



MannaCare
WIDER CHOICES FOR OLDER PEOPLE



JANUARY 2025 | EDITION 1

MANNACARE MAIL

welcome

Welcome to a new, refreshed newsletter from our team at MannaCare.

We trust you're enjoying your MannaCare experience and feeling connected and supported with the services and level of care we provide you. You're an important member of our MannaCare community and we're happy you've chosen us as part of your Aged Care journey.

In this newsletter you will find:

- Joyful moments.
- An update from each of our Community Services.
- The team behind your care.
- What you have been up to in your experience at MannaCare
- The improvements we're making thanks to your feedback.

We're always looking for stories and photos to be included, so reach out to your care team to get involved.

Thanks for taking the time to read this, and we look forward to staying connected with you.

Contents:

Page 2:

Important news you need to know.

Pages 3 and 4:

Community Services updates

Pages 5 and 6:

Doncaster Rehabilitation Services.

Page 7: Home Maintenance

Pages 8 and 9:

Introducing your MannaCare team and services.

Page 10:

Heartwarming stories.

Page 11: You said it!

Page 12: Special visitors.



Consumer Engagement Survey update

Our Quality department, lead by Quality Manager Charlene Luo, recently conducted our annual **Community Consumer Engagement Survey**. This is part of our continuous effort to understand clients' needs and improve the quality of our care and services.

Thank you to those clients and families who participated in this activity. We received a total of 174 responses - an excellent outcome.

The survey aimed to gather client feedback across different domains, including service planning, delivery and management, consumer rights, staff and management. We are proud to report that:

- **93.03%** of the clients indicated that they are satisfied with the overall quality of care received.
- More than **88%** of the clients agreed they are involved in decision-making and planning about the services they receive.
- Approximately **91%** of the clients indicated they would recommend MannaCare to others.

Here's some compliments our team has received:

“This time of year is an opportunity to thank you and the staff at MannaCare who are involved with our mother’s care and well-being. Kim, thank you for your professionalism and dedication when managing Mum’s home care package. You respond to our queries and requests promptly, efficiently and with the utmost understanding of our mother’s needs, whether via a home visit, email or over the phone. Kim, the family appreciates your dedication to your job at MannaCare.”

“The personal carers who attend to our mother are all considerate, caring and professional people who understand our mother’s needs. Jimmy, Mariam, Rosa, Choi and Chai are an amazing group of carers that MannaCare should be proud of. They all care for our mother with respect and dignity which is something the elderly deserve. They are dedicated to their job and they perform their work with the utmost professionalism and commitment.”

On behalf of the team at MannaCare, thank you for taking the time complete this survey and provide us with feedback. We look forward to continuing to provide you with the highest standards of care and compassion.

Romi Mathieson
Chief Operating Officer

Sandy Perri
Chief Financial Officer



A message from Mark Alviola Community Care Manager

In recent months, our community care teams have been getting familiar with a new client system, designed to help us better manage client information and stay updated on your care needs. This improvement allows us to support you more effectively, ensuring we meet your needs with greater accuracy and responsiveness. It's an important step forward in our commitment to providing you with the highest quality care and support.

Planning for 2025 is well underway, with a number of things to look forward to, including:

- More community networking and engagement activities to offer valuable support on your Aged Care journey, fostering connection and friendships.
- Launching the government's Support at Home program to ensure a seamless transition for our valued clients.
- Ongoing communications to ensure that you feel valued, cared for and well informed of any updates on your journey.

My team are here to support you, so please reach out if you have any questions or feedback.

Mark Alviola and your Community Care team.

Social Support Group Christmas party

20 DECEMBER



This annual event was a wonderful celebration, as we warmly welcomed family members and community members to join in the festivities.

Those attending enjoyed delicious food, lively entertainment and even a visit from Santa.



Fun, connection and friendships.

We enjoyed delivering a wide variety of engaging activities for you in 2024.
We can't wait for more in 2025!





A message from Sage Pahos Doncaster Rehabilitation Services

Doncaster Rehabilitation Services (DRS) continues to actively service over 500 clients within the Manningham Community. We have a multidisciplinary team of physiotherapists, occupational therapists and allied health assistants who see clients both in centre and in their homes.

We are pleased to report that our team of clinicians has increased over the last year – and with this, our allied health services and programs have continued to grow in response to the increasing needs of our community.

We recently welcomed a new staff member to our Occupational Therapy team - Stella.

Want to get to know the DRS team? We've also recently created a photo wall at the entry door of DRS so our clients can learn about our DRS team. Come and have a look!

The DRS team are here to support you with your physical and mental health, so please reach out to enquire about what we offer, or have any questions or feedback.

Sage Pahos and your Doncaster Rehabilitation Services Team

HAPPY
Holidays

DRS is closed and will
reopen on
Monday 6 January 2025.

Thankyou for a wonderful
year in 2024, and we look
forward to helping you, or
your loved ones in 2025.

Hydrotherapy services spotlight

It may be summer, which means cooling off in the pool for many of us!
Our Hydrotherapy clients enjoy being in the water all year round.



Pictured on the left are Robert and Barbara Purton with physio Pratchi Vasavada.

Bob tells us: 'Hydro is an opportunity to relax and at the same time do some beneficial exercises in warm water. Staff attention is very personal and caring. Hydro really helps me with my balance and gives me more confidence with walking'.

Barbara: 'Love the staff and the benefit of exercise. Helps with strengthening the core. Have recommended the services to others and will continue to do so. Always look forward to the session and find I still want to come even if I'm tired. Hydro has really helped with my ability to walk'.



Marie (pictured above) says she loves coming to hydro.

'It's a wonderful program which helps me so much. Wouldn't miss it for the world'.



Pictured above is Lyn Foskey with physio Pratchi Vasavada.

Lyn has been attending the program since it commenced. She says 'It's a great program that really helps me. It's a safe and non judgmental environment. Hydro has saved me, I wouldn't be able to walk like I do if it wasn't for the program. The staff are great.'



A message from Marcus Chong MannaCare Home Maintenance Services Manager

Our maintenance team is committed to supporting older people in the Manningham community to live safely and independently at home.

From installing safety rails and building ramps to changing smoke alarms, safety gardening, and making small modifications, we're here to meet your needs with professionalism and care.

We're proud to receive heartfelt feedback from our clients through our feedback form, highlighting not only our ability to get the job done but also the meaningful connections we form along the way.

It's a privilege to work with you, and we sincerely thank you for trusting us to help make your home a safer place.

Your Home Maintenance Services Team

Key things to know

Festive Season operating hours

Closed from 24 December 2024
until 4 January 2025.

We'd like to wish our clients a safe
and wonderful festive season.






“

“Your team installed handrails on front and rear steps of our house. They were on time, courteous and friendly. We were very pleased with the efficiency and the result and safety to our house. We thank your team the whole procedure was well managed.”

”

Your MannaCare team

There's so many ways we can help you at home and in your community. Here's a snapshot:

Service Name	Overview	Key contacts
<p>Social Support Group Ph: 9856 1224</p> 	<p>This team runs our Social Program at Grevillea House for those that are looking for a social connection whilst living independently. All CHSP, Home Care Package and privately funded consumers are welcome.</p>	<p>Manager: Mark Alviola</p> <p>Community Engagement Lead: Normin</p> <p>Leisure and Lifestyle team members: Kellie & Suppanika</p>
<p>Doncaster Rehabilitation Services (Allied Health & Therapy Services)</p> <p>Physiotherapy Administration Ph: 9856 1210</p> <p>Occupational Therapy Administration Ph: 9856 1281</p> 	<p>This team provides allied health services including physiotherapy, occupational therapy and podiatry.</p> <p>All CHSP, Home Care Package and privately funded consumers are welcome.</p>	<p>Manager: Sage Pahos</p>
<p>In Home Services Intake / Enquiries Ph: 9856 11218</p> <p>Rostering team Ph: 9856 1212</p> 	<p>This team provides our clients with the care and help they need in their home. This includes personal care, housework, in-home respite and more. All CHSP, Home Care Package and privately funded consumers are welcome.</p>	<p>Manager: Sage Pahos</p> <p>Community Services Lead: Malihe</p>
<p>Home Maintenance Services Ph: 9856 1252</p> 	<p>This team looks after our clients who need help maintaining the inside and outside of their home such as gardening, ramp and handrail installation, safety equipment such as smoke alarms and minor repairs.</p>	<p>Manager: Marcus Chong</p>
<p>Home Care Package Management Ph: 9856 1203.</p> 	<p>This team looks after our clients who are on a Home Care Package (all levels), ensuring their package is tailored to their needs.</p>	<p>Manager: Mark Alviola</p> <p>Team Leader: Jia</p> <p>Clinical Care Coordinator: Helen</p> <p>Community Care Coordinator: Joanne</p>



MannaCare Services

Social Support Groups



Allied Health and Therapy Services



In Home Services



Home Maintenance



Home Care Package Care Management



Residential Care

More choices for you

Here's a quick guide to what we can do at MannaCare to help you live independently at home and in your community:

- Social Support
- Allied Health Services including occupational therapy and physiotherapy.
- Personal Care.
- Household tasks and cleaning.
- In-Home Respite.
- Shopping and transport.
- Meal Assistance.
- Home and garden maintenance.
- Equipment and Home Modifications.
- Care Management and Package Management.

Enquire about how we can help you on your aged care journey by contacting our friendly team on 1300 90 20 23

MY YOUR STORY

More than just exercise.

Terry, Tuck and Tony (pictured below) attend our GymActive program and love to catch up a well earned coffee afterwards.

Tony says, 'I not only enjoy the physical wellbeing the program provides but also the emotional and mental stimulation I gain from attending. It offers top level service with flexibility of individual programs'.

Terry says, 'The staff are happy and welcoming and always greet you with a smile. Exercise is no longer a chore for me. The social aspect is important to me too.'



Thumbs up!

Kevin noticed the concrete pavers in the driveway had sunk, creating an unstable walking path and surface.

Through a referral from My Aged Care, MannaCare's Occupational Therapist recommended Kevin's driveway to be fixed. Our Home Maintenance team members carefully re-laid the pavers. Kevin gave the team a thumbs up for a job well done. Thanks Kevin - we're happy you're feeling safer in your driveway.



You said, we implemented

We recognise that we have faced several challenges regarding the statements provided to our Home Care Package clients following the implementation of our new Customer Relationship Management (CRM) system. In response to this, our dedicated community team, in collaboration with the Finance team, has been diligently working alongside our CRM provider to enhance the clarity and comprehensibility of these statements.

We are pleased to inform you that we have successfully addressed and resolved the issues, ensuring that our clients receive transparent and straightforward statements that are easily understood.

For more information, contact your friendly **Home Care Package Advisor**.



We love customer feedback!

It's always heartwarming to see when our valued clients and their care teams take the time to leave us a review, either on our Google listing or through our 'Have your say' form. Here's what Jen had to say on Google reviews recently:

"Mum has a home care package with MannaCare and I have to say they are AMAZING! They respond to emails/calls almost immediately and show so much care and compassion towards both mum and myself as her carer. This is not the first provider I have used to manage mums package, however they are the only ones that have helped in any way and then followed up to see how everything was working out. 10/10 service."

Thanks for this fabulous feedback, Jen!



Volunteers

We'd like to give a special shout out to our amazing MannaCare volunteers who support our organisation and making a difference in the lives of older people in our community. We are so appreciative of not only the time you devote to our organisation, but your ability to bring innovative and creative ideas to support our Community teams, and even more importantly, the care and dedication you give to our valued people, every single day.

Congratulations

A very special congratulations to one of our community volunteers, Richard. He received the MannaCare Community Volunteer of the Year award recently. His dedication, passion, friendly nature and willingness to support our organisation is admirable and we thank him for everything he does for us. Here's Richard with our Chief Operations Officer, Romi and Chief Financial Officer.

Congratulations Richard!



Special visitors to Grevillea House

St Gregory's the Great Primary School choir surprised our Social Support Group with a Christmas carols concert. Dressed up in fun Christmas accessories, their angelic voices filled the room, and brought smiles when they handed out hand-made Christmas cards to everyone who was there.

They also sang Happy Birthday to Andriane (pictured), who was celebrating her 103rd birthday. Adrienne has great-grandchildren who attend the school, so a very special community connection and celebration. We can't wait for more special visitors in 2025.



On a final note...

Thank you for trusting us with your care.

We look forward to connecting and sharing more with you in 2025.

The MannaCare team

Thank You