



**MannaCare**  
WIDER CHOICES FOR OLDER PEOPLE

JANUARY 2025 | EDITION 1

# MANNACARE MAIL

# welcome

Welcome to a new, refreshed newsletter from MannaCare.

This newsletter is one of the many ways of staying connected and sharing updates, news, joyful photos and stories with you and your loved ones.

In our first edition, you'll find:

- Important residential updates to keep you informed.
- An update from each of our Residential homes, bringing you closer to our family.
- The compassionate and dedicated teams behind yours and your loved ones care.
- Highlights of resident activities, showcasing joy, inclusion, creativity and connection.

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

Thank you for being part of our MannaCare family and we look forward to sharing more with you in 2025.

Happy reading!

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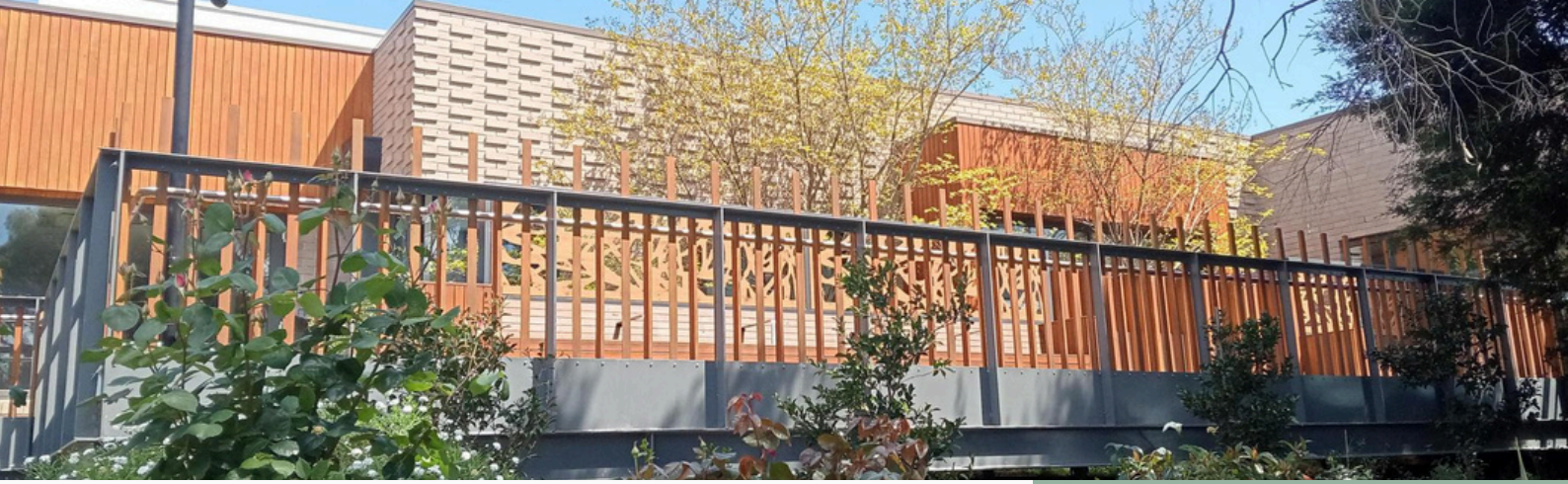
Sensory gardening

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## A message from Melissa Read and Krishan Arora | Residential Managers

As we come to the end of another year, there's so much to be proud of and celebrated.

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.

We are proud to share that with our ongoing support and commitment to excellence, both our residential homes received a 4 star rating from Aged Care Quality and Safety Commission in November. We were thrilled with the overwhelmingly positive feedback on the quality of care and communication from residents and families alike.

Our Leisure and Lifestyle departments at both residential homes have been buzzing with energy, events and experiences for our residents. The team's dedication has ensured a packed calendar, filled with both seasonal celebrations and everyday joys, fostering a vibrant and engaging community atmosphere as you'll see throughout this newsletter.

For our visitors, we recognise that during busy periods, car parking can sometimes be difficult. If you see any cars parked inappropriately, just let our friendly reception staff know. Also, a friendly reminder there is to be no smoking or vaping on our premises.

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

Our teams are here to support you so please reach out if you have any questions or feedback.

## We love customer feedback!

Here's what a family member of a resident had to say recently:

*"In celebration of Anne's 100\*\* birthday, we want to send a very big 'thank you' to the wonderful staff at Melaleuca. Especially to Krishan, Dileep, Catherine, Jesse and all the other amazing people who have cared for Anne Bottomley, our mother, grandmother and great-grandmother, with such care, compassion and respect for nearly a decade. We can't thank you enough! Wishing you all a little pre-Christmas nibble."*



## Your MannaCare team

At MannaCare, we pride ourselves on delivering quality care to you and your loved ones. That's why we want you to know who is the team behind yours or your loved ones care.

	Cassia House	Doncaster Melaleuca Lodge
<b>Manager</b>	Melissa Read Phone: 0451 977 721 Email: <a href="mailto:melissa.read@mannacare.org.au">melissa.read@mannacare.org.au</a>	Krishan Arora Phone: 0450 169 994 Email: <a href="mailto:krishan.arora@mannacare.org.au">krishan.arora@mannacare.org.au</a>
<b>Clinical Care Coordinators</b>	Myrna and Leanne	Catherine
<b>Chefs</b>	Chamee and Vania	Sali and Ritika
<b>Acting Admissions Coordinator</b>	Tiana	

“Graham would like to express his appreciation and gratitude to the care and nursing staff. He stated, "They all went above and beyond to provide Maria with the most amazing care." He now feels quite comfortable knowing that he can arrange for more respite care for Maria at Cassia House, Erica Unit. Special mention and gratitude go to the clinical care coordinators for their timely response to Maria's medical condition and for arranging her hospital admission.”





# Residential Survey Update

## Here's what you had to say.

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

The survey aimed to gather resident feedback across different domains, including choices and respect, consumer rights, quality of care, service environment, food and meals, leisure and lifestyles, and staff and management.

We are proud to report from those who responded:

- **93.8%** of residents indicated they are satisfied with the overall quality of care received.
- **100%** of residents and families agreed that they are involved in decision-making and care planning.
- More than **80%** of residents reported being satisfied with the quality of food.
- Approximately **80%** of residents and families indicated they would recommend MannaCare to others.

Thank you to those residents and families who participated in this survey.

We are always open to feedback and improving our services. You can do this through:

- Have your Say form, available from our reception at Cassia and DML.
- Attending our residential meetings either in person or online.
- Emailing our team at [contact@mannacare.org.au](mailto:contact@mannacare.org.au)

**Romi Mathieson**  
Chief Operating Officer

**Sandy Perri**  
Chief Financial Officer



# Lively activities

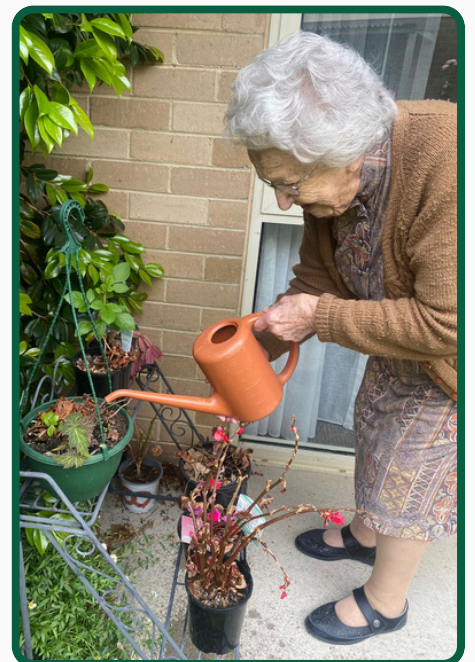
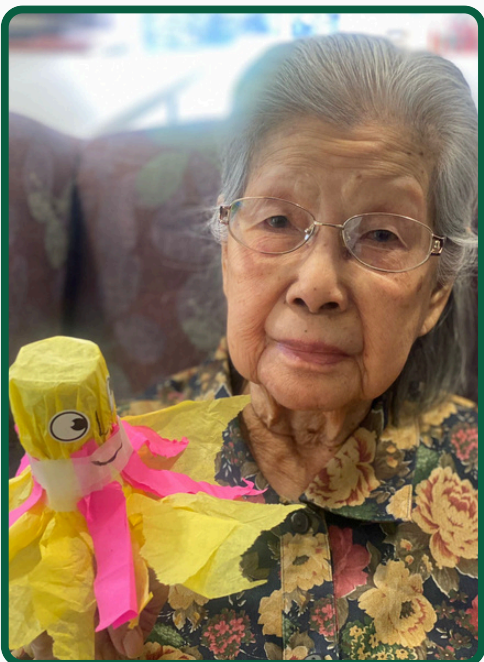
At Mannacare, our Leisure and Lifestyle department has been buzzing with energy, curating a rich tapestry of events and experiences for our residents.





# Entertainment and engagement

Our caring and dedicated staff and volunteers encourage our residents to soak up the atmosphere we offer at MannaCare. From singalongs, to arts and crafts, special treats, and more there's always something to look forward to!

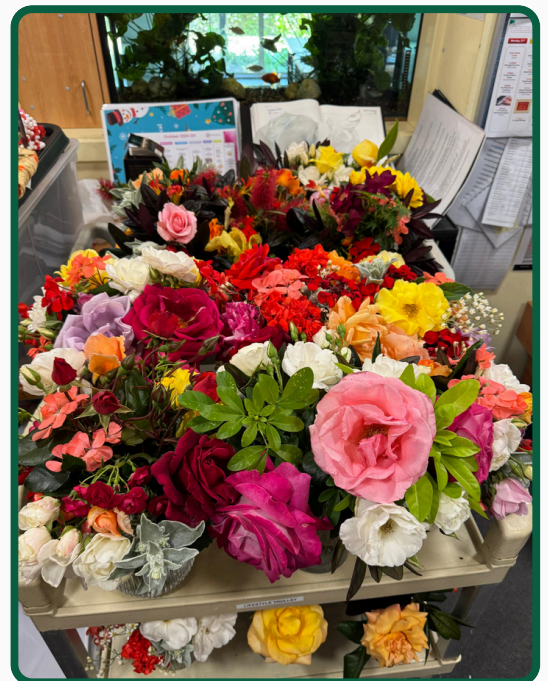
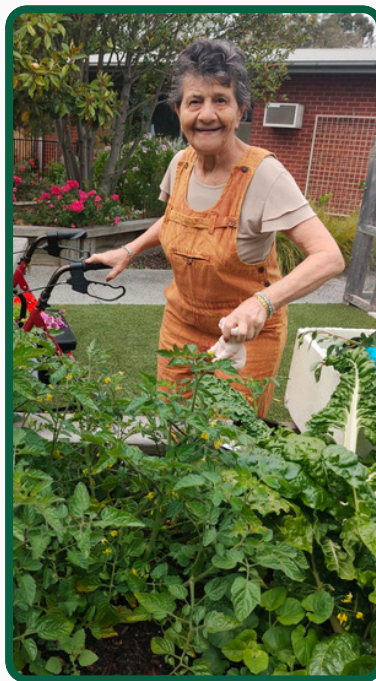






## Sensory garden with Damo

Our outdoor spaces have been bursting with colour, fun and laughter as our residents participate in sensory gardening sessions with our very own MannaCare gardening expert, Damo. Look at all those beautiful flowers!







## Delightful furry friends.

A standout excursion was the visit to the Valais sheep farm. Our residents enjoyed the charm of these unique animals in the beautiful countryside in Yarrambat. A special thanks to our staff who made the day happen.



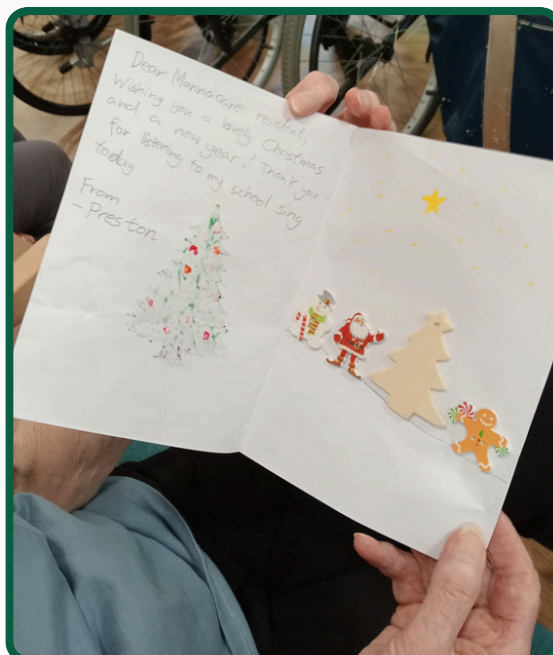




## Special visitors

St Gregory's the Great Primary School choir surprised our residents 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.

We can't wait for more special visitors in 2025.







## 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 residential homes. 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 teams, and even more importantly, the care and dedication you give to our valued people, every single day.



## Have something to share?

We're looking for your content to be featured in our future newsletters and on social media. It could be a story, an experience you enjoyed here at MannaCare, a memory, a picture of something you've done, a favourite quote - it's up to you!

To get involved, see one of our Lifestyle team or ask for our new Marketing and Communications Officer. We can't wait to share these with our MannaCare family and wider community.

# Congratulations

A very special congratulations to one of our residential volunteers, Jann.

She received the MannaCare Residential Volunteer of the Year award recently. Her dedication, passion, friendly nature and willingness to support our organisation is admirable and we thank her for everything she does for us. Jann is pictured with our Chief Operations Officer, Romi and Chief Financial Officer, Sandy.

