing review.

The Board has put a plan in place that we expect will drive further improvements and this will be implemented, assessed, reviewed, adjusted and maintained for as long as necessary until we are comfortable with the outcomes. I commend management on its leadership and embrace of this plan.

I can assure readers that MannaCare is doing all that is possible to ensure the care and safety of residents and clients and all that is feasible, in searching for the sustainability that we must secure. I have confidence, based on the people we have; the passion and commitment they exhibit; the focus they have on quality service delivery; and, the practical plans we have in place, that we can continue to move MannaCare in a positive direction.

I thank the Board, CEO Tracy Laethaisong, her executive, all staff and of course all residents, their families and others who have pulled together to ensure that we have reached the position we have.

I also thank Manningham City Council for its support and understanding in these unusual and difficult times.



CEO Report

Tracy Laethaisong

The MannaCare team has delivered care and services to more than 1,947 residents and clients over the past year. I am extremely proud of the team for their continued focus on the wellbeing of our residents, clients and their families while also dealing with their own challenges related to the COVID-19 outbreaks, Personal Protective Equipment (PPE) wearing, social distancing and home schooling, just to mention a few.

To say it's been a tough year would be an understatement. Providing services to our clients during a pandemic has been a major challenge, with new variants every few months, workforce shortages, escalating costs and insufficient clarity regarding key elements of the reform agenda, as well as the change to AN-ACC funding and introduction of care minutes has tested us all. Progress on the Federal Government's reform agenda has been mixed and was interrupted by the Federal Election and caretaker conventions. Like many providers, MannaCare continues to be concerned about the adequacy of Australian National Aged Care Classification (AN-ACC) funding to cover the increased care minutes, as well as proper funding levels for increased labour and other costs, including compliance and reporting.

MannaCare joined the newly formed Aged and Community Care Provider Association (ACCPA), which was established following the Royal Commission's recommendation to establish a single representative body for the sector, and we welcomed this change. ACCPA brings together all providers and will advocate for essential reforms to ensure older Australians are cared for and served in alignment with community values, recommendations from the Royal Commission and by providers who have financial and regulatory certainty.

The year has again been challenging from an operating and financial perspective. Most of the meaningful sector reforms to funding; quality and safety; regulation and pricing are still to come and will present their own challenges in the months ahead. In the meantime, expectations of provider delivery have increased without an increase in funding and is coupled with serious labour constraints. It's now close to a decade where indexation to Government funding has been materially inadequate to cover the increases in staffing costs.

Our financial results have been adversely impacted by this scenario of inadequate funding and indexation, the COVID-19 pandemic, delays in Government COVID-19 outbreak grants, and lack of certainty with respect to the Government's reform agenda. However, notwithstanding the annual net deficit of \$671,000 this year, it was a significant improvement on the previous two years, and we are confident that we will see more improvement in the year to come.



Our Home and Community teams, whose services were largely paused during the 2020-2021 financial year due to COVID-19 lockdowns, have largely rebounded and continue to provide a much-needed service to our local community. We all wait to see how the transition to the new 'Support at Home' program which will be implemented on 1 July 2024. We continue to work to understand these changes and the impact it will have on the way our Home and Community teams work. Our teams have delivered significant improvements across key quality, safety and satisfaction indicators, as well as a number of system and software upgrades which improve productivity and allow MannaCare to stay ahead of the curve.

Looking after our residents and clients in our local Manningham area and being able to provide them with the best care and service remains our core driver to deliver improved consumer experience, and operational and financial performance. This year, our senior leadership team has changed slightly to strengthen and broaden our ability to provide support to our wider team. This, coupled with best practice systems and processes and a strong balance sheet, has enabled us to deliver the best of care and services to our residents, families and clients.

MannaCare continues to monitor the changing nature of the pandemic and take necessary steps to protect the health, wellbeing and safety of our residents, clients, our team and visitors. We received overwhelming support from our residents, families and our team as we have navigated the challenges of the pandemic, updated our operating procedures, provided opportunity for vaccination and promoted availability of the new anti-viral treatments to our residents. On behalf of MannaCare, thank you to all who helped us keep each other safe and reduce the spread of COVID-19 in our community.

Once again, I would like to express my gratitude to the entire team at MannaCare for their work in a very challenging environment. I also thank the Board who generously volunteer their time to govern and support all of us at MannaCare. Their contribution this past year has been phenomenal, and I am very thankful to have their input and guidance.

I look forward to the next year feeling like we are well placed and ready for the changes and challenges that may come our way.

Leadership Team



**Tracy
Laethaisong**
Chief Executive Officer



**Jeremy
Jones**
Chief Financial Officer



Melissa Read
Operations Manager
- Residential



**Stephen
Hardman**
Operations Manager
- Community



**Romi
Mathieson**
Quality Manager



**Ketan
Parmar**
Systems Manager



**Dilshani
Aponso**
Financial Controller



**Barbara
Henwood**
Clinical Services Manager



Residential Care

Cassia House and Doncaster Melaleuca Lodge

Our residential team demonstrated an exceptional level of dedication and professionalism in the management of COVID-19 and subsequent workforce shortages experienced across the aged care sector. We are proud of our team's continued work to provide care and support to all our residents during the ongoing challenges that COVID-19 presented. With the need for constant RAT testing, PPE and episodic outbreaks, our residents, families, friends, volunteers and staff rallied together to support each other. With upmost respect and compassion, we continued to support and care for our residents each day.

Our commitment to excellence is present across all departments within our homes, where our primary focus is delivering resident-centred care. Through our care planning and review processes, we demonstrate care that reflects each resident's needs as an individual. Our resident-centred approach has seen quality care being delivered with risks taken, engaging in a consultative process to ensure each resident is living their best life.

In consultation with our residents, we operate our homes with ongoing continuous improvement in mind. Feedback from our residents has been paramount in how we maintain integrity across our functions within both homes. From decorating personal and common spaces, to new furniture and fittings, the last 12 months has seen improvements to promote a home-like environment. With some disruptions and subsequent delays due to COVID-19 outbreaks, we will continue over the next year to complete our refurbishment plans.

Menus have been reviewed with our residents at Food Focus meetings, chaired by our chefs. After consultation, we implemented new menus. We welcome and encourage feedback in relation to specific meals or ingredients to present great tasting meals with nutritional value. The collaboration between the catering teams and our residents has been very good and we look forward to future Food Focus meetings as seasonal menus are introduced.

Our staff are critical to the success of our homes. Consistent with our values, we have encouraged opportunities for promotion from within our own teams.

Krishan Arora commenced at MannaCare from the acute sector, seeking an opportunity to build relationships with residents and families within the aged care environment while continuing clinical applications. He commenced as a Registered Nurse and progressed to join our team of Clinical Care Coordinators. Demonstrating leadership skills, Krishan was again promoted to the position of Clinical Services Coordinator. In 2023 Krishan will continue to receive support from MannaCare in completing his personal professional development plan to continue his desired career pathway into senior management. This is only one example from our residential team where MannaCare has encouraged and supported further training and development of team members to attain their desired career pathway.



Krishan Arora

Residential Care

Our Leisure and Lifestyle Program

MannaCare residents experience a range of multicultural, person-centred Leisure and Lifestyle programs which focus on individual choice and engaging experiences.

MannaCare promotes personalised programs, including Montessori-based activities in our Memory Support Unit within Cassia House. Our Leisure and Lifestyle Program encompasses the social, physical, emotional, intellectual and spiritual aspects of our residents' lives.

During the calendar year we celebrated Australia Day and ANZAC Day commemorations, St Patrick's Day, Mother's Day and Father's Day, Queen's Birthday, Christmas in July luncheon, AFL/NRL celebrations, Melbourne Cup, and Christmas festivities.

Chinese New Year, Greek Easter, Greek Independence Day, Italian National Day, Bastille Day and NAIDOC Week were cultural event highlights for residents within Cassia House and Doncaster Melaleuca lodge.

Special occasions included the Musical Concert program at Doncaster Melaleuca Lodge, and re-introduced 'Sunday Concerts' in the Cassia House Plaza. This year, new and interesting ensembles were added including the 'Qukes' Ukele group. Our own Volunteer Coordinator, Tanya Warms is a member of the Kew 'Qukes' group.

Activities included strength training exercises; walking group; quizzes and brain games; sensory cooking; tea tasting; bus outings into the community; art and craft; Manningham Library Services; Story Circle Discussion group; David Jensz current affairs group; Karaoke sing-a-longs; Melaleuca Café; happy hours; kiosk mobile trolley and concerts.

Uniting (Holy Trinity and Doncaster Uniting Church) and Catholic Church services (St Gregory the Great) have continued in-house and via online streaming.

In addition to these, residents enjoy reminiscing sessions, carpet bowls, Men's Group, skittles, 'Knit and Natter' group, our Cassia House chickens and outdoor gardening program. We have also added the Bunnings Community craft/gardening program, where residents create their own piece of artwork.

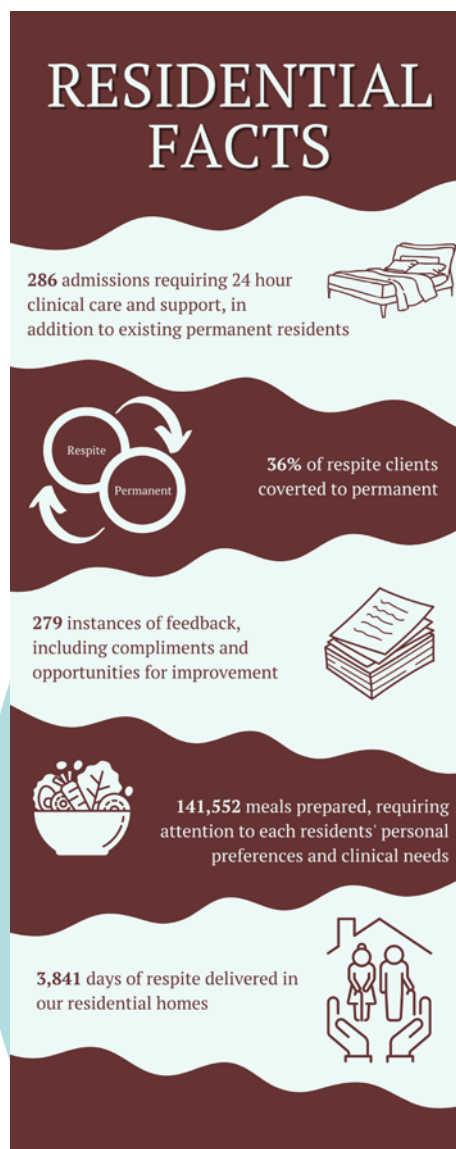
We were very fortunate to have many MannaCare volunteers return in 2022, after many months of remote support. This includes volunteers who fulfil many valued roles, internally and externally for MannaCare residents. Musicians, pet therapists, Parish volunteers, students, and our much-loved long-term activity volunteers returned.

In 2022, we have been able to use the Community Visitors Scheme volunteers, and Migrant Information Centre (Eastern Region). MannaCare residents at both sites receive visits from Italian, Greek and Spanish speaking volunteers on a weekly basis. This is essential for our resident emotional, social support and cultural care.

We continue to use the iPads donated by the Rotary Club and our own 'Friends of MannaCare' group, for resident images and social connection. These are also used for interactive games and much needed communication with loved ones.

Residents continue to receive Facetime calls as required from volunteers for social and emotional support, and bilingual engagement at Cassia House and Doncaster Melaleuca Lodge.

COVID-19 restrictions challenged us to be even more innovative and rely further on tele-support from families and volunteers. Staff and volunteers worked diligently to ensure that each resident was involved in a person-centred, engaging activity every day.



Community Programs

It has been an unusual and challenging time as MannaCare's Community services continued to be affected by COVID-19. However, we have met the challenges, grown from the experience and are ready to deliver an expanded service offering in 2022-23. We continue to demonstrate our value and expertise by seeing many familiar faces returning to centre-based activities. Many of the groups that were on hold have grown rapidly, reinvigorated by the expansion of the Community Services Team.

Community Services have gone from strength to strength and are once again providing consistent access to many support services through the Home Care Package Team. This includes Garden Maintenance, Home Maintenance and new service offerings including Hydrotherapy. Grevillea House is excited about the new program that will provide greater opportunities for likeminded people to reminisce and provide access to new activities like craft, cooking and gardening groups via the Social Support and Respite services.

The team's resilience and energy to continue to support people accessing Community Services is immeasurable as we look forward to continuing to build on the great team. Without the resilience and tenacity of the team, MannaCare could not continue to provide services that are so highly regarded in the community.

An overview of key activities for 2021-22 is outlined below.



Doncaster Rehabilitation Services

Doncaster Rehabilitation Services (DRS) continued to provide in-centre services for essential clinical care and tele-health services during lockdown periods, as well as our group sessions when allowed between lockdowns. Clients were very happy to be back in-centre experiencing the benefits of our exercise equipment and social interaction with staff and other clients.

The process to finalise the contract for Podiatry was completed and Your Foot Clinic has been delivering services at DRS, in the client's home or in one of their clinics. This has expanded the reach and accessibility of MannaCare's CHSP Podiatry service to clients.

DRS celebrated World Physiotherapy Day by hosting an online exercise session "Keep Physically Well and Active", and was quickly followed by World Occupational Therapy Day. MannaCare also featured the profiles of some of our physiotherapists and occupational therapists, which gained coverage across social media.

The team is very focused on the future of the profession and service, and successfully supported six physiotherapy, seven occupational therapy and five allied health assistant student placements. These placements were provided in partnership with Box Hill TAFE, and Deakin, Monash and La Trobe University coordinators.

A new Master of Counselling student was recruited, completing many of their sessions using telehealth. They will continue servicing POWER and Commonwealth Home Support Programme (CHSP) clients, and the team is excited to continue to provide placements to the next cohort of students. DRS also hosted a work experience student from Camberwell Grammar School.

Like many providers, MannaCare's Home and Community workforce was impacted by COVID-19 and the availability of skilled people. Even so, the team provided 3,236 physiotherapy appointments to people in their homes and our Rehabilitation Centre, with an additional 672 group contacts, 325 physiotherapy assessments, 328 podiatry and 131 counselling session to support people attending the POWER program. Telehealth provided new service delivery with 253 online connections to support people affected by COVID-19. The Occupational Therapy team provided environmental assessment and recommendations to 212 people, helping them to remain independent in their homes with the provision of 251 pieces of equipment including falls alarms and communication aids.

Our focus now is to grow the team so we are able to provide more services to our Home and Community clients.

Community Programs

Respite Services

MannaCare continued to offer overnight respite via cottage and inhome flexible respite, as well as centre-based respite services to support carers and families that may be experiencing stress. We were also able to continue our Social Support Groups to help reduce the risk of people becoming isolated at home.

Despite the restrictions and lockdowns we were still able to provide services for clients and their families. The centre-based respite, groups and overnight respite opened and closed several times throughout the year due to the pandemic restrictions, however, there was overwhelming positive feedback from our clients and their families voicing how much of a difference the respite services make in their lives. During some of the lockdown periods, the overnight services were temporarily provided in Doncaster Melaleuca Lodge. Over the year, 271 overnight services were provided in the refurbished Grevillea House.

We took advantage of the downtime to make improvements to Grevillea House, including painting and decorating, and installing new carpets to help provide a 'home away from home' feel. These improvements are designed to help people feel more settled during their stay.

Over the year, we also updated the services on offer. This included introducing a walking group, exercise program and groups for games, craft and singing interests. We will build on these successes in the next year with the reintroduction of the highly successful and popular pre-COVID bus trips.

It was great to see clients re-joining the groups and connecting socially. Overall, we provided 687 connections to day respite/social support groups, with people enjoying MannaCare's services for up to 6 hours.

MCA FlexiCare

MCA FlexiCare is our in-home support service, designed to assist people to access services that enable them to remain living in their community. The services are provided by our Community Support Workers who have been at the frontline of services provided to our clients during the pandemic.

The team remained committed to our clients throughout the year, working hard during the restrictions imposed by lockdown, and enduring requirements to wear PPE while supporting those in most need at home.

The introduction of new systems has helped to improve the way services are delivered. Many team members spent time in isolation due to COVID-19 restrictions as did our clients, which placed extra demands on our workforce. New team members were recruited over the year to grow the team and ensure our workforce was able to deliver services in a way that kept our clients, and our people, safe. There are now 54 Community Support Workers providing services across Manningham and beyond. We provided training to help our teams adapt to the COVID-safe requirements and how to remain safe while working in people's homes. The Community Support Workers combined efforts supported 8,278 home care appointments, 18,837 services provided including meal preparation, transport to medical appointments and personal assistance at home.

Home Care Packages & NDIS Services Coordination & Support

As with many of the services that MannaCare provides, the Home Care Package team was impacted by COVID-19 during the year. The team rose to the challenges, taking a pragmatic approach to supporting the requirements of clients. We recruited new Care Advisors, adding to our cultural and linguistic diversity to include English, Italian, Hindi, Greek, Somali, Mandarin and Cantonese.

The team continued to support clients while adjusting to new ways of working included the donning of PPE. During lockdowns, the team provided health, welfare and wellbeing checks to MannaCare clients via telehealth. Clients and families were supported with 'how to' guides on the use of smart phones, iPads, tablets and computers to facilitate the delivery of telehealth via Zoom and other platforms.

During this time the Care Advisors provided reassurance to our clients on the risk of COVID-19 and the importance of receiving essential services. This not only impacted clients' outlook on what was essential, but also how these services could continue to be delivered in a reducing workforce across the sector.

The MannaCare Community Team team and clients partnered with the MCA FlexiCare, DRS and Home Maintenance teams to continue to provide the essential services for people at home, overcoming many barriers to service clients with great energy and success.

The team provided 6,682 hours to NDIS participants including transport, physiotherapy, home care and community services.

Community Programs

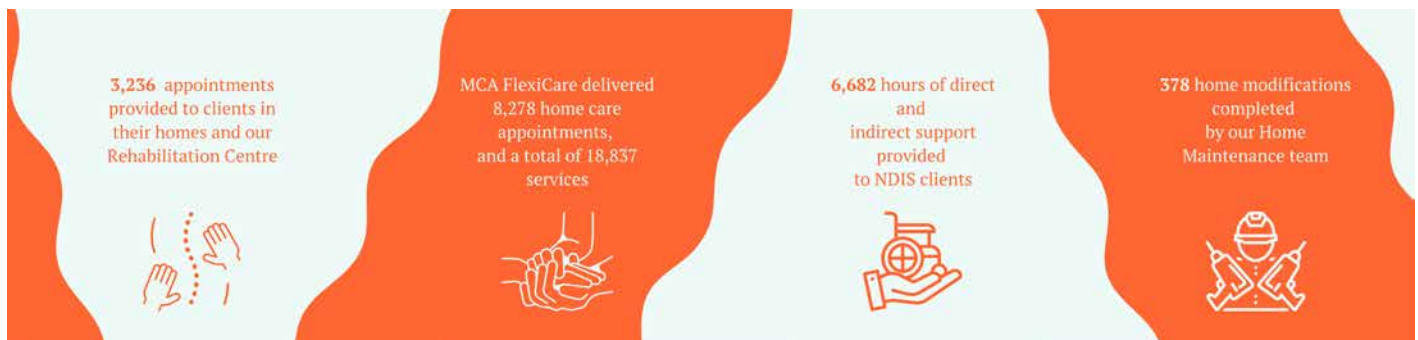
Home Maintenance Services

The Home Maintenance Services team was obviously also impacted by COVID-19 in a similar way to other teams.

The team added to their fleet of vehicles, increasing the capacity to provide maintenance and minor home modifications in clients' homes. The maintenance team continued to provide Community services in emergency essential maintenance throughout the year, and proudly continued this during the lockdown periods. In total, 378 home modifications were carried out, including items like steps, ramps, rails and minor bathroom and kitchen modifications. A significant part of the work completed was maintenance of the outside areas, including 71 gutters cleaned, 139 windows washed and 3,985 appointments for garden maintenance. The team participated in COVID-safe training to enable them to work in people's homes and the residential site-based services safely.

A grounds maintenance schedule was implemented for the Manningham Road site. This included upgrades to site facilities, a tree report and a new rubbish area being created. The tree report was implemented to monitor the health, condition and safety of trees on the property. This involved removal and clearance of trees to improve the vista and safety for clients and employees.

Onsite gardens have been tidied and new ones created, with colourful plantings in preparation for spring and summer of 2022-23 and beyond. There has been a lot of work done to improve safety of the environment. We have also entered a partnership with CPB to create a new outdoor space for people to sit and gather to enjoy the beautiful grounds.



IT Report

A step towards digitalisation

MannaCare is known for providing affordable, quality residential and community services to the people of Manningham. To continue providing quality services into the future, we have added digitalisation to our strategic business plan. Digitalisation refers to using digital technologies to change or upgrade a business model and provide new revenue and value producing opportunities. Digitalisation in any business helps to improve the efficiency of its operations, making automation possible.

This year we upgraded the fibre connection to 1GB bandwidth, giving users a better system experience with much faster internet speed for upload and download of the data with no interruptions. The server hardware has also been upgraded with higher specifications, allowing the systems and applications to perform better and provide staff with improved user experience. MannaCare's email system has been upgraded from the legacy local client to the new cloud-based Office 365 product suite, providing benefits of better storage, secured and improved communication.

The current suite of applications is monitored and upgraded with new modules at regular intervals. During the year we have:

- Upgraded our Community management software, TCM with the NDIS, IPA and Configurable Switchboards modules

- Upgraded the Residential Care management system, Manad to support the AN-ACC and Proda module
- Upgraded the payroll system, MicroPay with the latest Single Touch Payroll updates.

In the coming year, we are planning further upgrades of our existing systems, which will provide improved functionality and efficiency for our teams. This includes the financial system, Epicor which will be upgraded to the new 2022 version, and will have AN-ACC features and reporting benefits. Our time and rostering software, RosterOn is being transitioned to new product, Optima, with improved user experience and a set of new enhanced features. Our catering system, SoupedUp will also be upgraded, which will provide customisation options for catering.

We are looking at ways to streamline and automate processes of various departments. One new program being implemented is Elmo, which will be our new HR onboarding system, and will be used by HR, Payroll and the Operations teams for recruitment and onboarding processes. The quality management system, CompliSpace will assist teams making the quality processes and procedures easily available for access and updates via the CompliSpace Policy Connect module, and the learn module will also be available within CompliSpace, allowing users to conduct their training online.

A further analysis and review of application processes is planned to support different teams to get more out of the systems, reduce duplication and the need for manual processing.

Volunteer Report

We have been amazed and grateful for the resilience of our volunteers over the year. Even though COVID-19 regulations changed frequently during the year, our volunteers continued to attend and perform their roles with their usual passion and commitment. This was exemplified by Pat Wheeler, who was awarded Manningham City Council's 'Volunteer of the Year' for 2021, and Mary Whincup and Miffy Hogan being recognised by the Manningham City Council for their volunteering efforts in January 2022.

While MannaCare volunteers continued to attend our site and visit clients in their homes, many also resumed the 'off site' roles they performed during the various COVID-19 lockdowns, such as writing letters and cards to residents and clients, compiling resident's biographies, crocheting poppies for ANZAC Day, making craft items and phoning our seniors at home to maintain social contact.

Local resident Shirley McDonald crocheted poppies, volunteer Bev Turner organised for knee rugs to be made by the members of St Timothy's Church, and Gail McCann from Pathway's Baptist Church organised for her knitting group to make us more fiddle blankets. In December, Mellissa Ramsey from Gateway LEN in Box Hill organised for their clients to make Christmas wreaths to complement the Christmas Tree decorations made by our residents.

Our visiting animals continue to be very popular, with the well-known cockatoo 'Mr P' who is brought in by his 'staff', Vicki and Clive Roberts every fortnight. Our monthly Sunday concerts continued to gain momentum. These concerts are financed by the 'Friends of MannaCare' who raise money by holding regular sausage sizzles at Bunnings.

Some of our long-standing volunteers retired during the past year including Rev Fred Webber, Lindy Gilham, George Guiver, Jan Wheeler and Carolyn Sadler. We thank them for the enormous contribution they have made.

The annual National Volunteer Week commemorations in May were postponed due to a COVID-19 outbreak in our residential homes. Other challenges this year included attracting skilled volunteers who were otherwise in the paid workforce. We are always seeking volunteer musicians and those who speak other languages to align with the languages spoken by our residents and clients.

We continue to be grateful for all the work done by our volunteers, especially during the ever-changing COVID-19 regulations. We look forward to our continued association with them during the coming year.



Pat Wheeler receiving 2021 Volunteer of the Year award from the Mayor of Manningham

Volunteer George Guiver and his wife Liz



Awards

This year we once again acknowledge the contributions of our dedicated staff and volunteers

Staff

5 Years

Monica Wong
Caroline Sparks
David O'Connell
Rebecca Ashworth
Bonnie Leung

15 Years

Hannah Xiang
Hui Mei Guan
Rosetta Care
Kiet Chua
Leanne Reid
Niranjan Saunders

10 Years

Anna Chen
Jane Nambuya
Myrna Schlieff
Winnie Lau
Grace Lai
Sherry Pan
Siew Hong Lim
James Han
Shahnaz Inayat
Connie Lau
Jenny Sim
Gurvinder Gill
Sheila Benyera
Noriel Alvarico

20 Years

Christella Christofis

Volunteers

5 Years

Anna Toscano
Sue Thompson
Terry Sullivan
Don O'Gorman
Colin Neal
John Millard
Jing Miao
Natalie Leibowitz
Ken Lawrance
Liz Haylock
Mahin Davami
Maureen Bowman

10 Years

Bhavana Tailor
Lauris Allen

15 Years

Bev Turner
Rose Tavenor
Miffy Hogan

Retired this year

Fred Webber after five years
Jan Wheeler after five years
George Guiver after 18 years
Lindy Gilham after five years



Aldo and Grace
enjoying a coffee
with ADF personnel

Board of Directors

John Bennie PSM



John has been a Director since 2016 and was elected Chairman in 2021. He is also Chair of the People and Governance Committee and a member of all other Board sub-committees.

John has held numerous executive roles during his 45 year career in local government. 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.

He was awarded the Public Service Medal in 2014 for outstanding public service in the pursuit of excellence in Local Government management.

Nusia Krolkowski – Deputy Chair



Nusia has been a director since 2014 and was elected Deputy Chair in 2021. She is Chair of the Operational Risk Committee and a member of the People and Governance and Promotion Advisory Committees.

She has been a resident of Manningham for 37 years. She is a Registered Nurse and an experienced executive with 20 years in senior management positions in the aged care industry.

She is a past Director of the Manningham Youth and Family Services and was a committee member of the Doncaster Netball Club for many years, including 8 years as President.

John Shaw – Treasurer



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

He has 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 Promotion Advisory Committee and a member of the People and Governance, Council Liaison, Operational Risk and Business Strategy 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.

Peter Fuller



Peter has been a director since 2017 and is a member of the Finance and Audit and Operational Risk 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.

Board of Directors



Selina Leung

Selina has been a Director since 2019 and is a member of the Finance and Audit, Promotion Advisory and Operational Risk Committees. 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

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.



David Meiklejohn AM

David has been a Director since 2011 and was Chairman from 2011 until 2021. He is a member of the Finance and Audit, Business Strategy and Operational Risk 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 Pappas

John joined the Board of MannaCare in 2021 and is a member of the Finance and Audit Committee. He is an experienced executive, Director and business owner with over 25 years of corporate experience. With sound business acumen and a strategic mindset he is committed to maintaining high professional standards and work ethic. His foundational career was within the Banking and Investment Banking arena and M&A experience in various sectors across the globe. He has gained a reputation for excellence as a trusted advisor to his all key stakeholders. A graduate member of the Australian Institute of Company Directors, he holds a Masters Degree of Applied Finance.



Thilaka Satha

Thilaka has been a Director since 2019. She is the Chair of the Business Strategy Committee and a member of the Operational Risk Committee. She is senior manager at the Department of Jobs, Precincts and Regions and has had over 15 years of experience in the Strategy, Policy and Corporate Governance area. She has been involved in a number legislative, policy and regulatory changes in the health sector and is currently a Board member on the Victorian Nursing and Midwifery Board of Australia. She has a legal background and has also worked overseas in the industrial tribunal in areas of employment relations. Thilaka holds a Master of International Business degree from Monash University.

Farewell to David Meiklejohn AM

Our long-serving Board Director and Chair David Meiklejohn AM, who has served on the Board since early 2011, will be stepping down at the AGM after nearly 12 years. David was awarded Life Membership last year for his tireless service and commitment to MannaCare, and even though we farewell him from the Board, we know that David will remain a stoic supporter for years to come.

David's contribution in the area of financial management has been invaluable, providing clear leadership and guidance on many levels. Coupled with his strong understanding of all regulatory matters, David's broad knowledge and experience has been of great value in the completion of statutory year-end processes for many years.

David's commercial acumen has also been well noted, with one key example being the decision to implement the Cassia House building improvement project over 2016-2018. This project ensured a significant upgrade of residential facilities at Cassia House that in turn, has improved occupancy levels for incoming residents and their families, as well as creating a much brighter, more positive working environment for our staff. Another key contribution was the decision to diversify MannaCare away from being a wholly residential aged care operation to one that provides both residential aged care, as well as home and community services solutions to (now over 800 home-based) clients in our local community. This strategic change proved to be critical in changing our revenue mix, aligning our service provision to the change in Government funding and direction, as well as bringing increased scalability to our service provision, given the nature of home and community services solutions.

David's conservative approach to cash flow management, proactive management of COVID-19, and preparation for changes in Government policy, has been appreciated by so many during his time at MannaCare. Finding the right balance in adapting to such change, with careful decision-making and seeking input from responsible others, has avoided many pitfalls, and is a significant contributing factor to the strong financial position maintained by MannaCare today.

David has been instrumental in strengthening our partnership with Manningham City Council over the years, including the negotiations of the long-term lease of the site on which MannaCare resides. This has provided much-needed stability in times of need and especially over the past few years where finances were stretched as we dealt with a number of significant challenges within the industry. These challenges have been ongoing and tough for all providers in the industry, and certainly having a strong governance structure in place has been paramount in supporting the CEO, Executive, staff, families, residents and clients alike.

MannaCare also appreciates the interest that Wendy Meiklejohn has shown, and the support she has been to David in his challenging role as a Director and as Chair.



David reflected, "I have enjoyed a very interesting journey of some 40 years with today's MannaCare from being a member of the feasibility Steering Committee for a Nursing Home in 1981 to being a Director and Chair for nearly 12 years from 2011.

Over the past decade, the challenges for us who are involved in providing care and support for the aged and aging members of our community seem to have become more complex and challenging. However, I have been fortunate to work alongside many committed volunteer Directors and with a competent and professional management team who have tackled the challenges head on and who have all contributed to making MannaCare, in my view, the premier provider of aged care services in Manningham.

I congratulate all of our people and thank all of our stakeholders for helping us achieve this. It has been an honour to lead the MannaCare team as Chair for over 10 years and a great pleasure to work with you all. I wish you well for the next years of your journey."

Chair John Bennie, articulates the thoughts of many. *"We congratulate David on his leadership throughout many years. David has left MannaCare in a strong position, having overseen many changes during his time. We thank him for his service and outstanding efforts in leading the Board and supporting the MannaCare Team. We wish him well in his retirement."*

Treasurer's Report

John Shaw, Treasurer

We are pleased to present the summary financial statements for the year ended 30 June 2022, which saw the continuation of the very challenging pandemic conditions from the previous year. Financial data provided in the annual report has been extracted from MannaCare's audited financial statements, with the complete set of financial information available either through download at mannacare.org.au or through management upon request.

MannaCare has reported an annual net deficit of \$671k (deficit of \$1,750k in 2021), a significant improvement on recent years, especially given the much higher incidence of COVID-19 through our homes in January/February 2022 and May/June 2022. As with 2020-21, our focus has very much been on maintaining the health and well-being of our residents, staff and volunteers, with financial consideration being very much secondary in our approach. While an expected COVID-19 reimbursement of \$600k has been accrued in our 2021-22 financial result, the cost of COVID-19 management has been significantly higher at over \$1.1m, with key costs noted in the areas of internal and agency labour, PPE, cleaning and laundry, waste disposal, client supplies and services, and proactive infection prevention.

While the overall results noted above were unsatisfactory (as compared to a small, budgeted surplus), we highlight the improvement in 2021-22 net operating surplus recorded before depreciation and amortisation cost of \$1,840k, as compared to an operating surplus before depreciation and amortisation cost of only \$296k in the previous year.

Following trends in preceding years, the residential financial performance of both Cassia House and Doncaster Melaleuca Lodge has continued to be challenging, with the impact of the COVID-19 pandemic reducing occupancy levels (and therefore residential revenue), as well as increased personnel and other operating costs.

Our accumulated funds and residential bonds remain invested in term deposits with approved deposit institutions and in investment-grade corporate issues. While investment income improved to \$292k for the year, this was more than offset by an unfavourable fair value adjustment of some of our investments. We note the increased levels of RAD and Bond balances from \$19,553k at the start of the year, as compared to \$22,588k at year-end. This trend has directly impacted the increase in cash and other financial asset balances by \$1,561k to \$24,100k at year-end.



2021-22 has been challenging for the broader aged care industry, with much regulatory change arising from the Aged Care Royal Commission, the ongoing management of COVID-19, and the very thin margins recorded through insufficient funding and increasing costs of operations. We highlight the impact of inflationary pressures arising over the second half of the year, in particular, through supply chain issues for many operational goods and services, as well as the constant pressure on staffing costs given shortages of quality aged care staff across the industry.

However, MannaCare has, on the whole, managed its financial position very carefully during the year, and will take the positive outcomes from the current year forward to ensure the necessary balance between quality health, wellbeing and safety of all our clients, staff and volunteers, as well as improved financial outcomes from both residential and community-based programs, is maintained.

2021-22 has been a period of significant change in many ways, including in relation to industry-wide regulatory change, renewal of the senior management team, significant system upgrades and new investment, business development and repositioning, as well staff restructuring and remuneration alignment to changing market conditions.

Following detailed strategic review over recent months, MannaCare is focused on repositioning post-COVID, and rebuilding operations to previously high levels of community service and support that have become the hallmark of the organisation over many years.

Financial Report

Statement of Income and Expenditure and Other Comprehensive Income For the Year Ended 30 June 2022

	2022	2021
	\$	\$
REVENUE	25,726,990	20,840,124
Employee Benefits Expense	(18,696,977)	(16,204,211)
Rent Expense/(Rent Relief)	-	279,444
Catering Expense	(662,722)	(574,621)
Cleaning and Laundry Expense	(756,507)	(726,122)
Depreciation and Amortisation Expense	(2,123,266)	(2,102,842)
Finance costs	(1,360,954)	(1,158,676)
Administration Expense	(870,054)	(620,647)
Repairs and Maintenance Expense	(399,867)	(317,754)
Client Supplies and Service Expense	(823,102)	(960,288)
Energy and Utilities Expense	(279,412)	(273,023)
Other Expenses	(36,975)	11,861
DEFICIT FROM OPERATING ACTIVITIES	(282,846)	(1,806,755)
OTHER COMPREHENSIVE INCOME		
Fair value movements on investments	(388,340)	56,855
TOTAL COMPREHENSIVE DEFICIT FOR THE YEAR	(671,186)	(1,749,900)

Statement of Cash Flows For the Year Ended 30 June 2022

	2022	2021
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from Government Grants	15,414,349	12,724,466
Receipts from Residents and Clients	6,547,488	8,212,781
Donations	41,530	1,009
Other income	-	298,277
Payments to suppliers and employees	(21,952,632)	(18,449,176)
Interest received	2,508,093	116,619
Interest paid	(1,360,954)	(495,135)
NET CASH PROVIDED BY / (USED IN) OPERATING ACTIVITIES	1,197,874	2,408,841
CASH FLOWS FROM INVESTING ACTIVITIES:		
Payment for property, plant and equipment	(1,455,480)	(327,185)
Redemption/(Placement) of term deposits	1,800,000	1,700,000
Purchase of financial assets	(3,136,133)	(8,550,812)
Net cash provided by / (used in) investing activities	(2,791,613)	(7,177,997)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Bond refunds to residents	(366,570)	(174,070)
RAD/RAC receipts from new residents	13,800,000	8,322,032
RAD/RAC refunds to residents	(10,398,589)	(4,452,198)
Payment of lease liabilities	(619,762)	(425,411)
Net cash provided by / (used in) financing activities	2,415,079	3,270,353
Net increase / (decrease) in cash held	821,340	(1,498,803)
Cash and cash equivalents at beginning of financial year	2,923,651	4,422,454
Cash and cash equivalents at end of financial year	3,744,994	2,923,651

Financial Report

Statement of Financial Position As at 30 June 2022

	2022	2021
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	3,744,994	3,130,561
Trade and Other Receivables	2,095,476	1,292,715
Other Financial Assets	20,355,459	19,407,666
Inventories	117,945	-
Other Assets	289,329	218,890
TOTAL CURRENT ASSETS	26,603,203	24,049,832
NON-CURRENT ASSETS		
Property, Plant and Equipment	10,060,826	9,847,417
Intangible Assets	87,221	99,869
Right-of-use Assets	8,468,330	9,336,877
TOTAL NON-CURRENT ASSETS	18,616,377	19,284,163
TOTAL ASSETS	45,219,580	43,333,995

	2022	2021
	\$	\$
LIABILITIES		
CURRENT LIABILITIES		
Trade and Other Payables	5,548,148	5,392,956
Borrowings	-	206,910
Lease Liabilities	683,759	619,761
Employee Benefits	3,322,918	3,116,591
Other Liabilities	22,587,971	19,553,130
TOTAL CURRENT LIABILITIES	32,142,796	28,889,348
NON-CURRENT LIABILITIES		
Employee Benefits	74,997	87,916
Lease Liabilities	8,707,575	9,391,334
TOTAL NON-CURRENT LIABILITIES	8,782,572	9,479,250
TOTAL LIABILITIES	40,925,368	38,368,598
NET ASSETS	4,294,212	4,965,397
EQUITY		
Reserve – Fair value movements on investments	(331,485)	56,855
Retained earnings	4,625,697	4,908,542
TOTAL EQUITY	4,294,212	4,965,397

Statement of Changes in Equity For the Year Ended 30 June 2022

2022	Reserve – Fair value movement on investments \$	Retained Earnings \$	Total \$
BALANCE AT 1 JULY 2021	56,855	4,908,542	4,965,397
Surplus/(Deficit) for the year	-	(282,846)	(282,846)
Fair value movements on investments	(388,340)	-	(388,340)
BALANCE AT 30 JUNE 2022	(331,485)	4,625,696	4,294,212
2021	Reserve – Fair value movement on investments \$	Retained Earnings \$	Total \$
BALANCE AT 1 JULY 2020	-	6,715,297	6,715,297
Surplus/(Deficit) for the year	-	(1,806,755)	(1,806,755)
Fair value movements on investments	56,855	-	56,855
BALANCE AT 30 JUNE 2021	56,855	4,908,542	4,965,397

Auditor's Report

Mannacare Inc

ABN: 15 698 364 348

BANKS GROUP

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Mannacare Inc

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.



Andrew Fisher FCA, Partner (auditor registration number 306364) on behalf of
Banks Group Assurance Pty Ltd, Chartered Accountants
Authorised audit company registration number 294178 (ACN 115 749 598)

25 October 2022

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Auditor's Report

BANKS GROUP

Mannacare Inc

Independent Audit Report to the members of Mannacare Inc

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Mannacare Inc, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the board of governance.

In our opinion the financial report of Mannacare Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Association are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Simplified Disclosures and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

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Auditor's Report

Mannacare Inc

BANKS GROUP

Independent Audit Report to the members of Mannacare Inc

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Banks Group Assurance Pty Ltd, Chartered Accountants
Authorised audit company number 294178 (115 749 598)



Andrew Fisher FCA, Partner
Registration number 306364

Melbourne, Australia
25 October 2022

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Auditor's Report

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INDEPENDENT AUDITOR'S REPORT

To the Directors of Mannacare Inc and the Secretary of the Department of Health and Aged Care.

Report on Mannacare Inc's compliance with the *Aged Care Act 1997* (the Act) and the *Fees and Payments Principles 2014 (No.2)* (Fees and Payments Principles).

We have audited the compliance of Mannacare Inc with the requirements of Part 5, Part 6, and Part 7 of the Fees and Payments Principles for the period 1 July 2021 to 30 June 2022.

Opinion

In our opinion, Mannacare Inc has complied, in all material respects, with the requirements of Part 5, Part 6, and Part 7 of the Fees and Payments Principles (as amended) for the period 1 July 2021 to 30 June 2022.

Report on other legal and regulatory requirements

In accordance with the requirements of the Guide to audit of an approved provider's compliance with the prudential requirements (the Guide), we are required to report all instances of non-compliance with the requirements of the Act and the Fees and Payments Principles by Mannacare Inc that came to our attention during the course of our audit.

Directors' responsibility

The directors of Mannacare Inc are responsible for compliance with the Act and the Fees and Payments Principles and for such internal control as the directors determine is necessary for compliance with the Act and the Fees and Payments Principles. The responsibilities of the directors include requirements under the Act and the Fees and Payments Principles for the preparation and presentation of the Annual Prudential Compliance Statement (APCS) and compliance with the Prudential Standards contained within the Fees and Payments Principles.

Auditor's responsibility

Our responsibility is to form and express an opinion on Mannacare Inc's compliance, in all material respects, with the prudential requirements of the Act and the Fees and Payments Principles.

Our audit has been conducted in accordance with the applicable Standards on Assurance Engagements (ASAE 3100 Compliance Engagements), issued by the Auditing and Assurance Standards Board and with the requirements of the Department of Health and Aged Care as set out in the Guide. Our audit has been conducted to provide reasonable assurance that Mannacare Inc has complied with the requirements of the Fees and Payments Principles. ASAE 3100 requires that we comply with relevant ethical requirements.

Audit procedures selected depend on the auditor's judgement. The auditor designs procedures that are appropriate in the circumstances and incorporate the audit scope requirements set out in the Guide. The audit procedures have been undertaken to form an opinion on compliance of Mannacare Inc with Part 5, Part 6, and Part 7 of the Fees and Payments Principles. Audit procedures include obtaining evidence relating to refundable deposits, accommodation bonds and entry contributions held; refunds of refundable deposits, accommodation bond balances and entry contributions; limits on charging refundable deposits, accommodation bonds; compliance with the Prudential Standards relating to liquidity, records, governance and disclosure; and use of refundable deposits and accommodation bonds.

Auditor's Report

BANKS GROUP

This auditor's report has been prepared for the directors of Mannacare Inc and the Secretary of the Department of Health and Aged Care for the purpose of fulfilling the requirements of the Disclosure Standard. We disclaim any assumption of responsibility for any reliance on this report to any persons or users other than the directors and the Secretary of the Department of Health and Aged Care, or for any purpose other than that for which it was prepared. Our report is intended for the directors of Mannacare Inc and the Secretary of the Department of Health and Aged Care and should not be distributed to other parties.

Inherent limitations

Because of the inherent limitations of any compliance procedures, it is possible that fraud, error or non-compliance may occur and not be detected. An audit is not designed to detect all instances of non-compliance with the requirements of the Act and Fees and Payments Principles, as the audit procedures are not performed continuously throughout the year and are undertaken on a test basis.

The auditor's opinion expressed in this report has been formed on the above basis.



Banks Group Assurance Pty Ltd, Chartered Accountants
Authorised audit company number 294178 (ACN 115 749 598)



Andrew Fisher, Partner
801 Glenferrie Road, Hawthorn VIC 3122
Registration number 306364

26 October 2022

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Services

Residential Services

Cassia House

☎ 9856 1201

✉ cassia@mannacare.org.au

Doncaster Melaleuca Lodge

☎ 9856 1225

✉ dml@mannacare.org.au

Administration

☎ 9856 1201

✉ enquiries@mannacare.org.au

Community Services

Doncaster Rehabilitation Services

☎ 9856 1210

✉ rehab@mannacare.org.au

MCA FlexiCare

☎ 9856 1212

✉ flexicare@mannacare.org.au

Grevillea House

(Social Support Group & Respite Program)

☎ 9856 1224

✉ enquiries@mannacare.org.au

Home Care Packages

☎ 9856 1218

✉ homecare@mannacare.org.au

Home Maintenance Services

☎ 9856 1252

✉ hmsadmin@mannacare.org.au

NDIS Support Coordination

☎ 9856 1203


✉ ndis@mannacare.org.au



MannaCare
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 MannaCare

 MannaCare Inc