

**2022 / 2023**  
**Thirty Ninth**

# ANNUAL REPORT



▲  
Lodge Resident  
Elsie



**MannaCare**  
WIDER CHOICES FOR OLDER PEOPLE



# Mission

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

# Values

**Professionalism** throughout the organisation

**Respect** 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





# Table of Contents

Chair's Report	04	Volunteer Program	12
Leadership Team	06	Staff & Volunteer Awards	13
Residential Care	07	Board of Directors	14
Home Care Packages & NDIS	08	Treasurer's Report	17
Doncaster Rehabilitation Services	09	Financials	18
MCA FlexiCare & Social Support Programs	10	Auditor's Report	20
Home Maintenance Services	11	Services	23



# Chair's Report

From the outset of COVID-19 in January 2020, MannaCare and the residential aged care sector has faced significant and unrelenting challenges.

This time last year, the MannaCare Board was hopeful that we might have seen the last of a pandemic that had caused widespread impact over two and a half years. Regrettably that was not the case and long tail impacts continue to be experienced.

To summarise a challenging year, we have:

- experienced more of the same pandemic challenges;
- dealt with COVID-19 legacy and related issues including staffing and management fatigue and change (much as a result of the pandemic);
- been required to respond to Royal Commission outcomes placing greater expectations on an already stretched sector; and,
- managed other micro economic matters impacting the viability of aged care in general.

However, it also warrants noting that we have concluded 2022/23 and commenced a new year with greater clarity, focus and understanding of the issues we face, and have a grounded optimism for the year ahead.

More specifically:

- COVID-19 outbreaks continued in 2022/23 causing occasional lockdowns;
- each lockdown set our 'occupancy recovery' back and for much of the year, occupancy has been below sustainable levels;
- staff resourcing continued to be impacted by COVID-19 and other illnesses; and,



- Government funding for COVID-19 expenses continued to be insufficient - the sector was essentially on its own for a period and expected to operate to new Government Reform standards, while also dealing with significant operational impediments.

Several years ago, MannaCare took prudent steps to diversify, introducing complementary services and revenues. These have been generally successful, lessening the revenue risks of any weak occupancy and making a useful contribution to operating surpluses. However, the ongoing issues outlined were not confined to our core business only and we also experienced impacts on these diverse, community or non-residential activities.

The Board implemented appropriate corrective actions and management but many of these will require time to take full effect

Outcomes arising from a Royal Commission into the Aged Care sector imposed another set of expectations and requirements that we were required to address. Low levels of pay were entrenched within the sector and it came as no surprise that staff salaries should be lifted with commensurate Commonwealth relief on a basis to be determined.

To ensure that our staff were retained, respected and properly remunerated, the Board took a preemptive step to increase salaries to a level that was ultimately endorsed by Fair Work Australia.

The aggregation of all of the continuing issues and new challenges outlined manifested in the unfavourable financial outcomes reported by the Treasurer elsewhere in this Annual Report.

The Board and Executive of MannaCare have been acutely aware of the adverse trends and the challenging and increasingly fragile financial position – ending the year with a significant financial deficit – and had developed a comprehensive financial recovery plan that continues to be assessed, implemented and reported upon. The Board and Executive are united and committed in addressing the issues outlined – we will not rest until this is satisfactorily resolved.

A benefit of the timing of this report is that I can foreshadow optimism for the period ahead; we are experiencing a reversal of the adverse 2022/23 trends and have generated four consecutive months of positive cash flow in the new financial year. We have a sound and evidential basis to be positive that this recovery plan is delivering.

We have much more to do and a challenging journey ahead but a pathway to sustainability seems to be emerging.

I commend MannaCare's Executive Management Team, staff and Board for its common focus on every aspect of our operations. I also acknowledge and thank our former CEO Tracy Laethaisong who resigned in 2023 to pursue other opportunities – Tracy steered MannaCare through the worst of the pandemic and implemented some important organisational changes.

We thank Tracy for her important contributions during very challenging times.

2022/23 has been another eventful year but the Board is proud that we have dealt with all that we have, without compromising the safety, care, quality of service and security of our residents and clients.

We thank Manningham City Council for its ongoing support and we also acknowledge the support that the Commonwealth Government has more recently provided in redressing funding levels – the benefits of which will compliment our Recovery Plan.

In closing, I thank all who have continued to make MannaCare a quality and preferred provider among so many – our honorary Board; our team of Executives and Managers; our staff; and of course, our most valued volunteers.

John Bennie  
Chair



# Leadership Team



1. Sandy Perri - Chief Financial Officer

2. Romi Mathieson - Chief Operating Officer

3. Zac Thomas - People & Culture Manager

4. Sandy Roberts - Business Support Manager

5. Dilshani Aponso - Financial Controller

6. Charlene Luo - Quality Manager



7. Robyn Hahn - Operations Manager  
Cassia House

8. Krishan Arora - Residential Services Manager

9. Mark Alviola - Community Care Manager



10. Marcus Chong - Home Maintenance Manager

11. Sage Pahos - Doncaster Rehabilitation Services Manager



# Residential Care

## Cassia House and Doncaster Melaleuca Lodge

Cassia House and Doncaster Melaleuca Lodge continue to maintain excellent care and services to all our residents as COVID-19 remains a significant challenge due to intermittent outbreaks, rigorous infection control practices and constant RAT testing. Our dedicated staff have kept everyone safe as COVID-19 has become a normal part of all our lives and routines.

Residents and families have expressed appreciation; our homes provide a sense of safety and security during uncertain times and the wellbeing of our residents always comes first.

In this past twelve months we have seen the change in funding model for residential care, ANACC – Australian National Aged Care Classification – resulting in overall improvement in subsidies which is based on service type and resident care needs. In response to this, we have been able to improve overall staffing resources across both homes, including a dedicated Manager and Clinical Care Coordinator allocated to each home, whereas previously we had one Manager overseeing both homes and our Clinical Care Coordinators were not supernumerary as they are now with these changes. These critical roles enable close clinical and care monitoring within each home and provide leadership to our teams.

Capital improvements commenced across our kitchenettes in Cassia House to enable direct meal services within each dining room and not transported from the main kitchen as done prior. Acacia and Banksia have been completed at the time of this report, with Erica to be completed in the near future.

Erica unit has undergone refurbishment in the main lounge area with the removal of an internal wall permitting an increase in seating within the dining space.

Across both our homes, Food Focus meetings involving our residents and families continue to provide valuable feedback in the continuous improvement of our menus and dining experiences. The feedback from our residents, families and staff has been positive with our ability to provide improved personalised dining services within each unit.



Damian is the staff member behind all of the beautiful gardens around the grounds of MannaCare.

# Community Programs

## Home Care Packages & NDIS Programs

MannaCare’s Home Care Package and NDIS programs supports individuals within our community to maintain living at home, whilst enabling choice and flexibility in the delivery of services and support provided. We are committed and aim to provide inclusive and accessible services, and ensuring everyone is able to exercise their rights, opportunities, and enhance their wellbeing and quality of life.

In response to the changing presentation of community referrals presenting with an increase in clinical complexities related to chronic diseases, we have employed new Care Advisors over the year to meet the significant growth of our Home Care Package clients. The team continued to take every precaution to prevent the spread of COVID-19 to protect our employees, clients, and communities.

We are fully aware that to continue to meet client needs, deliver high-quality care, and to prepare for the government reform to in-home aged care, it will require a continuous focus on digital technology, innovative business and operating models, quality, training, and clinical management to equip our workforce.

Our teams take pride in providing an excellent standard of services of home care and support to meet our clients’ needs.

This year, we continually collected compliments and client concerns, which are integral elements to reviewing our processes and developing meaningful and long-lasting improvements in our services and consumer experience.

The team provided a total of 26,385 Home Care Package hours and 4,938 hours of direct services to NDIS participants including personal care, personal assistance, transport, and domestic care.



Ann is happy with the Galvanised rails installed by the Home Maintenance Team ▲

# Community Programs

## Doncaster Rehabilitation Services

Doncaster Rehabilitation Services (DRS) continues to provide in-centre and in-home services to clients in our community. Clients have been very happy to have individual and group sessions back in-centre with no COVID-19 disruptions; with the benefits of strength and conditioning exercise helping to improve client function and providing them with social interaction with staff and other clients.

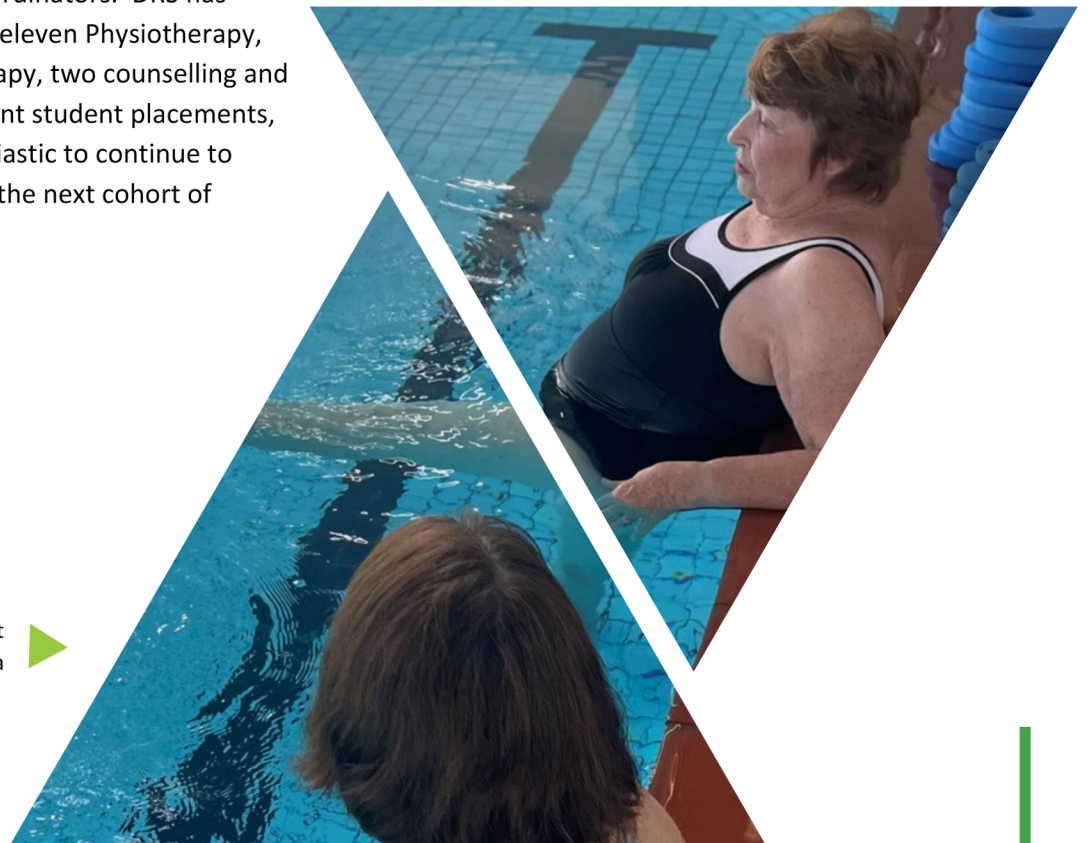
The DRS Team has grown over the last year. The team currently has seven Physiotherapists, four Occupational Therapists and three Allied Health Assistants, who have been able to provide more services to meet community demand, and help clients remain independent in their homes. In addition, DRS has continued to host students in partnership with Box Hill TAFE, Monash and La Trobe University coordinators. DRS has successfully supported eleven Physiotherapy, two Occupational Therapy, two counselling and 10 Allied Health Assistant student placements, and the team is enthusiastic to continue to provide placements to the next cohort of students.

Since the COVID-19 pandemic, DRS has reintroduced the GymActive program. Clients have provided very positive feedback about returning to a supervised gym environment and attendance has grown for all four sessions currently run.

DRS has also introduced a Hydrotherapy Program at Westerfolds Sports Centre in Templestowe. The sessions, run by Physiotherapists, have been very popular for clients with arthritis, neck or back pain, chronic injuries, and those with a history of total hip or knee replacements, among other conditions.

DRS hopes to continue to expand the reach and accessibility of our services in the year to come.

MannaCare physiotherapist  
Wendy working with a  
Hydrotherapy client





# Community Programs

## MCA FlexiCare & Social Support Programs

MCA FlexiCare provides older people with the choice of a wide and flexible range of services such as personal care, personal assistance, housekeeping, meal preparation, transport to appointments and social outings, medication assistance, and companionship.

Our main accomplishment during the year was the ability to maintain continuity of care services, despite the difficulties with changing COVID-19 rules and restrictions, and revisiting what we could implement and what we couldn't. Our dedicated, compassionate and dependable rostering officers and community support workers adapted to the constant changes to meet the needs of the community.

Our community support workforce is critical to the continued delivery of care and support services for our community. We are strongly committed in continuing to have a stable, well-trained, and dedicated support workforce to provide an integrated continuum of care, and make sure that older people with high and complex health and disability support needs will have access to flexible, timely and co-ordinated services and living choices that take account of personal and family/carer needs. We will keep on investing on workforce recruitment, retention, innovation, and training.

Community support workers deliver a wide range of services to clients requiring lifelong disability support or older people, in private home or residential facilities, based on personalised care and support plans. Support workers have delivered a total of 26,407 services including personal care, personal assistance, meal preparation, housekeeping, medication assistance, and transports to social outings and medical appointments.

We are fully committed to continue to match our clients to one of our MCA FlexiCare team of Community Support Workers, so that you know your team, and your team knows you and how to meet your needs.



Rita and Kellie enjoying a cooking activity



# Community Programs

## Home Maintenance Services

Despite the prevalence of COVID-19, our home maintenance services continue to provide essential support to our clients within the community and taking great care of our beautiful grounds here at MannaCare. MannaCare gardens across all areas have seen new garden beds created with the planting of flowering annuals. Our gardens provide a stunning environment for all staff, visitors and residents and we continually receive positive feedback on how much enjoyment the gardens provide.

Demand for Occupational Therapist approved home modification services continues in requesting our newly galvanized rail system for faster fabrication in meeting the growing community demand. Safety and access services for gardening and home maintenance continue to be provided to ensure our clients can maintain living safely in their own homes.

In total, 1238 maintenance appointments, and 404 home modifications were achieved including all the usual steps, rails and ramp installations. 1971 appointments were made for safety garden services. All these services were conducted by our professional staff abiding by the relevant COVID-19 protocols.

The jobs were generally completed on time and budget as evidenced by the following testimonials, and I quote:

*'I am very happy with the service I received. The service man arrived at the allocated time. He was quick and cleaned up after himself.'*

Carmel I

*'Just to say how delighted I was with the service. The gentleman who did the work was polite and helpful. The window cleaning was thorough with an excellent result.'*

Janet W

*'On time. All explained. Well done. Thank you.'*

Alan



*"Rails are great. I am using them more than I thought I would and am grateful I got them installed in time (ie before I had a fall). Very grateful" - Meryl B*

# Volunteer Program

Over the years, Volunteers at MannaCare have played a pivotal role in enriching and extending the range of relationships and bringing variety of skills & experiences from the wider community. Our incredible team of volunteers are spending tireless time to continue strengthening ties with our residents in both our residential facilities as well as supporting our Community Respite services. We want to praise our wonderful volunteers for all the joy their valuable time brings to our clients.

From June 2022 till July 2023, our Volunteer program continued to expand and our volunteers have undertaken many roles across MannaCare from front-of-house such as administrative work, assisting visitors to complete COVID-19 RAT tests, assisting Lifestyle & laundry teams, spending one on one time with residents having specific language or cultural needs, pampering, making birthday cards, playing regular music to name a few. This year Anna Toscano was recognised for her contribution to volunteering at the city of Manningham's Civic Award ceremony.

This year we have raised over \$800 with our Bunnings Sausage sizzle and over Christmas our volunteers assisted leisure and lifestyle staff in holding a craft stall that successfully raised approx \$600.

The fundraising money is going towards our Friends of MannaCare to arrange variety of Sunday concerts for our residents, hire of personnel for ANZAC Day services, neckerchief for volunteer visiting dogs and also for various items to support client-related programs such as visiting pet program and the carers program. Our Carers Group recommenced and our feedback again was extremely positive as to how much we helped these family members feel connected, less isolated and comfort in knowing they were not the only ones going through the same issues. Our guest was the current counselling student from Monash. A big Thank you to volunteers John Millard and Richard Davies for facilitating these sessions.

MannaCare held a successful National Volunteer Week lunch at Greythorn Bowling Club in May 2023, where several volunteers obtained years of service awards including Patricia Wheeler who clocked up an amazing 35 years of voluntary service with MannaCare. Alongside the board and leadership team we had our local member for Menzies Keith Wolahan and the Deputy Mayor of City of Manningham Tomas Lightbody attend.

Sadly, on 30th June 2023 we bid farewell to our long-time Volunteer Co-ordinator, Tanya Warm's who has been an amazing & exceptional leader with MannaCare for the last 10 years. We Thank Tanya for her selfless efforts in supporting the volunteer team and thrilled to welcome Normin Suleman in the new role as Community Engagement Lead.



Volunteers gathered to farewell Tanya Warm's, Volunteer Coordinator after 10 years with MannaCare

# Awards

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

## Staff

### 5 Years

Julie Kam  
Elaine Kuhn  
Janet Frimpong  
Alan Woo  
Joanne Ariss  
Vincent Tang  
Olga Strateas  
Sandra Cornish  
Jesse Nonis  
Sandhya Prabhu  
Punam Bade  
Frank Brogno  
Margaret Chan  
Annie Ng

### 10 Years

Noriel Alvarico  
Kyiky Lhamo  
Ramli Haryanto  
Aura Fazakerley  
Brodie Dickfos  
Shamiso Mutsure

### 20 Years

Christella Christofis  
Jennifer Moody

### 25 Years

Colin Spilman

### 15 Years

Mei Li  
Hui-Ling Liu  
Jenny Sun  
Henny Goss

## Volunteers

### 10 Years

Barbara Britton  
Savita Hazari  
Mira Mehra

### 35 Years

Patricia Wheeler

### 5 Years

Richard Davis  
Jill Scotson  
Mary Shee

### 15 Years

Mary Whincup

# Board of Directors



## **John Bennie PSM - Chair**

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 retired from full time employment in November 2022 after 48 years in local government.

John served as a Non-Executive Director on the Board of Chisholm Institute and is Co-President of Rotary Manningham City. He is 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 is Chair of the Operational Risk Committee and a member of the People and Governance, Business Strategy and Promotion Advisory Committees. She is a Registered Nurse and an experienced executive with 20 years in senior management positions in the aged care industry. She is currently working as a Project Manager, Business Applications in the Aged Care sector. She holds a Diploma of Business (Health and Community Services).



## **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 & Audit and Operational Risk Committees.

Peter is a retired experienced business executive having spent over 37 years with Tier 1 vendors in the ITC industry. For the past 15 years Peter held executive management roles with Sun Microsystems, Oracle and Micro Focus. Peter still stays involved in the Technology community doing Board and Advisory work with the likes of new technology startups, which is where his passion and interests lie.



### **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.



### **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 holds a Master of International Business degree from Monash University.



Cassia Resident  
Fotini



## Treasurer's Report

We present the summary financial statements for the year ended 30 June 2023, 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 after the AGM either through download at [mannacare.org.au](http://mannacare.org.au) or through management upon request.

MannaCare has reported an annual net deficit of \$4.804m (deficit of \$671k in 2022). As with the prior financial year, our focus has very much been on maintaining the health and well-being of our residents, staff and volunteers, with financial consideration being secondary in our approach.

The impact of COVID-19 outbreaks on revenue and costs continued to be significant with a further five outbreaks occurring during the year. While COVID-19 reimbursements of \$261k have been accrued or paid in the 2022/23 financial result, the unreimbursed cost of COVID-19 management has been significantly higher at approximately \$482k, with key costs noted in the areas of internal and agency labour, protective clothing, cleaning and laundry, waste disposal, client supplies and services, and proactive infection prevention.

We highlight the impact of inflationary pressures across the entire year, in particular those driven by supply chain issues for many goods and services and rising utility and transport costs. The significant pressure on staffing costs given shortages of quality aged care staff across the industry continues to be faced, and managed.

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 increasing personnel and other operating costs.

The number of Home Care Packages managed by MannaCare over the year averaged 306, compared to 350 in the previous financial year. This reduction is attributed to gaps across the home and community management team and its staff. Those issues have since been addressed with a resulting improvement in home care packages managed since the end of the financial year.

Our accumulated funds and residential bonds remain invested in term deposits with approved deposit institutions and in investment-grade corporate issues. Investment income improved from \$292k in 2022/23 to \$785k for the current year. An unfavourable fair value adjustment of some of our long term investments of \$226k was recognised in the 2022/23 year, compared to an unfavourable fair value adjustment of \$388k in the prior year. We note the increased levels of RAD and Bond balances from \$22.588m at the start of the year, as compared to \$25.317m at year-end. However there has been a decrease in cash and other financial asset balances by \$1.284m to \$22.816m at year-end.

The 2022/23 year has continued to be challenging for the broader aged care industry, with additional 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. A comprehensive strategic review of the operational and financial performance of each of the service delivery teams was commenced over Q4 of the 2022/23 financial year. Key outcomes have included a major restructuring of the senior management team, costs reductions in areas that do not impact on the quality of care and services provided, and revenue improvement initiatives. The improvement in financial performance has been encouraging.

John Shaw  
Treasurer



# Financial Report

Statement of Income and Expenditure and Other Comprehensive Income For the Year Ended 30 June 2023		
	2023	2022
	\$	\$
<b>Revenue</b>	<b>26,874,302</b>	<b>25,726,990</b>
Employee benefits expense	(22,169,027)	(18,696,977)
Catering expense	(835,536)	(662,722)
Cleaning and laundry Expense	(976,210)	(756,507)
Depreciation and Amortisation Expense	(2,356,248)	(2,123,226)
Finance costs	(2,201,823)	(1,360,954)
Administration Expense	(1,050,847)	(870,054)
Repairs and Maintenance Expense	(319,460)	(399,867)
Client Supplies and Service Expense	(795,964)	(823,102)
Energy and Utilities Expense	(377,877)	(279,412)
Other Expenses	(369,282)	(36,975)
<b>DEFICIT FROM OPERATING ACTIVITIES</b>	<b>(4,577,972)</b>	<b>(282,846)</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Fair value movements on investments	(225,967)	(388,340)
<b>TOTAL COMPREHENSIVE DEFICIT FOR THE YEAR</b>	<b>(4,803,939)</b>	<b>(671,186)</b>

Statement of Cash Flows For the Year Ended 30 June 2023		
	2023	2022
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES :</b>		
Receipts from Government Grants	17,046,693	15,414,349
Receipts from Residents and Clients	7,679,452	6,547,488
Donations	5	41,530
Other income	43,038	-
Payments to suppliers and employees	(27,627,284)	(21,952,632)
Interest received	2,894,106	2,508,093
Interest paid	(2,201,823)	(1,360,954)
<b>NET CASH PROVIDED BY/ (USED IN) OPERATING ACTIVITIES</b>	<b>(2,165,813)</b>	<b>1,197,874</b>

<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Payment for property, plant and equipment	(937,504)	(1,455,480)
Redemption/ (Placement) of term deposits	2,500,000	1,800,000
Purchase of financial assets	(820,374)	(3,136,133)
<b>Net cash provided by / (used in) investing activities</b>	<b>742,121</b>	<b>(2,791,613)</b>

<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Bond refunds to residents	(211,000)	(366,570)
RAD/RAC receipts from new residents	9,730,235	13,800,000
RAD/RAC refunds to residents	(7,142,770)	(10,398,589)
Payment of lease liabilities	(683,758)	(619,762)
<b>Net cash provided by/(used in) financing activities</b>	<b>1,692,707</b>	<b>2,415,079</b>

Net increase/ (decrease) in cash and cash equivalents held	269,015	821,340
Cash and cash equivalents at beginning of financial year	3,744,994	2,923,651
<b>Cash and cash equivalents at end of financial year</b>	<b>4,014,012</b>	<b>3,744,994</b>



# Financial Report

Statement of Financial Position				
As at 30 June 2023				
	2023	2022		
	\$	\$	2023	2022
			\$	\$
<b>ASSETS</b>				
<b>CURRENT ASSETS</b>				
Cash and Cash Equivalents	4,014,012	3,744,994		
Trade and Other Receivables	2,057,439	2,095,476		
Other Financial Assets	18,449,866	20,335,459		
Inventories	171,443	117,945		
Other Assets	152,236	289,329		
<b>TOTAL CURRENT ASSETS</b>	<b>24,844,996</b>	<b>26,603,203</b>		
<b>NON-CURRENT ASSETS</b>				
Property, Plant and Equipment	9,438,943	10,060,826		
Intangible Assets	103,908	87,221		
Right-of-use Assets	7,599,784	8,468,330		
<b>TOTAL NON-CURRENT ASSETS</b>	<b>17,142,635</b>	<b>18,616,377</b>		
<b>TOTAL ASSETS</b>	<b>41,987,631</b>	<b>45,219,580</b>		
<b>LIABILITIES</b>				
<b>CURRENT LIABILITIES</b>				
Trade and Other Payables	5,302,144	5,548,148		
Lease Liabilities	735,931	683,759		
Employee benefits	3,459,795	3,322,918		
Other Liabilities	24,964,436	22,587,971		
<b>TOTAL CURRENT LIABILITIES</b>	<b>34,462,306</b>	<b>32,142,796</b>		
<b>NON-CURRENT LIABILITIES</b>				
Employee Benefits	63,404	74,997		
Lease Liabilities	7,971,645	8,707,575		
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>8,035,049</b>	<b>8,782,572</b>		
<b>TOTAL LIABILITIES</b>	<b>42,497,355</b>	<b>40,925,368</b>		
<b>NET ASSETS</b>	<b>(509,724)</b>	<b>4,294,212</b>		
<b>EQUITY</b>				
Reserve – Fair value movements on investments	(557,453)	(331,485)		
Retained earnings	47,729	4,625,697		
<b>TOTAL EQUITY</b>	<b>(509,724)</b>	<b>4,294,212</b>		

Statement of Changes in Equity				
For the Year Ended 30 June 2023				
	Reserve – Fair value		Retained Earnings	Total
2023	Movement on investments			
	\$	\$	\$	\$
<b>BALANCE AT 1 JULY 2022</b>	(331,485)	4,625,696	4,294,212	
Surplus/(Deficit) for the year	-	(4,577,971)	(4,577,971)	
Fair value movements on investments	(225,967)	-	(225,967)	
<b>BALANCE AT 30 JUNE 2023</b>	<b>(557,453)</b>	<b>47,726</b>	<b>(509,726)</b>	
	Reserve – Fair value		Retained Earnings	Total
2022	Movement on investments			
	\$	\$	\$	\$
<b>BALANCE AT 1 JULY 2021</b>	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)	
<b>BALANCE AT 30 JUNE 2022</b>	<b>(331,485)</b>	<b>4,625,696</b>	<b>4,294,212</b>	

# 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 2023, 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)

30 October 2023  
Melbourne, Australia

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# Auditor's Report

Mannacare Inc

BANKS GROUP

## 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 2023, the statement of income and expenditure 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.

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 2023 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.

#### Emphasis of Matter - Material Uncertainty Related to Going Concern

We draw attention to Note 2(n) in the financial report, which indicates that the Association incurred a net deficit of \$4,577,972 during the year ended 30 June 2023 and, as of that date, the Association's current liabilities exceeded its current assets by \$9,617,310. As stated in Note 2(n), these events or conditions, along with other matters as set forth in Note 2(n), indicate that a material uncertainty exists that may cast significant doubt on the Association's ability to continue as a going concern. Our opinion is not modified in respect of this matter.

#### Responsibilities of Directors for the Financial Report

The Directors 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 Directors 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 Directors 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 Directors either intend to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

The Directors are responsible for overseeing the Association's financial reporting process.

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# Auditor's Report

**Mannacare Inc**

## **Independent Audit Report to the members of Mannacare Inc**

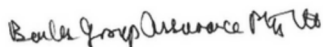
### **Auditor's Responsibilities for the Audit of the Financial Report**

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.

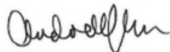
As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- 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 Directors.
- Conclude on the appropriateness of the Directors 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  
30 October 2023



# Services

## Residential Services

### Cassia House

📞 9856 1201

✉️ [cassia@mannacare.org.au](mailto:cassia@mannacare.org.au)

### Doncaster Melaleuca Lodge

📞 9856 1225

✉️ [dml@mannacare.org.au](mailto:dml@mannacare.org.au)

### Administration

📞 1300 90 20 23

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

## Community Services

### Doncaster Rehabilitation Services

📞 9856 1210

✉️ [rehab@mannacare.org.au](mailto:rehab@mannacare.org.au)

### MCA FlexiCare

📞 9856 1212

✉️ [flexicare@mannacare.org.au](mailto:flexicare@mannacare.org.au)

### Grevillea House

📞 9856 1224

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

### Home Care Packages

📞 9856 1218

✉️ [homecare@mannacare.org.au](mailto:homecare@mannacare.org.au)

### Home Maintenance Services

📞 9856 1251

✉️ [hmsadmin@mannacare.org.au](mailto:hmsadmin@mannacare.org.au)


### NDIS Support Coordination


📞 9856 1203

✉️ [ndis@mannacare.org.au](mailto:ndis@mannacare.org.au)



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 1300 90 20 23

 (03) 9856 1233

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 MannaCare

 MannaCare Inc



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