



Lodge resident Marie with visiting pet, Mr Perfect



MannaCare
WIDER CHOICES FOR OLDER PEOPLE

2023 / 2024 40th Annual Report



Volunteer Angela making St. Patrick's Day decorations with Cassia resident, Marisa

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	02	FlexiCare & Social	12
Leadership Team	05	Volunteers	13
Executive Report	06	Staff & Volunteer Awards	14
Governance	07	Board of Directors	15
Residential	08	Treasurer’s Report	18
Doncaster Rehabilitation Services	09	Financials	20
Home Maintenance	10	Auditor’s Report	22
Home Care Package & NDIS	11	Services	27





Chair's Report

The thrust and tone of last year's Annual Report was one of disappointment and frustration – a year in which we faced, as reported, 'significant and unrelenting challenges'.

2022/23 was arguably the most challenging that MannaCare has faced – ending with a significant financial loss. Importantly though, we also ended the year with a clearer sight of the factors contributing to that position and understood most of the challenges that confronted us at that time.

In that report, I stated that we 'foreshadowed great optimism; that we (concluded the year) generating four consecutive months of positive cashflow and have an evidential basis to be optimistic that a recovery plan was delivering'.

2023/24 has proven that the optimism was well placed.

We have continued the positive trajectory that ended the previous year and while many challenges remain – challenges that confront the aged care sector and are not necessarily unique to MannaCare – the Board and management share a positive view that we are now trending toward a sustainable future.

After a change in leadership in 2022/23 we continued to work with a joint leadership team (JLT) of four transitional leaders ensuring dedicated focus on four elements that are key to our business - operations, finance, people and business support. The benefits of this approach materialised in the first six months of the year and management was able to bank improvements and achievements across all elements.

At the midpoint of the year, we determined that the JLT model had served a very useful purpose but greater clarity in focused leadership for the organisation would be achieved from the refinement of the JLT to a dual management arrangement.

Zac Thomas and Sandy Roberts were both important contributors to our recovery and we valued the important parts they played as members of the JLT. Both have now left MannaCare with our best wishes and sincere thanks and we reflect most positively on the contributions they made to the recovery work undertaken by the JLT.

After an appropriate period of consideration and restructuring of a dual management arrangement, Romi Mathieson was confirmed in the role of Chief Operating Officer and Sandy Perri, in the role of Chief Financial Officer. The Board anticipates continuing, positive movements that have already emerged from their leadership – firstly as members of the JLT and later, as dual managers/leaders of our complex business.

Our year end operating surplus of \$979k and improved cash balance were both modest – compared to expectations that we have for further improvements – but importantly they were positive and established a sound foundation for further improvement.

We cannot ignore the long tail of challenges we faced in the period 2021-2023 and remain acutely aware that similar risks and challenges could destabilise our progress if not managed quickly, and well –

- pandemic challenges continue and we are not complacent about the ongoing risks.
- staffing and management fatigue and systems changes (arising primarily from the pandemic) continue and must be sensibly managed.
- seasonal and other ailments that are historically common to our business have returned but if there was a positive to our pandemic experiences, it is that we (and the sector) are now better prepared to respond.
- compliance requirements – arising from Royal Commission and Governing for Reform outcomes – continue to place greater expectations on an already stretched sector.
- Localised, micro economic matters that can impact the viability of aged care in general must continue to be managed as the ‘one percenter’s’ that they are – we cannot ignore anything, and,
- Government funding previously provided to offset extraordinary pandemic expenses has now ended – we are on our own and expected to manage and fund these significant operational impediments.

On a much more positive note –

- Our leadership team made significant progress in advancing a ‘Recovery Plan’ that was developed in 2022/23.
- Our relationship, reputation and standing with Manningham City Council delivered benefits to our business through the transfer of home care clients and other community care opportunities.
- The growth in Commonwealth Home Support Packages will support the sustainability of our business – along with other revenue improvements that the executive has driven.
- Critical, ongoing assessments of all aspects of our operations – a key aspect of the ‘Recovery Plan’ – are delivering cost savings, revenue growth and positive outcomes while maintaining appropriate standards of care.
- To this end, independent audits have continued to endorse the clinical care systems, practices and procedures that we regard so highly.
- Our assessments are never ending as we embrace continuous improvement and remain focused on reviewing what we do and how we do things in the ever-changing environment we operate in.
- Residential care ‘occupancy’ remains a clear micro-indicator of success and our efforts and focus on optimal levels of occupancy underpin our recovery. We know that many families are attracted to MannaCare for the quality care we are known for.

The Board maintains a strong focus on the productive ‘recovery’ work that the executive is driving, and we share a view that we have more to do and a long way to go - but we can see a path to sustainability.

I commend the executive, management, staff and the Board on its shared focus on every element of our operations. The Board remains proud of the fact that we continue to do so without compromising the safety, care and security of our residents and clients.

We thank the Commonwealth Government for its ongoing support including critical grant funding that it provides to aged care and support services.

We particularly think Manningham City Council – its Mayor, Councillors, CEO and executive – for its interest in MannaCare (on behalf of a Manningham community that we seek to serve) and for being a ‘landlord’ that cares and is so often prepared to assist its tenant.

In 2023, MannaCare was the principal beneficiary of funds raised at the annual Mayoral Charity Dinner – the proceeds of which were used to establish and operate a ‘Memory Place Café’. This facility provides wonderful support to dementia sufferers and their carers and continues to be a successful aspect of MannaCare’s offer – delivered arising from our valued relationship with Council.

There is a sad and closing aspect to this Annual Report as it signifies the end of the term of service of our treasured and long serving Director and friend, Ray Barrington. Ray joined the MannaCare Board (the Manningham Centre Association Board at the time) on 19 October 2011. He has been a passionate, focused and determined Director for the entire period of his voluntary service and has applied his unique business skills to lead our Promotions Advisory Committee and to serve on the Operational Risk and other Committees. Ray has contributed in so many ways to support ‘quality care for the people of Manningham’.

Thank you for your service Ray, you will forever be a friend of MannaCare, and we wish you well for the future.

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

John Bennie
Chair

Albino (Alby) and Marjory Coronica have lived in Bulleen and the Manningham district for over 55 years, building their family home in the late 60s on what was once apple orchards. They raised and educated their two children Angela and Peter in the district and had no intent of leaving in their retirement years.



First as Community Services clients both Marjory and Alby planned for their future nursing home care needs at Mannacare Cassia House. Surviving the COVID years at home, Alby first entered Banksia in October 2022, then Marjory into Erica in April 2023. They would have “frequent dates”, reminiscent of their courting years, Alby trotting over to Erica to sit and hold hands.

Sadly Marjory passed away in June 2024 to a heartbroken Alby. The kind caring staff of Mannacare have been amazing in whisking away his solitude blues. We almost lost Alby to pneumonia in July 2024 yet he lives on with his thumbs up mentality to bring humour and joy to the Banskia staff.

Leadership Team



Sandy Perri
Chief Financial Officer



Zac Thomas
People & Culture Manager



Charlene Luo
Quality Manager



Krishan Arora
Residential Operations Manager, DML



Sage Pahos
Doncaster Rehabilitation Services Manager



Marcus Chong
Home Maintenance Manager

Romi Mathieson
Chief Operating Officer



Sandy Roberts
Business Support Manager



Dilshani Aponso
Financial Controller



Melissa Read
Operations Manager, Residential



Mark Alviola
Community Care Manager



Johann Vandendaallen
IT Systems Manager



Executive Report

MannaCare has seen many changes during these 12 months, and we are proud to share the many successes achieved across all areas of our business. In response to the financial losses experienced at FY 22/23 end, we have worked together as one team to ensure the well being and care of our residents, clients and staff. As we developed and imbedded improvements and strengthened our framework, the delivery of our services has improved.

We have maintained full compliance across both residential and community care with positive feedback in each contact visit by the Aged Care Quality and Safety Commission. The ongoing strength in our continued improvement is testament to the Leadership Team in which all operational and support managers work in collaboration in line with our core values. The Aged Care Reforms changes are constant and will continue into the year ahead.

We would like to acknowledge the support and co-operation from Manningham Council provided to us during this period and ongoing as we continue to strengthen our partnership on opportunities to better serve the Manningham community. With a growing ageing population, presenting with complex clinical and care circumstances, we strive to be ready and able to provide the required supports at a time in need. To support our elders, carers and families within the aged care networks to ensure fair and timely access to all.

We would also like to thank John Bennie our Chairman and our volunteer Board who have always remained very generous with their time and support.

Our MannaCare team is strong and committed to the changes and challenges ahead, and we look forward to continuing improvements in the provisions of excellent care and services to all our clients, residents and staff. Thank you to those contributing their time and resources to our cause, our Board, our staff, our volunteers, families and friends, we extend much appreciation.

Romi Mathieson
Chief Operating Officer

Sandy Perri
Chief Financial Officer

Governance, Compliance and Quality

This year has been a transformative one for our Quality department, which has led to our team growth. Our expanded expertise across various areas has allowed us to make significant improvements in compliance, clinical indicators, staff knowledge, and governance processes, benefiting all areas of the business.

We are proud to share that, with our ongoing support and commitment to excellence, Cassia House, Home Care Packages, and NDIS programs have all been awarded accreditation by the Aged Care Quality and Safety Commission and the NDIS Quality and Safeguards Commission. These achievements reflect our organisation's core mission, vision, and values, underscoring our dedication to providing high standards of care to our consumers. The successful accreditation was the result of ongoing preparation, regular internal reviews, and a strong emphasis on staff education and engagement.

A key factor in our progress this year has been the significant improvements made through our internal audit program, which has helped elevate performance across all departments. Our expanded education program has been instrumental in enhancing staff performance, ensuring they are equipped with the knowledge and skills needed to achieve these outcomes.

Last year, we established two important committees—the Consumer Advisory Committee and the Quality Care Advisory Committee. These forums have provided invaluable feedback, enabling us to drive continuous improvement across the organisation. The collaboration from these committees has created an effective mechanism for gathering and addressing feedback, further strengthening our quality assurance processes.

Looking ahead to the new year, our department will continue to focus on enhancing the standard of care provided to our consumers. We are particularly excited about the upcoming launch of our Quality Management System (ACCPA), which will provide a contextualised platform for policies, processes, and resources—empowering teams across the organisation to access the tools they need to excel.

We are confident that the continued growth of our Quality department will have a lasting positive impact, ensuring we maintain our commitment to providing the highest quality of care for all our consumers.

Charlene Luo
Quality Manager



Residential

We continue to improve our infrastructure and provide a better environment for our residents. Residents and their families continue to express appreciation for the care provided to them and their loved ones. This positive feedback reinforces MannaCare's reputation as a trusted home for those in the community seeking aged care. Additionally, Doncaster Melaleuca Lodge has maintained steady occupancy over the past year, with new residents referred through word of mouth from families and residents under our care.

One of the key improvements we've made in the past year is the variety of meals offered to our residents. By consulting with our residents and families, a dietician, our chefs, and the management team, our daily meals aim to be nutritious and delicious and, additionally, fulfil the cultural needs of our residents. Cassia House celebrated a significant achievement in April/May 2024 with a successful accreditation, receiving overwhelmingly positive feedback on the quality of care and communication from residents and families alike. Furthermore, we secured a new clinical leader in Doncaster Melaleuca Lodge, strengthening the quality of clinical care for our residents.

In addition to the above, both homes had the WIFI upgraded. This improvement within our building's infrastructure has improved clarity for streaming services in and outside of resident rooms, facetime calls from families, and increased viability for streaming resident and relative meetings for those who are unable to join in person. We refurbished the Cassia Day Room (attached to the Plaza) with additional furniture for families and residents to enjoy a social space. The change has allowed for more families to use this space at a time, including those who visit our Doncaster Rehabilitation Centre. Coffee, stories, and laughs can be heard from those who utilise the area regularly.

In our ongoing commitment to community engagement, ANZAC Day 2024 was a particularly memorable occasion. We welcomed our local MP, alongside a bagpiper and members of the RSL to honour those who served. The event brought together residents, community clients, and our dedicated volunteers in a moving tribute.

The year also saw the introduction of the Memory Place Café at Cassia House. This has become a welcoming space that fosters community and social connection for residents, families, and those living with memory challenges. The initiative has had an immediate positive impact, enriching the lives of many, and providing a supportive environment to combat isolation and encourage meaningful interaction.

One of our heartwarming stories features long-standing residents of the Manningham community for 55 years, Albino (Alby) and Marjory Coronica. You can read their story on page four (4).

Looking ahead, with our caring and dedicated team, we will continue delivering exceptional care, offering engaging activities and diverse menu options, and staying connected with residents and their care teams through communication.

Melissa Read and Krishan Arora
Managers | Cassia House and Doncaster Melaleuca Lodge

Doncaster Rehabilitation Services

This year, the commitment of our team at Doncaster Rehabilitation Services to deliver comprehensive allied health services has continued to flourish. Our clients have reported significant benefits - including improved mobility and pain management, and increased independence. This has been made possible by our dedicated multidisciplinary team of physiotherapists, occupational therapists and allied health assistants - who personalise treatment to each client, foster a supportive environment, and use their clinical expertise to guide client and student learning of the rehabilitation journey.

We are pleased to report a notable increase in attendance for our Hydrotherapy and GymActive programs. These programs not only promote physical rehabilitation but also provide a social outlet for participants and support their mental and emotional well-being. The therapeutic benefits of these programs, combined with the camaraderie among clients and staff, have proven essential in motivating individuals to maintain their health and fitness.

We had the privilege again of hosting physiotherapy students from La Trobe University. This partnership not only enriches the educational experience for students but also enhances the services we provide to our clients – as students bring fresh perspectives and enthusiasm, contributing to innovative care approaches. We are lucky to have team members who are leaders in their professions and committed to mentoring the next generation of health professionals.

We also extend our thanks to Bendigo Bank for their continued support of the POWER program. This program continues to provide oncology clients in our community with the skills, confidence and environment to manage their ongoing health needs. With this support, we have expanded our outreach, allowing more individuals to access this service and help their recovery and integration into the community.

As we reflect on the past year, we look forward to building on these achievements - in continuing to improve access to our services, and fostering a healthier, more resilient community.

Thank you to all our clients, staff, partners, and supporters who have made this year successful.

Sage Pahos
Manager | Doncaster Rehabilitation Services



Pictured is Yvonne Bondeson on gym equipment during exercise group, who shares her experience with us:

“The exercise group at MannaCare Doncaster Rehabilitation Services has been very beneficial to me. It has given me the confidence to be more independent at home and has improved my balance. The other clients in the group and staff have been very supportive and encouraging, and I appreciate the opportunity to participate. I would like to add that I would recommend these classes to others in the community that may need it. I look forward to attending the sessions every week!”

Home Maintenance

This year has been a significant achievement for our Home Maintenance Services (HMS). We continue to focus on providing timely, professional, and compassionate care to our clients so that they can continue to live well independently at home.

One of our most notable successes was introducing a new modular galvanized rail system, which has significantly reduced the waiting time for clients needing home modifications. We are proud to report that we have reduced the waiting time from three months to just two weeks, allowing us to assist many older people in our community in a shorter timeframe.

Our commitment to serving our community is reflected in the remarkable improvements to our service delivery this year. We completed 806 home modification jobs, provided 2797 hours of gardening services, and logged 140 hours of maintenance work. These numbers reflect our dedication to meeting the needs of our community while upholding the highest standards of professionalism and care.

We could not have achieved this without the growth and development of our team. Jin Jeon, who began as a Maintenance Officer in 2021, has stepped into the role of Maintenance Lead, while Stephanie Wang, who joined as an Admin Officer in 2023, has taken on the Admin Lead role.

Their leadership and dedication have been instrumental in helping us surpass our targets and ensure the smooth operation of our services. We are also proud to receive wonderful feedback from our clients through our feedback form, showcasing our ability to not only get the job done, but form meaningful connections, too.

Looking back, it has been an incredibly busy and productive year. We didn't just meet, we exceeded our goals, demonstrating our ongoing commitment to improvement, excellence, and the care we provide to our clients, and enjoyed the meaningful connections we have formed along the way.

Marcus Chong
Manager | Home Maintenance Services



A highlight of the year was celebrating the 103rd birthday of G. Walsh, a client who has been with us for 11 years.

During her time with us, we have provided a range of home modifications to help her live independently at home, including rails, changing light globes and smoke alarms and doing work in her beautiful garden.

Moments like these remind us of the valued connections we build and the importance of our work in the community.

Home Care Packages and NDIS

Our Home Care Package program has grown significantly in the past year. We have introduced several new roles, activities, and projects that have kept our team busy. One of the highlights was our inaugural Consumer Advisory Committee meeting at the beginning of 2024. The level of interest consumers and consumer representatives expressed in being part of the committee was quite encouraging. During this milestone meeting, we delved into the committee's purpose. We elaborated on how the valuable feedback received will be crucial in enhancing our service and providing insights to MannaCare Management. Additionally, we had comprehensive discussions on our quality measures and our unwavering dedication to continuous improvement.

In April 2024, we achieved a significant milestone during the Aged Care audit by fully complying with the aged care and quality standards. This audit was a remarkable event, allowing us to acknowledge our strengths and identify areas for improvement. This achievement underscored our commitment to providing high-quality care and support services.

Over the last half year, our team has dedicated efforts to rolling out a cutting-edge Customer Relationship Management (CRM) system. The newly implemented Home and Community system has been carefully crafted to enhance the efficiency and impact of service coordination, statement management, quality procedures, and the management of client-specific details like assessments and care plans. After considerable dedication, the new CRM system was successfully launched on 1 May 2024, signifying a momentous achievement for our organisation.

We significantly broadened our support throughout the year by welcoming an additional 140 clients into our Home Care Package program. This expansion is a clear testament to our program's positive impact and growth. As we continue to seek further expansion of this program, our primary focus is on establishing and maintaining a reliable and enduring workforce. This is essential to ensure our clients consistently receive dependable, high-quality care and support services. To strengthen our team, we have initiated engaging team-building activities to promote inclusivity and enhance team communication.

Looking ahead, we remain committed to delivering top-tier services to our valued Home Care Package clients so that they can continue to live well independently.

This year we are thrilled to report that we successfully completed the National Disability Insurance Scheme (NDIS) Commission audit, achieving full compliance—a testament to our unwavering commitment to excellence. During the most recent financial year, we undertook a comprehensive review of our NDIS program, concentrating specifically on our support coordination service. This in-depth evaluation was designed to meticulously assess our organisation's capabilities and the long-term sustainability of the program.

Throughout the year, we proudly upheld our commitment to providing direct care services to our NDIS participants. These essential services were delivered seamlessly by our dedicated team of community support workers from Flexicare, who have consistently gone above and beyond to meet the needs of those we serve.

Looking ahead, we remain dedicated to thoroughly analysing the structure and effectiveness of our program. Our goal is to strategically utilise our organisation's resources in the most optimal way possible, ensuring that we continue to make a meaningful impact in the community.

Mark Alviola
Community Care Manager

FlexiCare and Social Support

During the past fiscal year, our team underwent significant growth to meet the rising demand for our diverse range of community care programs. Our primary focus was providing comprehensive training and continuous professional development to our community staff, equipping them with the necessary skills to effectively serve clients with complex needs and diverse cultural and linguistic backgrounds.

Towards the end of last year, we encountered a significant but positive challenge when the Manningham City Council CHSP services ceased operations. This led to the transfer of hundreds of clients to our care. Fortunately, we were able to smoothly integrate many Manningham City Council community support workers into our team, and they played a vital role in ensuring a seamless transition for these clients.

Our team continued to deliver essential services to our clients throughout this period, such as personal care, domestic assistance, social support, and in-home flexible respite services.

Our team has dedicated significant effort to adapting to a new Customer Relationship Management system. This accomplishment has provided us with a clear view of employees' attendance and progress notes, enhancing transparency and positive effects on client outcomes.

Grevillea House – Social Support Group

The Grevillea House Social Support Group Program made substantial progress in the previous year. Through close collaboration with our Home Care Package and Flexible Respite Teams, we have successfully accommodated numerous requests from families seeking support for their loved ones to participate in our day program activities. This collaborative effort has allowed us to provide tailored, high-quality care and support to a wide range of individuals, fostering a positive and enriching experience for all involved.

We have initially encountered a significant challenge in maintaining consistent staff support on a daily basis in order to uphold a stable and welcoming environment for both our current and potential clients, and we are pleased to report that we have successfully built a highly skilled and dedicated team. We put a great deal of effort into creating personalised care plans that seamlessly integrate our lifestyle activities with each individual's interests and abilities, resulting in significant benefits for all. Our social bus outings, morning melodies, weekly sing-along sessions, cooking activities, and competitive group games continue to be extremely popular. The involvement of our volunteers has been instrumental in providing continued support to our social group staff, and we are immensely grateful for their generous spirit. Once again, the feedback we have received from our clients and their families this year has been overwhelmingly positive and complimentary.

Grevillea Social Support Service is embarking on a mission to tackle new challenges in the upcoming financial year. Our goal is to implement an extensive continuous improvement plan and ensure that our staff receives top-notch training and resources. Ultimately, we aim to make positive impacts in the lives of older adults by empowering them with choices and delivering high-quality services.

Mark Alviola - Community Care Manager

Volunteer Program

In a rapidly ageing population, our volunteers at MannaCare with their diversity of talent and commitment to excel by consistently demonstrating the power to make a difference in the lives of our seniors. From minimising their social isolation to establishing strong connections, bringing innovative and creative ideas to support our Lifestyle teams and actively participating in improving individual's well-being.

MannaCare volunteers are spread out across both our residential facilities and community services departments. They have generously devoted their time in establishing meaningful relationships with our senior citizens.

In September 2023, volunteer Mary Shoomai Shee was nominated for the Manningham Civic Awards, recognising those quiet achievers who often work behind the scenes to build a stronger and more caring society.

One of the highlights of our volunteer program at MannaCare is our Memory Place Café that commenced last year in November 2023, and funded significantly by generous donations raised at the 2023 Mayoral Charity fundraising event. Led by our two very talented Volunteers Richard Davies and John Millard, the project was one of the initiatives and first in Manningham offering a welcoming & inclusive environment, allowing those in the community living with dementia to minimise loneliness, connect with other families, exchange their experiences and share moments over a cuppa! We are delighted to share that gradually, we have gained interests of families that have expressed benefitting from this environment and it indeed is a significant achievement for our volunteers.

This year's National Volunteer Week theme was 'Something for Everyone' highlighting that there's a place for everyone in the world of volunteering. It was an invitation to explore the rich diversity of opportunities available through volunteering. MannaCare held a successful National Volunteer Week breakfast at Grevillea House in May 2024, where several volunteers obtained years of Service Awards, including Tahereh Mahboubi who clocked an amazing 25 years of voluntary service at MannaCare. Alongside the board and leadership team, we were honoured with the presence from our Federal Member for Menzies Keith Wolahan, Member legislative council for North East Metropolitan, Richard Welch, Mayor City of Manningham Council, Cr Carli Lange accompanied by Manningham councillors Diedre Diamante, Anna Chen and Michelle Kleinert.

We began a new journey this year and are working very closely with Aged Care Volunteer Visitors Scheme (ACVVS). Managed by the Australian government, this program recognises the significance of one to one social interaction, supporting older Australians who are at a risk of loneliness and social isolation. We are also working towards bringing young volunteers on board which will tremendously assist us in bridging the generational gap, and at the same time provide these young volunteers an opportunity to gain real life learning experiences.

Conversations with our MannaCare volunteers demonstrates that they feel welcomed, respected as an individual, and their volunteer work has been appreciated by the team of staff, resulting in a sense of fulfillment. I would like to thank all the departments across MannaCare for the support of our volunteer program.

Normin Suleman - Community Engagement Lead



L-R: Cr Anna Chen, MannaCare Director Nusia Krolikowski, MannaCare Chair John Bennie, Normin Suleman, Mayor Carli Lange, Keith Wolahan MP, Richard Welch MP, Crs Diedre Diamante and Michelle Kleinert, and Director John Shaw

Years of Service Awards

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

Staff

5 Years

Sholeh Arshinchi
Sharon Bensch
Somayah Borji
Mishyia Byers
Damien Casey
Christine Haghzadeh-Khataei
Supannika Hope
Melissa Jenkins
Shalinder Khattar
Vanessa Marsi
Peter Mathewson
Milica Naumovski
Jade Sample
Normin Suleman
Pauline Taylor
Jeane Timothy
Sonya Vanwynbergen
Weidong Wang
Lee Ching Wong

10 Years

Fay Chou
Peggy Feng
Mia Kurakata
Jian Li
Digracia Napoles
Annette Newton

15 Years

Phil Evered
Tracey Huan
Charlene Luo
Theivayani Makindan

20 Years

Leanne Lewis

25 Years

Denise Freeman
Sebastiana Maurizio
Brien Taylor
Faye Willis

Volunteers

5 Years

Anthony Wheeler

25 Years

Tahereh Mahboubi

Joined

Deanna Galli
Richard Pengelley
Lisa Sabbatini
Alex Augusti
Angela De Mauro
Paralee Maleenont
Stephen Rothkopf
Yuna Ji

Retired

Peter Sim
Dorothy Sim
Doris Boyle
Peter Cairns
Mahin Davami
Jing Miao
Barbara Britton
Angelyn Kua
Sora Lee
Nidhi Mittal

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 Club of 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 been a resident of Manningham for 50 years.

John has had extensive executive experience in both the public and private sectors including the South Australian Government's Economic Development Authority and CSIRO Minerals. He has also been a Non Executive Director of a number of companies, including Kambrook, McEwans and the Warrandyte Branch of the Bendigo Bank.

John holds a Masters of Applied Science degree and is a member of CPA Australia and a Fellow of the Australian Institute of Company Directors. He was awarded CSIRO Medals for Business Excellence in 2006 and 2008.

He is currently Treasurer of the Doncaster Tennis Club and a member and former director of the Rotary Club of Melbourne.



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 & 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.



Rod McDonald

Rod joined the Board in September 2023 and is a member of the Finance & Audit Committee. Rod has held a number of Chief Executive Officer and senior management roles in the Victorian public sector, as well as a number of senior executive roles with Australia Post.

After retiring from full time employment, Rod was Chairman of Vincentcare for 7 years, a large not-for-profit company providing a range of services to disadvantaged and vulnerable people. He has a Bachelor of Commerce Degree from Melbourne University and is a Certified Practising Accountant being a member of CAP Australia. Rod is a graduate of the Australian Institute of Company Directors and a Churchill Fellow.



John Pappas

John joined the Board of MannaCare in 2021 and is a member of the Finance & 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 all his 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 Strategy, Policy and Corporate Governance area. She has been involved in a number of legislative, policy and regulatory changes in the health sector and is currently a Board member of the Victorian Nursing and Midwifery Board of Australia. She holds a Masters of International Business Degree from Monash University.



Helen Woods

Helen joined the Board of MannaCare in September 2023, and is a member of the Operational Risk Committee. Helen has a Bachelor’s Degree in nursing with over 17 years’ experience in the aged care industry working for one of Australia’s largest aged care providers. During this time, Helen held senior positions in a variety of operational, quality and clinical governance roles. She was responsible for monitoring risk, maintaining compliance with the Standards, responding to regulators and ensuring clinical best practice was reflected across organisational policies and procedures. She is currently the Residential Solutions Engineer at AlayaCare, an organisation providing community, disability and aged care software. She brings a passion and understanding of this complex industry, including the legislative requirements and challenges faced by aged care providers, Managers, and workforce across every level of the business and strives to achieve better care outcomes for residents.



Cassia Operations Manager, Melissa with bagpiper, Ian

ANZAC DAY

Keith Wolahan, MP, Grevillea client, Marg, Bagpiper Ian and volunteer, Greg

Treasurer's Report



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.

We are very pleased to present the summary financial statements for the year ended 30 June 2024, which saw Mannacare deliver its first surplus since the year ended 30 June 2017. MannaCare has reported an annual net surplus of \$979k for the 2023-24 financial year (deficit of \$4.803m in the 2022-23 financial year).

The significant turnaround in financial result stemmed from a comprehensive strategic review of the operational and financial performance of each of our departments that commenced over Q4 of the 2022-23 financial year, as outlined in the Chairman's Report. The focus has been on revenue improvement initiatives and cost reductions in areas that do not impact on the quality of care and services provided.

As has been the case for a number of years, residential financial performance of both Cassia House and Doncaster Melaleuca Lodge has continued to be challenging, but improved, mainly as a result of higher occupancy levels. Overall occupancy levels across both homes increased to 97.3% in the current financial compared to 92.6% in the prior financial year. Increases in government funding was also of assistance to the residential result, although most of the increases in funding was passed onto residential staff in the form of higher wages. This followed the Fair Work Commission's decision to increase the sector's Award rates by 15% from 30 June 2023.

The impact of the COVID-19 pandemic on revenue and personnel and other operating costs was certainly less severe in the current financial year. Outbreaks were less frequent and contained more quickly compared to 2022-23 and prior. After government reimbursements of COVID-19 outbreak management costs, a net cost of approximately \$0.5m was incurred in the 2022-23 year, and that reduced to \$160k in the 2023-24 financial year despite grants for reimbursing such costs ceasing during the year.

Improving volumes of Home and Community services delivered has been a strong focus for the management team. The number of Home Care Packages managed by MannaCare increased from 299 to 344 over the course of the 2023-24 financial year. Of the Home and Community programs funded mainly via the Commonwealth Home Support Program, Doncaster Rehabilitation Services and Home Modifications were the strongest performers, despite funding caps that restricted the volumes of services that could be delivered in the later part of the financial year. The funding caps have since been resolved, and the expectation is for further improvement in Home and Community financial performance in the 2024-25 financial year.

In November 2023, several hundred clients receiving home support services from Manningham City Council were transitioned to Mannacare. This was a significant undertaking to ensure a smooth transition of services for all involved. Approximately \$90k of direct costs associated with the transition were reimbursed via a special purpose grant provided by the Department of Health and Aged Care. We would like to thank the Department and the team at Manningham City Council who provided essential support to this transition.

The net increase in cash and cash equivalents over the 2023-24 financial year was \$5.2m, compared to an increase of \$269k in the 2022-23 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 \$785k in 2022-23 to \$1.4m for the current year, driven by increases in cash balances available for investment, and increased returns on investments.

The 2023-24 year has been challenging for the broader aged care industry, and the challenges are anticipated to continue with considerable legislative and sector compliance reform ahead. The transition of the existing, multiple Home and Community funding streams into Support At Home from 1 July 2025 will require significant re-engineering of our current processes and structures, however we feel that our improved financial stability, our maturing management team and investment in systems over the prior year we are well positioned to manage those challenges.

John Shaw
Treasurer



Financial Report

STATEMENT OF INCOME AND EXPENDITURE AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2024		
	2024 \$	2023 \$
Revenue	39,288,175	29,131,644
Employee benefits expense	(26,181,972)	(22,169,027)
Catering expense	(870,224)	(835,536)
Cleaning and laundry Expense	(859,974)	(976,210)
Depreciation and Amortisation Expense	(2,471,862)	(2,356,248)
Finance costs	(2,775,765)	(2,201,823)
Administration Expense	(3,400,364)	(3,308,189)
Repairs and Maintenance Expense	(248,752)	(319,460)
Client Supplies and Service Expense	(702,439)	(795,964)
Energy and Utilities Expense	(323,533)	(377,877)
Other Expenses	(445,600)	(369,282)
SURPLUS / (DEFICIT) FROM OPERATING ACTIVITIES	1,007,690	(4,577,972)
OTHER COMPREHENSIVE INCOME		
Fair value movements on investments	(28,835)	(225,967)
TOTAL COMPREHENSIVE SURPLUS / (DEFICIT) FOR THE YEAR	978,855	(4,803,939)

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2024		
	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Government Grants	23,384,438	17,046,693
Receipts from Residents and Clients	10,878,726	9,936,794
Donations	52,613	5
Other income	33,479	43,038
Payments to suppliers and employees	(30,743,191)	(29,884,626)
Interest received	1,530,405	1,133,542
Interest paid	(455,622)	(441,259)
NET CASH PROVIDED BY / (USED IN) OPERATING ACTIVITIES	4,680,848	(2,165,813)

CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for property, plant and equipment	(777,875)	(937,504)
Redemption/ (Placement) of term deposits	(3,000,000)	2,500,000
Purchase of financial assets	(849,033)	(820,374)
NET CASH PROVIDED BY / (USED IN) INVESTING ACTIVITIES	(4,626,908)	742,122

CASH FLOWS FROM FINANCING ACTIVITIES		
Bond refunds to residents	-	(211,000)
RAD/RAC receipts from new residents	15,386,528	9,730,235
RAD/RAC refunds to residents	(9,676,478)	(7,142,770)
Payment of lease liabilities	(504,507)	(683,758)
NET CASH PROVIDED BY/ (USED IN) FINANCING ACTIVITIES	5,205,543	1,692,707
Net increase/ (decrease) in cash and cash equivalents held	5,259,483	269,015
Cash and cash equivalents at beginning of financial year	4,014,012	3,744,994
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	9,273,495	4,014,009

Financial Report

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024					
	2024 \$	2023 \$		2024 \$	2023 \$
ASSETS			LIABILITIES		
CURRENT ASSETS			CURRENT LIABILITIES		
Cash and Cash Equivalents	9,273,495	4,014,012	Trade and Other Payables	5,896,497	5,302,144
Trade and Other Receivables	2,428,331	2,057,439	Lease Liabilities	832,989	735,931
Other Financial Assets	22,270,064	18,449,866	Employee Benefits	4,263,908	3,459,795
Inventories	126,626	171,443	Other Liabilities	30,674,486	24,964,436
Other Assets	145,187	152,236	TOTAL CURRENT LIABILITIES	41,667,880	34,462,306
TOTAL CURRENT ASSETS	34,243,703	24,844,996	NON-CURRENT LIABILITIES		
NON-CURRENT ASSETS			Employee Benefits	163,869	63,404
Property, Plant and Equipment	8,240,438	9,438,943	Lease Liabilities	7,370,076	7,971,645
Intangible Assets	235,239	103,908	TOTAL NON-CURRENT LIABILITIES	7,533,945	8,035,049
Right-of-use Assets	6,951,571	7,599,784	TOTAL LIABILITIES	49,201,825	42,497,355
TOTAL NON-CURRENT ASSETS	15,427,248	17,142,635	NET ASSETS		
TOTAL ASSETS	49,670,951	41,987,631		469,126	(509,724)
			EQUITY		
			Reserve – Fair value movements on investments	(586,288)	(557,453)
			Retained Earnings	1,055,414	47,729
			TOTAL EQUITY	469,126	(509,724)

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2024			
2024	RESERVE - FAIR VALUE MOVEMENT ON INVESTMENTS \$	RETAINED EARNINGS \$	TOTAL \$
Balance as at 1 July 2023	(557,453)	47,729	(509,724)
Surplus / (Deficit) for the year	-	1,007,686	1,007,686
Fair value movements on investments	(28,835)	-	(28,835)
BALANCE AS AT 30 JUNE 2024	(586,288)	1,055,415	469,126
2023	RESERVE - FAIR VALUE MOVEMENT ON INVESTMENTS \$	RETAINED EARNINGS \$	TOTAL \$
Balance as at 1 July 2022	(331,485)	4,625,698	4,294,214
Surplus / (Deficit) for the year	-	(4,577,972)	(4,557,971)
Fair value movements on investments	(225,967)	-	(225,967)
BALANCE AS AT 30 JUNE 2023	(557,452)	47,729	(509,724)

Auditor's Report

Mannacare Inc

ABN: 15 698 364 348



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 2024, 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.

A handwritten signature in black ink, appearing to read 'Andrew Fisher'.

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

29 October 2024



Auditor's Report

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 2024, 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 material accounting policy information, and the responsible persons' declaration.

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 Registered Entity's financial position as at 30 June 2024 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 Registered Entity 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 Registered Entity 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 Registered Entity'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 Registered Entity or to cease operations, or has no realistic alternative but to do so.

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



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.

A handwritten signature in black ink, appearing to read 'Andrew Fisher'.

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

A handwritten signature in black ink, appearing to read 'Andrew Fisher'.

Andrew Fisher FCA, Partner
Registration number 306364

Melbourne, Australia
29 October 2024



Auditor's Report



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 2023 to 30 June 2024.

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 2023 to 30 June 2024.

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.

No matters were brought to our attention that indicate instances of non-compliance with the Act.

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.

+61 3 9810 0700
info@bgprivate.com.au
801 Glenferrie Road, Hawthorn VIC 3122
Locked Bag 50, Hawthorn VIC 3122
bgprivate.com.au

BG Private is an association of separate firms that operate in Melbourne and Sydney under the same trading name. The Melbourne firm and the Sydney firm are not partners or agents of each other, and shall not be liable for any act or omission of each other. Liability limited by a scheme approved under Professional Standards Legislation. Financial advice is provided by advisors who are Authorised Representatives of BG Wealth Management Pty Ltd (ABN 14 127 520 558, AFSL No. 496348). BG Private Clients Pty Ltd (ABN 72 621 816 466) is a Corporate Authorised Representative of BG Wealth Management Pty Ltd and agent for BG Private Clients Partnership (ABN 90 714 046 150).

Auditor's Report

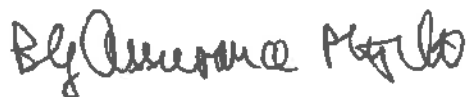
Use of report and restriction on distribution

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.



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



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

29 October 2024

Services

Residential Services

Cassia House

 9856 1201

 cassia@mannacare.org.au

Doncaster Melaleuca Lodge

 9856 1225

 dml@mannacare.org.au

Administration

 1300 90 20 23

 enquiries@mannacare.org.au

Community Services

Doncaster Rehabilitation Services

 9856 1210

 rehab@mannacare.org.au

FlexiCare

 9856 1212

 flexicare@mannacare.org.au

Grevillea House

 9856 1224

 enquiries@mannacare.org.au

Home Care Packages

 9856 1218

 homecare@mannacare.org.au

Home Maintenance Services

 9856 1251

 hmsadmin@mannacare.org.au

NDIS Support Coordination

 9856 1203

 ndis@mannacare.org.au









 371 Manningham Road, Doncaster Vic 3108

 1300 90 20 23

 (03) 9856 1233

 enquiries@mannacare.org.au

 www.mannacare.org.au

 MannaCare

 MannaCare



MannaCare
WIDER CHOICES FOR OLDER PEOPLE