



# Annual Report

2013-2014

# Contents

## **Overview of MHA Care 3**

Who We Are  
Our Mission  
Our Values

## **Chairperson's Report 4**

Name Change  
Quality Review  
People  
Financial  
Strategic Plan  
Thank You  
Summary

## **Our Staff 6**

Meet the Team

## **Staff Training 2013–2014 7**

## **The Board of Management 8**

Board Meeting Attendance

## **Financial Overview 9**

## **Care Services 10**

Key Highlights Achieved during 2013-2014  
Some other Key Achievements

## **Planned Activity Groups 12**

Highlights for the Year  
Nathalia "Grinners"  
Cobram/Yarroweyah  
Yarrawonga/Katamatite

## **Volunteer Co-Ordination 14**

Volunteer Programme 2013-2014  
Volunteer Recognition  
Media

## **Meals on Wheels 16**

Meals on Wheels Program  
National Meals on Wheels Day  
National Meals on Wheels Conference  
Meals on Wheels Client Satisfaction Survey

## **Access & Support 19**

What is Memory Lane Café

## **Opportunity Shop 20**

Key Highlights for the last Financial Year  
Key Achievements  
Key Projects

## **Moir Foodshare 22**

Key Highlights for the last Financial Year  
Key Achievements  
Supporter's Acknowledgement

## **Compliments 24**

## **Snapshot 26**

## **Appreciation 27**

# Overview of MHA Care

## Who We Are

MHA Care (formerly Moira Healthcare Alliance) was founded in 1999 when the four existing health care services in partnership with Moira Shire Council formed an alliance.

MHA Care was formed to:

*“Provide a comprehensive and co-ordinated system of community care services for frail, aged and disabled people and their carers across the Moira Shire”.*

Through this commitment MHA Care now delivers principal programs. These are:

- Assessment
- Respite
- Meals on Wheels
- Domestic Assistance
- Community Aged Care Packages
- Personal Care
- Property Maintenance
- Planned Activity Groups
- Foodshare
- Yarrawonga Community Opportunity Shop

To deliver these services, MHA Care employs 70 direct Community Care Workers, 28 Office staff and a team of 500 Volunteers. MHA Care is governed by a Board of Management, which has representation from the local health care providers, Shire and community members.

## Our Mission

MHA Care delivers innovative and effective Consumer Centred Care to the aged, frail and disabled, based upon best practise standards underpinned by a culture of continuous improvement.

## Our Values

- Compassion
- Accountability
- Responsiveness
- Transparency
- Sustainability

MHA Care is recognised as one of the most progressive Home and Community Care (HACC) organisations in the Hume region.

MHA Care is well known for innovation in services, community connectedness, supporting healthy life-styles and social support services for older people. Staff are always looking for ways to improve the quality of care and service delivery for our clients, their families and our volunteers.



# Chairperson's Report

I am pleased to present the 2013-14 Annual Report to our members, clients and their carers, funding and support agencies and to our staff and other interested stakeholders.

## Name Change

MHA Care Limited was formed in December 2013 as a result of the conversion of Moira Healthcare Alliance Inc (an incorporated association under the Associations Incorporation Reform Act 2012) into a public company limited by guarantee. Companies formed in this manner are taken to be the same body before and after its incorporation as a company limited by guarantee.

## Quality Review

MHA Care undertook a quality review against the Community Care Common Standards in October 2013.

The Quality Review is a significant part of the Quality Reporting framework used by the Commonwealth and Victorian Governments to encourage community care providers to review, refine and continuously improve the quality of their service delivery.

The quality reporting process requires MHA Care to report on how our services meet the quality standards and program requirements. MHA Care has successfully met the eighteen (18) outcomes under the three (3) Community Care Common Standards.

## People

Our success as an outstanding community care organisation would not be possible without our people. Those deserving recognition and acknowledgement include:

- Our highly skilled, dedicated and professional staff who are driven in their performance to provide an outstanding level of service to our clients.
- Our volunteers who number in excess of 500 and support our Meals on Wheels, Opportunity Shop, Foodshare and Planned Activity Group Programs. We simply could not do without their support.

## Financial

Our current financial position is strong. We have been able to maintain a high level of capital reserves to allow us to meet the increasing care demands of our ageing community.

- MHA Care recorded an operating surplus of \$190,990.
- Audit results for 2013-14 confirmed excellent financial systems and controls are in place to face any future financial challenges.

## Strategic Plan

We are developing our new strategic plan by undertaking a comprehensive review as we head towards the end of our current strategic plan. The Board and the Executive Team continues to monitor the external environment and the funding landscape as we transition from Victorian Department of Health control to the Commonwealth Department of Social Services. Our specific emphasis will be focused on commercial sustainability, provider of choice, employer of choice and creating a skill based governance structure.

## Thank You

We also acknowledge the tremendous support of the following organisations:

- Victorian Department of Health
- Commonwealth Department of Social Services
- Moira Shire Council
- Yarrawonga Health
- Cobram District Health
- Numurkah District Health Service
- Nathalia District Hospital

## Summary

The Board is confident that the activities and programs outlined in this report, place MHA Care in a good position to continue our important work in providing a coordinated and integrated range of basic maintenance and support services for frail aged people, younger people with disabilities and their carers.

We extend our gratitude to our colleagues on the Board for volunteering their efforts and energy over the past year. We especially acknowledge those Board members who have retired this past year - Mrs Jennie Gould and Mrs Anne O'Connor.

The improvements made across the organisation over the past two years have positioned MHA Care to face changes in funding and embrace new models of care.

The innovation and change still required will be embraced by the organisation, as it strives to remain a key service provider, in meeting growing demands associated with an ageing population.



Bruce Pigdon  
MHA Care Chairperson



# Our Staff

## Meet the Team

### Corporate Management Team

CEO  
Manager Care Services  
Manager Corporate Services  
Manager Opportunity Shop and Foodshare

John Dean  
Chris Symmons  
Hayley McGregor  
Robin Harwood

### MHA Care Co-ordinators and Team Leaders

Corporate Services Coordinator  
Team Leader Planned Activity Groups  
Team Leader Assessment  
*Acting* Team Leader HACC Coordination  
Meals on Wheels Program Coordinator  
Coordinator - Opportunity Shop  
Coordinator - Opportunity Shop  
PAG Program Co-ordinator  
PAG Program Co-ordinator

Heather Baines  
Simone Kluckow  
Wendy Farrall  
Kelly Stephens  
Lorraine Northeast  
Lynne Manktelow  
Helen Ward  
Heather Henderson  
Joanne Cornish

### Assessment and Intake Team

Case Manager / Assessment Officer  
Assessment Officer  
Assessment Officer  
Intake Officer  
Access and Support Officer

Jodie Barber  
Angela Giltrap  
Jennifer Gadsby  
Marcia Nicholson  
Petra Alwer

### HACC Co-ordination Team

HACC Service Officer  
HACC Service Officer  
*Acting* HACC Service Officer

Gemma Parker  
Helen Lewis  
Jeannine Denny

### Corporate and Administrative Support Staff

Payroll & Finance Officer  
Receptionist / Corporate Support Officer  
Executive Assistant to the CEO  
HR / Corporate Support Officer  
HACC Support Officer  
Cleaner / Maintenance Officer

Leanne Adams  
Sheryl Drake  
Bernadette Edwards  
Ruth Mackie  
Mary-Lou Dunn  
Alan Taber

### Field Staff

Community Care Workers  
Community Care Workers  
Community Care Workers  
Community Care Workers

Yarrawonga  
Cobram  
Numurkah  
Nathalia

### Industry Consultants

HACC ASM Industry Consultant  
HACC Diversity Advisor

Beth Dawson  
Naomi Bravery

MHA Care employs  
87 staff comprising  
full time, part-time  
and casual team  
members.

We also have  
a wonderful  
volunteer workforce  
of over 500.



# Staff Training 2013–2014

- Person Centred Care
- Professional Boundaries
- Dementia
- Sensory Loss – Vision
- On Site Mentoring
- Active Choices
- Autism
- Discrimination Harassment & Bullying
- Incident Recording and Reporting
- Hoarding Behaviours
- Manual Handling
- Fire Safety
- Privacy & Confidentiality
- Handling Money on Behalf of Clients
- Infection Control
- OH&S Induction
- Occupational Health & Safety
- Motor Vehicle Light Rigid Training
- First Aid
- First Aid Refresher
- Expedite Aged Care Software Training
- Dysphagia
- Organisation Induction
- ACAR Tender writing
- Implementing CDC
- Basic Budgeting Skills for CDC
- Training for Health & Safety Representative
- LASA Victoria Consumer Directed Care
- WIN HR Software Training



# The Board of Management

MHA Care Board Members for the 2013/14 financial year as at 30 June 2014 were:

## Mr Bruce Pigdon

Chairperson & Representative Yarrawonga Health Board

## Mr Jock McPherson

Representative Numurkah District Health Service Board

## Ms Bernadette Brooks

Representative Nathalia District Hospital Board

## Mr Dale Brooks

Representative Cobram District Health Board

## Mrs Margi Cameron

Vice Chairperson & Independent Representative

## Cr Alex Monk

Representative Moira Shire Council

Throughout the financial year changes to Board Representation included

Appointment of Mr Dale Brooks (replacing outgoing Board Member Mrs Jennie Gould) from August 2013.

## Board Meeting Attendance

Board Meetings held 2013/14 = 11  
(including AGM & Special General Meeting)

Name	Period as Board Member 2013/14	No. of Meetings Attended
Mr Bruce Pigdon	Full Year	11
Mr Jock McPherson	Full Year	8
Mrs Bernadette Brooks	Full Year	9
Mrs Margi Cameron	Full Year	11
Mrs Anne O'Connor	July to October 2013	4
Cr Alex Monk	Full Year	11
Mr Dale Brooks	From August 2014	8



# Financial Overview

MHA Care provides a range of Home & Community Care and Aged Care services across the Moira Shire. The services provided during the year include:

- Home Help
- Meals on Wheels
- Home and Property Maintenance
- Personal Care
- Respite Care
- Allied Health (Occupational Therapy)
- Planned Activity Groups (Social Connections)
- Café Style Support and Community Meal Programs
- Yarrawonga Community Opportunity Shop
- Moira Foodshare.

Major sources of funding during the year were the Department of Health, Moira Shire Council and the Department of Health and Ageing.

Total revenue in 2013/14 was **\$5,130,189** which is an increase of **\$484,143** from the previous financial year. This revenue includes Department of Health growth funding towards increased HACC Service provision and the recognition of prior year funding to support Culturally and Linguistically Diverse Communities. Other contributors to the increase in revenue include the recognition of contributions from the Moira Shire Council for Independent Living for Older Persons and a gain from revaluation of property held for sale (\$33,838).

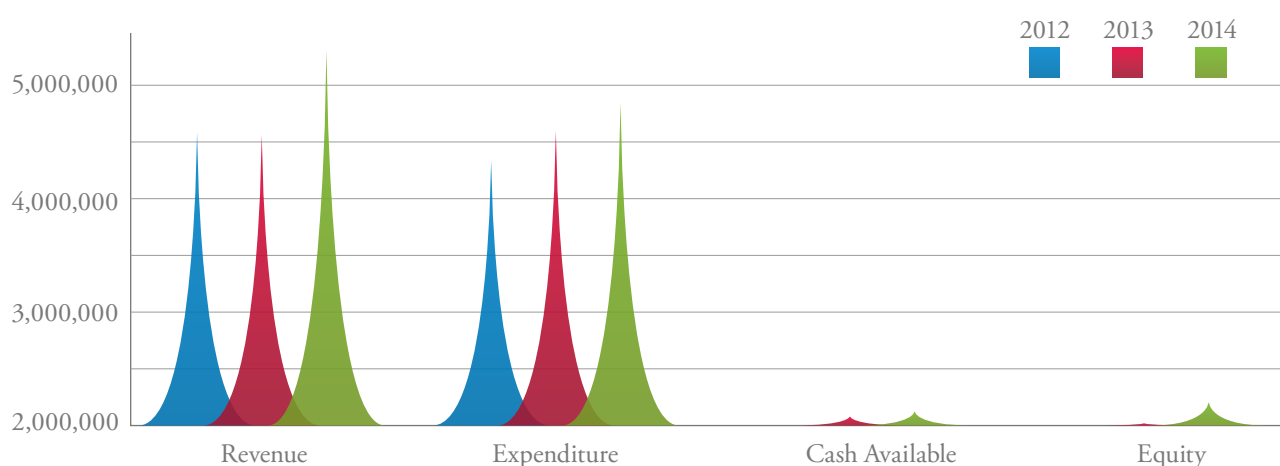
Expenditure for the year totalled **\$4,939,199** compared to **\$4,682,892** in 2012/13. This increase in expenditure has been driven by increases in salaries and wages, property expenses and administrative expenses including consultancy and recruitment expenses.

The overall result for MHA Care for the 2013/14 financial year was favourable to budget with a net surplus of **\$190,990** (Budget \$71,243).

Cash available for operations as at 30 June 2014 has increased to **\$2,126,763** (\$2,082,227 30th June 2013.)

This positive financial result for 2013/14 ensures that MHA Care is able to continue to build on a strong financial position, increasing equity from **\$2,020,378** to **\$2,211,368** and taking the ratio of current assets to current liabilities from 254% to 277%. This surplus position and stronger equity base will support future opportunities for capital development and enhanced service provision.

**Hayley McGregor**  
Manager Corporate Services



# Care Services

MHA Care has welcomed a new Manager Care Services into our team to oversee the management of the care service provision of MHA Care. Additionally this role will oversee the quality and safety for client services.

In a short timeframe the care services area has identified some significant changes and improvements to ensure our client services continue to meet our clients' needs.

## Key Highlights achieved during 2013-2014

Assessment staffing levels have increased in the later part of the year to include the Manager Care Services; 2 Team Leaders (one for Assessment and one for HACC Service Co-ordination); 1 Intake Officer and 4 Assessment Officers; and 1 Assessment Officer who also Case manages 12 Homecare packages.

Our annual targets have improved throughout 2013-14 with the following figures providing a guide to managing assessment targets for the next 12 months:

- **103% - Personal Care**
- **103% - Domestic Assistance**
- **77% - Respite**
- **72% - Assessment**

The Assessment Team will continue to develop ongoing and supportive relationships with other community service agencies and health services, enabling the team to provide a person centred approach to customer assessment and service delivery to ensure our targets for assessments reach 100%.

A more formal approach to allocation of services has been implemented to ensure that assessments are timely and services implemented meet our consumer's needs.

A highlight for the Assessment Team has been the opportunity to support a Diploma of Community Services student to obtain the relevant work experience required to complete the course. The student has been a welcome addition to the team providing staff with the opportunity to share their knowledge and skills.

The development of a new Customer Handbook and MHA Care Brochure has supported the Assessment Team's aim of building community relationships and an understanding of MHA Care across the shire.

MHA Care continues to support professional development with 5 staff, 2 who are from the Assessment Team, completing a dual Diploma of Business and Management in 2013.

Future plans will include the rotation of our Assessment Officers through the 'Intake' role to further enhance the assessment process to ensure service allocation and delivery are in accordance to clients assessed needs.

Professional development is offered throughout the year with staff encouraged to participate in training opportunities including.

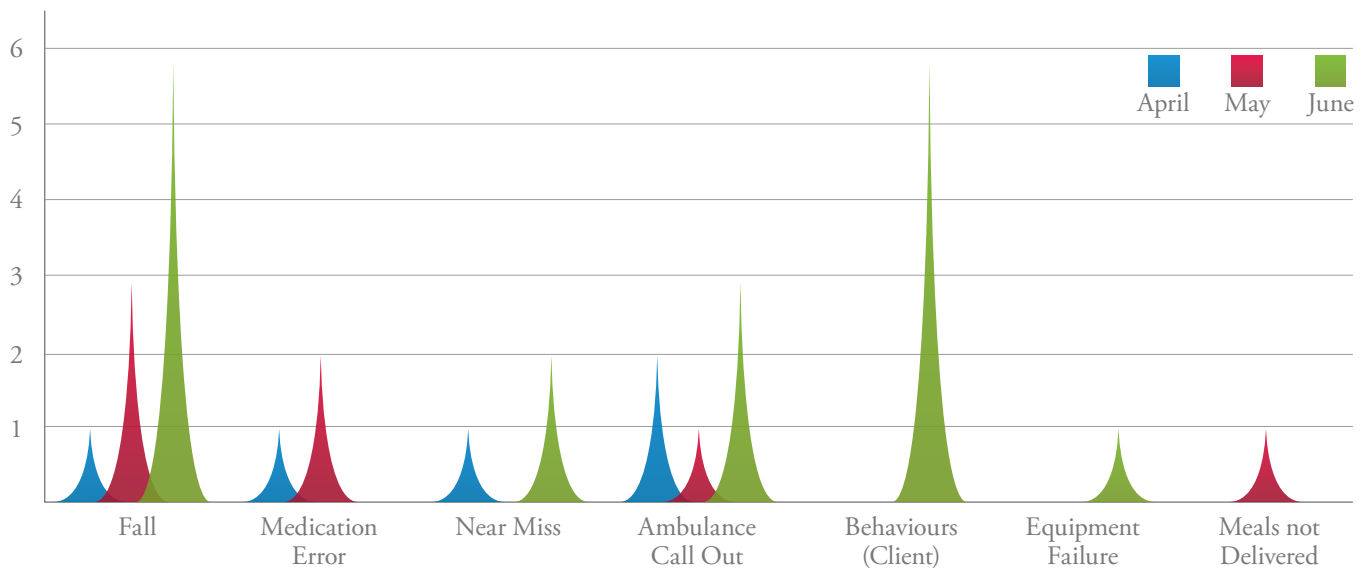
- **Health Coaching**
- **Goal Setting**
- **Eating for Independence**
- **Dementia Training**

A new quality and safety program has been implemented with a strong focus for continuous improvement which will include the monitoring of trends and acting upon those trends.

A recent improvement has been the re-evaluation of the incident reporting and client feedback systems and as a result of that we have seen an improvement in staff reporting.

The capture of these trends will now allow us to commence focusing diligently on our processes for Active Service Model and implement the 'doing with' concept for all our Community Care Workers so as every clients' independence can be promoted and enhanced.





The above graph highlights the improvements in reporting incidences in just the last quarter of 2014.

## Some other key achievements have been:

- Staff education provided at the Community Care Worker team meetings clarifying the process of client feedback and incident reporting.
- Increase in Client feedback forms sent to main office - 100% of client feedback forms actioned.
- Agenda Item- 'What's working well- What's not working well' implemented as part of the Quality system/program to capture areas of improvement and areas required for improvement.
- Monthly Traffic Light Reporting introduced - focusing on Quality Improvement.
- The Traffic light report is displayed throughout MHA Care and its offices across the shire.
- Received funding grant from the Department of Health - Socialisation luncheon for CALD Community. Access & Support worker & PAG Team Leader co-ordinating program to implement a 'Multicultural PAG program'.
- 80% of waiting list Assessment reviews completed.
- An additional Memory Lane (Café Style Support) has been introduced in Cobram.
- Volunteer Meetings have now been introduced with a yearly calendar developed.
- Community Care Worker Resource folder developed.
- MHA Care Improvement Plan - Community Common Care Standards recommendations and the plan for improvement reviewed, updated and submitted to the Department of Health achieving ongoing accreditation status.
- Active Service Model Prepare plan reviewed and submitted to the Department of Health.
- Cultural Diversity Plan developed and completed in partnerships with the 4 health services across the Moira Shire.
- Client assessment and implementation of service provision has been streamlined.
- Assessment Officers are now rostered in a more formal manner to ensure assessments are completed in a timely manner.
- Client discharge process has been streamlined.
- Promotional and partnering programs have been implemented where meetings /case conferencing now occurs between MHA Care and other service providers to ensure client needs and outcomes are met.

**Chris Symmons**

Manager Care Services





# Planned Activity Groups

The Planned Activity Groups have had some significant changes over the past 12 months with new structures being introduced, changes in venues and activity structure and increase in client attendance. Each location has grown in numbers and we wouldn't have been able to be where we are without the fantastic team in each location supported by our coordinators, care workers, our cooks and generous volunteers.

In May this year we closed Youanmite with some sadness, but a great sense of satisfaction and achievement. The group was initially created for the district to support them through the drought many years ago and since then, the group has evolved into a wonderful independent group who share their stories, help one another on their farms and have a wonderful sense of commitment to each other. Congratulations to our Youanmite clients on such a great outcome.

Some of the fantastic activities have been:

- Arts and Crafts: Mosaics, painting, tapestry, blanket making
- Sing a long sessions
- Physical activities: Bowling, golf, indoor basketball and others
- Special days: St Patrick's Day, Independence Day, Diabetes Week, Volunteers Week, Biggest Morning Tea, Melbourne Cup and much more!

Our swimming programs in Nathalia and Yarrowong have been going strong and have benefited so many of our clients with osteoporosis, arthritis, muscle fatigue and general well being.

The Planned Activity Groups are such a valuable program that MHA Care can offer to our clients to stay involved in their community, socialise and make friends, be active and enhance their mental wellbeing all the while enjoying activities and have fun.

In the next financial year, we hope to increase our numbers in each location, double our volunteer numbers and support our staff with some valuable training. Dynamic programs will be introduced catering for special groups needs and we look forward to all the new challenges to make our Planned Activity Groups bigger and better than this year.

**Simone Kluckow**

Team Leader, Planned Activity Groups



With three core locations, Yarrowong, Cobram and Nathalia we also continue to service smaller outskirt towns Katamatite and Yarroweyah. We changed our name from 'Social Connections' back to Planned Activity Groups' as it is recognised within the community and abroad as such.

Activity structure has changed enormously over the last financial year, with all care workers and clients contributing ideas and creative activities to the program with supervision from the coordinators.

# Highlights for the Year



## Nathalia "Grinners"

Grinners has been a very busy bunch over the last 12 months participating in lots of community events such as the 'Nathalia Bardi-gra' which is a community festival embracing its local environment. This year it focused on the local fish in the area and the Grinners got creative making scales for the main banner and contributed their fishing stories from their younger days.

Special guests have visited and contributed to the success of the Grinners group. Glenda Connell a local artist taught the group how to mould a beautiful little woodland bird out of clay and paint the creatures to life. Aaron Dove a local in Nathalia each year contributes wooden trophies to the Footy Tipping competition and presents them to the winners of the tipping including the wooden spoon! Bernie James has entertained with great music and songs for the group to sing along to.

The group has also enjoyed a trip to Tongka to visit the old historical homestead that has been restored by a local couple. The couple kindly opened their doors to the Grinners, enjoying the warmth of the period home and shared a lovely 'high tea' together.

We must congratulate the Grinners on their amazing knitting skills as they have donated 100s of knitted penguin jumpers to the little penguins who have been affected by the oil spills, made beanies for premature babies and furiously making poppies to celebrate the 100 years of ANZAC next year.



## Cobram/Yarroweyah

Cobram and Yarroweyah have had a great year with so many activities and amazing outings. One of the highlights for our Monday group was visiting Koonapacas Alpacas. The clients enjoyed seeing the alpacas and patting these gentle animals, it was great therapy. Another great highlight was the experience of having local members from council come and talk to the groups about what the council can do for them and answer any questions the clients had. A visit to the Transfer Station was also fantastic, learning about recycling and the functions of the local 'tip'. The Cobram clients have visited Burkes in Yarrowonga for lunch, attended the Cobram Senior Citizens Annual Concert and to Shepparton for some Ten Pin Bowling.

Yarroweyah and Cobram have joined forces at times to celebrate and enjoy activities as a bigger group which has been quite successful. Many in-house activities this year have been celebrating oceans day, making photo frames with pressed flowers, making a scarecrow for the back garden, indigenous painting, games and trivia. One of the best weeks was the Queen's Birthday week where all the staff dressed as Butlers and served our clients who had dressed as royalty a delicious high tea dressed as royalty.



## Yarrowonga/Katamatite

What an amazing year Yarrowonga and Katamatite have had. Katamatite were fortunate to host our annual Christmas event at their hall last year, with Jackie-Lee, Cobram singer entertaining the day away. The weather was hot but that didn't stop the clients from having a great time.

Katamatite every month has ventured out and participated in Morning Melodies at the Yarrowonga Mulwala Club. It is definitely a worthwhile activity with various artists appearing singing periods of music from over the years.

Yarrowonga has continued to grow and is nearly at capacity for the venue size. Our clients have enjoyed many outings this year

visiting Koonoomoo Strawberry Farm, Wangaratta Cinemas to see Jersey Boys, Rich Glen Olive Farm, Corowa Chocolate Factory and much more.

There has been many guests visit the Yarrowonga Planned Activity Group. We have had Russell from the CFA talk about fire safety in the home, Kathleen from Hearing Advisory Services and Penny Ann Clark, Gippsland Artist to create wonderful masterpieces of mosaic tiles around mirrors partly donated by local business Simply Frameless in Mulwala. We have been fortunate to have many local businesses supporting our footy tipping this year donating prizes for our winners. A big thank you to Pharmasave Yarrowonga, Burkes Hotel, Priority Fitness, Vodusek Meats, Crusty Loaf Bakery and Yarrowonga Bakery.



# Volunteer Co-Ordination

## Volunteer Programme 2013-2014

Our organisation has over 500 volunteers involved in our Meals on Wheels, Foodshare, Yarrawonga Community Opportunity Shop and Planned Activity Group Programs.

## Key Highlights for the Financial Year

### Volunteer Recognition

#### Christmas Function

Christmas Thank You Afternoon Teas were held in December at Golfers Resort for the Yarrawonga and Cobram volunteers and at the Nathalia Senior Citizens Hall in Nathalia for Numurkah and Nathalia volunteers.

The events recognised our volunteer's dedication and contribution in their community, and in particular our retiring volunteers who were awarded certificates of recognition by MHA Care CEO John Dean.

#### National Volunteer Week

The Theme for 2014 National Volunteer Week 12th to 18th May 2014 was 'Celebrate the Power of Volunteering'.

This year's events were organised in partnership with the Yarrawonga, Numurkah, Nathalia and Cobram District Health Services & Neighbourhood Houses, Moira Shire Council and St Margaret's Anglican Church in Cobram, Rosemary Cullen Foundation, Numurkah

Secondary College Catering Group & St Mary's of the Angels Catering Group in Nathalia to provide thank you events in each community.

Local school children, town bands and choirs provided entertainment at each town event.

Volunteers received a Thank You commemorative place mat with theme's of 'Volunteering Power', Thank You in Recognition of the Power you give to our community', 'Volunteers a Powerful Gift to our Community' in appreciation for all they do to support our volunteer programs.

MHA Care received contributions to cover the event costs from Moira Shire Council, Community Accessibility, Numurkah District Health Service, Yarrawonga Health, O'Meara Kennedy Real Estate, Hargreaves Joinery, Mulwala Ski Club and Hargreaves Solicitors.

We thank all the local business who provided gifts for volunteer door prizes which delighted our volunteers.

The event was covered by the local newspapers in Yarrawonga, Numurkah and Nathalia.

#### Volunteer Training

Volunteers participated in onsite training throughout the year in food handling and safety, Occupational Health & Safety and Emergency procedures.





### Volunteer Newsletter

MHA Care distributed a newsletter to all volunteers in December 2013 & April 2014. Information included:

MHA Care name change, Food Safety, Insurance update reminder, Incident Reporting Procedures, National Meals On Wheels Conference, National Volunteer Week, Meals On Wheels Emergency procedures, Policy Folders, recording Volunteer time procedures, recipes and crosswords.

### Social Awareness Week

MHA Care worked in partnership with Xavier College & Yarrawonga Health to involve students in our Meals on Wheels, and Planned Activities Group Programs to experience volunteering in our local community.

### Melbourne University Students

Biomed students participated in the Numurkah Meals on Wheels program as part of their placement program and community based activities around the Numurkah District in February this year.

### Improved Communications

#### Media

A positive working relationship continues to prosper with local media outlets and this has led to an increase in new individual and corporate volunteers.

Volunteer celebratory events and activities received significant media coverage throughout the year from the local newspapers in Yarrawonga, Numurkah, Cobram and Nathalia. Their efforts assist in the promotion of our services which is very much appreciated.





# Meals on Wheels

## Meals on Wheels Program - MORE THAN JUST A MEAL

The Meals on Wheels Program continues to provide an essential service in our community.

Meals on Wheels program is at the heart of our local communities. It represents people joining forces to lend a helping hand, team work and looking out for and helping each other.

Meals on Wheels program supports our customers to live independently in their own homes.

The Program creates social interaction with our customers and volunteers who may be the only person they see in their day.

Regular visits ensure our customer's wellbeing is monitored and volunteers report any concerns or issues to ensure appropriate action is taken.

### COBRAM

- 8 volunteers support 2 meal runs daily to deliver meals to our Cobram customers.
- Over the last 12 months 114 volunteers delivered 8,522 main meals to 107 customers.

### NUMURKAH

- 6 volunteers support 3 meal runs daily to deliver meals to our customers.
- Our customers are delivered two frozen meals on a Friday for their weekend meals.
- Over the last 12 months 91 volunteers delivered 6,429 main meals to 83 customers

### NATHALIA

- 2 volunteers support one meal run daily to deliver meals to our customers.
- Over the last 12 months 65 volunteers delivered 5,661 main meals to 49 customers.

### YARRAWONGA

- 4 volunteers support 2 daily meal runs to deliver meals to our customers.
- Over the last 12 months 112 volunteers delivered 10,937 main meals to 112 customers.
- Through our volunteer team's dedication and commitment they have delivered a staggering 31,549 main meals to 351 customers across the region.





## National Meals on Wheels Day

This year celebrated 60 years of Meals on Wheels in Australia.

The event was held on Wednesday the 28th August 2013 as part of National Meals on Wheels Day with the theme of *"Diamonds are Forever"*. Our volunteers delivered a celebratory placemat to all our clients with their daily meal.

Club Mulwala also provided a two course thank you lunch at the newly renovated Digger's Restaurant for all our Yarrawonga Mulwala volunteers to acknowledge their support of members in the community to live independently.

MHA Care appreciates the ongoing support of Club Mulwala in recognising and supporting our Volunteers.

## National Meals on Wheels Conference

This year marks the 60th Anniversary of Meals on Wheels in Australia.

The Meals on Wheels service started 60 years ago in South Melbourne, where a lady on a tricycle delivered a few meals to local residents.

The Conference is organised bi-annually by Meals Australia and was held in Canberra and attended by two of our Meals on Wheels volunteers Peter and Liz Ornsby who represented MHA Care.

Peter and Liz said "Peter and I were very fortunate to attend the 60th Meals on Wheels conference held in Canberra in August this year. We were able to attend seminars on such topics as OH&S, Corporate Volunteering, Social Media, Food Safety and the future of Home and Community Care funding models.

We met many dedicated volunteers and people who work passionately to provide our most vulnerable members of the community with hot, nutritious meals to maintain their independence and assist to remain in their own homes.

When Peter and I introduced ourselves as just volunteers representing MHA Care, it was often pointed out to us that we are not just volunteers but the face of Meals on Wheels. Sometimes we may be the only person a Meal on Wheels recipient may see in the course of their day.

After talking with many delegates and volunteers we felt a sense of pride that the service we are able to provide across the Moira Shire is excellent and of a very high standard.

Some services have changed from daily hot meals to pre made packaged meals. We are so lucky to be able to maintain fresh hot, home cooked meals from the Cobram, Nathalia, Numurkah and Yarrawonga hospital kitchens to deliver to our community members.

In finishing Peter and I would like to thank MHA Care for giving us the opportunity to represent them at the conference. It was a wonderful experience and we have learned so much that we will be able to help MHA Care implement changes such as increasing Corporate volunteers into the future."





# Meals on Wheels

## Meals on Wheels Client Satisfaction Survey

In conjunction with the local hospitals a Client Survey was mailed to our clients in Cobram, Nathalia, Numurkah and Yarrawonga to learn more about their experience of the Meals on Wheels service.

Client's responses were very positive rating the service from good to excellent. Client comments:

- “I am very thankful for the service.  
Thank you to everyone concerned”
- “Enjoy and gratefully appreciate the meals which are delivered to my home. Very good”
- “Since my good wife passed away the Meals on Wheels delivery is a very welcome break in my daily living”.
- “To know that our meal is prepared and delivered takes a huge weight off our minds. Everything is beautifully packed and clean. I can only speak highly of the delivery volunteers, always cheerful and helpful. Thank you for this great service.”

## Imagine the Possibilities Campaign

MHA Care made a submission to Volunteering Victoria earlier this year to be part of the “Imagine the Possibilities Campaign”.

Our Submission was successful and we were chosen as one of 12 organisations across Victoria to participate – the only Victorian country organisation chosen.

The focus of the campaign is on the promotion of the Meals on Wheels service and recruitment of new volunteers into the Meals on Wheels Program.

Support from Volunteering Victoria includes:

- Publicity and PR support
- Volunteer photographer
- 20 A3 colour posters
- 1,000 Postcards
- Web tiles/banners
- Print display advertisements
- Promotion of MHA Care Meals on Wheels Program on Volunteering Victoria website and social media.



### Lorraine Northeast

Meals on Wheels Program Co-ordinator

# Access & Support

Access and Support is a new Home and Community Care funded activity that has been developed by the Victorian Department of Health, jointly funded by DHS, so that the service system can better respond to disadvantage as a product of people's diversity. Our Access & Support Officer has been involved in promoting MHA Care, developing professional partnerships with a variety of organisations and undertaking extensive outreach work to identify and then assist eligible clients to use HACC services, while building capacity.

As part of this role our Access and Support Officer has also given presentations to a multitude of organisations and proactively encouraged members of the community to work with her in identifying potential clients for Access and Support.

Over a 12 month period the focus was on the CALD community (Culturally and Linguistically Diverse) migrants in the Moira Shire. This initially proved difficult as migrants tend to be fiercely independent; not actively involved in community and often living very insular lives. Language and lack of trust of authority and government, add a sprinkle of different degree's of war trauma that has intensified with age became a major barrier to accessing HACC services.

Using food as a vehicle (strategy), the Access and Support officer established a self funded migrant lunch group that would come together each fortnight to share a meal. This group initially started

in Cobram with five people, expanding and at one sitting had sixteen people from nine countries. The participants were all singular migrants, who came by themselves or with a partner, have no extended family and their experience of ageing has been to witnessing older people being placed in care, which they fear will be the outcome if they become involved in services.

They are generally suspicious of government and service providers, as many, have war traumas and these appear to surface more with age. Their language often slips between their native language and English and they are embarrassed by these cross-over's in language. The group is very tolerant of each other and now have a connection to community that did not exist previously. Many participants have now accessed HACC services.

The Access and Support officer has since expanded her duties to include other groups identified under the Moira wide diversity plan, who also have barriers to accessing HACC services. These groups include the people who are indigenous, financially disadvantaged, people with dementia and people who live in isolated and remote areas.

Additionally MHA Care was funded by the Victorian Department of Health funded Alzheimer's Australia Vic for Memory Lane Café's for people with dementia. This program commenced late 2013.

## What is Memory Lane Café all about?

Memory Lane Café is a model of service delivery that offers social support to a person and their carer at the same time, in the same place, in a community-based setting and positive social environment such as a café or similar community venue.

The café is designed to provide social support to enhance emotional wellbeing, support the care relationship and minimise social isolation.

It provides an opportunity for social connection, mutual peer support and encouragement, shared activities and access to information and community resources.

Since August 2013 clients and their carers from Yarrawonga, Numurkah and more recently Cobram have been attending each fortnight.

Current number of attendee's Yarrawonga – 6, Numurkah – 3 (2 currently not attending in winter), Cobram – 8

The number of participants has been steadily increasing over this time and it was necessary in both Yarrawonga and Cobram to change the café meeting venues to adequately accommodate both clients and carers.

A light luncheon is provided and all attendees say they really enjoy the company of others.

Laughing Yoga, Sing-along, Music, Photo Sharing, Recipes, and stories from childhood years are just some of the many happy times shared.

### Some Quotes

*"I enjoyed the session, relaxed and friendly. Thank-you for thinking of me."*

*"Can I come again? I would not usually go out but I really love coming along to the café."*

*"I used to be a very social person when I was younger, so this for me brings back many happy memories."*





# Yarrowonga Opportunity



## Key Highlights for the Financial Year

The end of June 2014 represented the completion of the fourth full year of the Yarrowonga Community Opportunity Shop and the completion of our first year at our new site in Benalla Road. Our Shop operates during weekdays and is also open on Saturday mornings. The greater community has strongly supported this project of MHA Care since its inception in June 2010. It is supported by the community in many ways with a large range of donations received daily and the regular stream of customers arriving at the shop daily from opening time to closing time. There is always a bargain for the shopper.

## Key Achievements

With our moving to the new Benalla Road premises in July 2013, Staff and Volunteers undertook a massive operation with moving stock and equipment from Hovell Street to our new site. Our new landlords, Jim and Matt Judd had ensured that everything was in order for the move. They made sure the premises were ready and kept in touch with us regularly to make sure all is ok. Thank you Jim and Matt for your warm welcome to our new premises and making sure everything runs along smoothly.

We also continue our relationship with our former landlord Mr Bob Scantleton. Bob has made available part of our old Shop for over-flow storage of goods at very reasonable rental. Thank you Bob for your continuing support.





# Community Shop

## Key Projects

The Opportunity Shop recently commenced its fifth year of operation. With funding now flowing back into the community, people can see just how important this project is in supporting community based groups across the region. Today more than ever, recycling has become a major issue in our community. It is pleasing to see our shop playing such an important role in this initiative. Volunteers are passionate about the Shop along with the importance of looking after our environment.

The Opportunity Shop Sub-committee has again been very busy this year. The role of this Sub-committee is to recommend to the MHA Care board suggested areas for community donations. We would again like to thank our two Volunteer representatives Lee Powell and Linda

Bruce. Both Lee and Linda have given a lot of their time in attending quarterly meetings and putting forward the views of our volunteers in the running of the Shop, as well as suggesting where funding can be allocated out in our community.

Thanks also go to Lynne Manktelow and Tony Evans. Lynne has again co-ordinated the volunteer team with support from Tony. This year Tony had to reduce his hours at the Shop. However, he still gives us support two days a week which is greatly appreciated. With the large array of jobs needing completion each day, such co-ordination is essential. We have recently welcomed Helen Ward onto our staff to assist with our Volunteers. Helen is already proving to be a great asset to our Team.

The community feedback continues to be very strong and positive. This is evident from the comments in our Visitors Book

located on the counter at the Shop. We have listed some of these comments at the end of this report for your information. It is very apparent that the whole community is behind this important MHA Care project.

Finally, we send a very BIG thank you to all our Volunteers who support us in a wide variety of roles at the Opportunity Shop. There are so many and varying daily tasks that need to be undertaken. Our Volunteers are always willing, ready and able. We are proud of our great Team who in turn are very proud of "Our Shop". Thank you all.

Everyone has fun working together and at the same time enjoy supporting OUR Community.

**Robin Harwood**  
Manager Opportunity Shop

# Moira Foodshare

## Key Highlights for the Financial Year

The 2013 – 2014 Financial Year has been another year where demand for food support has continued to be strong throughout our region. Over 200 000 equivalent adult meals were distributed throughout the region. For many people, social, economic and climatic conditions continued to play a sometimes difficult role in their lives. It was so important that Moira Foodshare could be there to support them through these tough times.

We again wish to thank Jack Pither and his team at I.K. Caldwell for the free use of their large warehouse in Camber Court, Cobram. This facility allows us to store food for distribution to our service providers directly and to our two shop fronts in Cobram and Yarrawonga. We gratefully appreciate their continuing partnership in ensuring we can support “our community” in times of need.

In recent years our community has been rocked by several serious natural disasters. In Autumn 2012 our region was hit by serious flooding which caused serious losses to our rural community. In Autumn 2013 our area was again hit, this time with Tornadoes and Storms which caused extensive damage. On both occasions Moira Foodshare supplied emergency food parcels to those needing emergency relief. This year on the 9th and 10th February the south end of Moira Shire was faced with severe fire conditions that resulted in the Wunghu Complex Fires. Fortunately

there was minimal building and stock loss with main losses being fencing and pasture. Again Moira Foodshare enacted its disaster plan in conjunction with Moira Shire and had food supplies available the next day to residents impacted. Again, as in 2012 and 2013, our volunteers worked from the Cobram warehouse, initially putting emergency food packs together before taking them out to the Numurkah Relief Centre.

We again as in previous disasters worked closely with Moira Shire with support. Over 100 Emergency Food Parcels were distributed immediately after the fires to the south end of the Shire. While proving again to be a big test for our organisation, volunteers can be justly proud of their prompt response to this disaster.

As in previous years we have been supported by Woolworths Stores both in Cobram and Yarrawonga. Each week volunteers visit these stores and collect donated food for use in Food Parcels or through our two Shop fronts. We again thank Woolworths for their continuing support.

We would also like to thank Foodbank Victoria who again ensured we had enough backup supplies for distribution. The Hume Foodshare Alliance which was established in early 2012 also supported us in supplies of food and offers of logistical support soon after the 2014 fires. Knowing this support was there was greatly appreciated by all concerned.



## Key Achievements

In the later part of 2013 we again undertook our Christmas Hamper Program. This Annual event has proved to be very popular throughout our region as the Christmas period often puts a lot of pressure on families and individuals which can have adverse social impact. This program involves a large number of our Volunteers and apart from times of disasters, has been traditionally our busiest time of the year. This Program allows a large number of individuals and families to have some Christmas cheer with lots of Christmas goodies who would normally go without. Christmas Puddings, Christmas Cakes, Jellies, Custards and Lollies are just some of the items that go into the Christmas Hampers each year.

Prior to Christmas 2013, nearly 700 Hampers were made up by our Volunteers. Boxes for the Hampers had to be sourced, then painted and given the Christmas spirit with Father Christmas Logos. We were again this year supported by the Barooga Sports Club along with Mulwala Water Ski Club and the Yarrawonga Mulwala Golf Club. The support from these three Clubs enabled us to purchase Christmas Puddings, Custards, Jellies and Sweets. We were also supported by the Yarrawonga Mulwala Rotary Club with these hampers with the supply of over 500 Christmas Cakes. We are again very grateful to the support from individuals and these organisations for their donations. Without their support these Christmas Hampers would not be possible.

*Photo Courtesy of the Yarrawonga Chronicle*



# Supporter's Acknowledgment

We would like to thank the following organisations and individuals for their support:

Moira Shire on the Murray  
Berrigan Shire  
I.K. Caldwell  
FoodBank Victoria  
Woolworths Stores – Cobram and Yarrawonga  
Elite Bakehouse - Yarrawonga  
Barooga Sporties Group  
Yarrawonga Mulwala Golf Club Resort  
Mulwala Water Ski Club  
Rotary Club of Yarrawonga Mulwala  
RACV Club Resort - Cobram  
St Vincent De Paul – South West Region NSW.  
St Vincent De Paul – North Eastern Central Council Vic.  
St Vincent De Paul – Yarrawonga  
St Vincent De Paul – Cobram  
St Vincent De Paul – Kyabram  
St. Vincent De Paul - Numurkah  
Cobram Community House  
Nathalia Community House  
Cobram Courier  
Yarrawonga Chronicle  
Barooga and District Lions Club  
Foote Waste – Shepparton  
Visy Packaging  
Cornish Orchards - Cobram  
Peter Cullen Produce – Tocumwal  
Harris Produce – Berrigan  
Christ the King College - Cobram  
SPC Ardmona - Shepparton  
Bega Cheese - Strathmerton  
Simplot – Echuca  
Unilever – Tatura  
Neil Kerr First National Real Estate – Cobram  
Kelly Bros - Burramine

Finally a very BIG thank you also, to all of our “Dedicated Volunteers” at the Cobram Warehouse, Cobram Shop and Yarrawonga Shop. Your support has provided a vital service to people in our region.

This year Frank Wallace has again acted as the Volunteer Co-ordinator at the Cobram Warehouse. Frank’s experience, knowledge and contacts throughout the region have been invaluable in ensuring supplies are available at all times, especially in times of emergency. Thank you Frank for all your support. Our organisation is very grateful for the hours and effort that Frank puts into this role.

In Yarrawonga we would again like to thank Lee Powell who along with support from Bill Bourke has been co-ordinating the Yarrawonga Foodshare Shop. Lee and Bill have ensured that supplies are kept up to date and ready for delivery to Foodshare clients as required as well as covering emergency situations.



*\$1,500 donation from Neil Kerr  
First National for Foodshare*



*Photo courtesy of Cobram Courier*



*Photo Courtesy of the Yarrawonga Chronicle*



*Partnership between Rotary Club of  
Yarrawonga/Mulwala and Moira Foodshare*



# Compliments

## Compliments received from Customers

30th July 2013

*“Great shop – great to see it is helping out the community”.*

15th October 2013

*“A real emporium – very impressed.”*

28th October 2013

*“What a great store – bargains for everyone”.*

5th September 2013

*“A fantastic store! Well organised and very clean. Congratulations”.*

7th November 2013

*“We haven’t seen anything like this.”*

4th December 2013

*“I’ve died and gone to heaven.”*

24th December 2013

*“Great shop and great bargains.”*

6th January 2014

*“Most amazing shop, great staff and well organised.”*

23rd January 2014

*“Bought heaps of kids clothes, easy to find and great assistance too.”*

6th February 2014

*“I love this Opp Shop it is just the best. We visit all the time when in town”.*

11th February 2014

*“This place is better than Myers. Keep up the good stock!”*

20th March 2014

*“You never know what you will find here”.*

13th April 2014

*“Why would you shop anywhere else”.*

5th June 2014

*“Best range of prices I have ever seen”.*



## Compliments received from Clients

Throughout the financial year 27 compliments were received from either clients, family members or service providers via telephone, in person, through letters and cards or via email.

Here are just a few of the compliments MHA Care received during this time...

“*Thank you to my Community Care Worker. She does a wonderful job and I look forward to her visits as she is pleasant and caring.*” (Client)

“*I am so grateful for the service provided by MHA Care. It is a wonderful organisation and my Community Care Worker has enabled me to become independent with my personal care skills. She is a very understand and empathetic person.*” (Client)

“*Thank you to all the staff and MHA Care for the wonderful attention paid to my mother's needs. Our family is also thankful for the pleasant communications we have had with the office.*” (Client's Daughter)

“*Thank you MHA Care for assisting client who was unable to clean his house due to an injury. The client acknowledges that with MHA Care's help his life is now back on track.*” (Community Interlink)

Letter received from Hargraves Solicitors thanking the organisation for the good work the MHA Care does in assisting older and less fortunate people.

Client telephoned to say her Community Care Worker does a fantastic job and she couldn't be happier and wished to thank MHA Care.

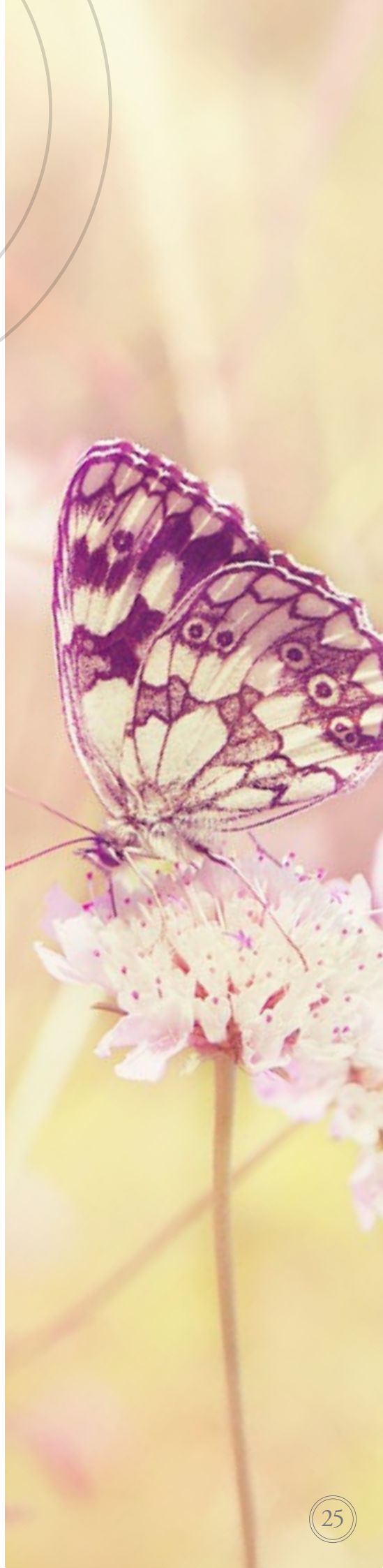
Telephone call from Client's Daughter thanking MHA Care for the wonderful job the Community Care Worker was doing under difficult circumstances. The daughter advised she was extremely happy that her parents are cared for by the Care Worker.

Telephone call received from a client thanking Home and Property Maintenance for a wonderful job done on the windows.

Client contacted MHA Care to say how much she enjoys the service MHA Care provides and what a “great bunch of girls” the organisation has.

Thank you card sent to MOW Volunteer Co-ordinator thanking her for her assistance and to advise how much both her and her husband enjoyed being MOW volunteers.

New clients advised MHA Care's Case Manager that their Community Care Worker was doing a great job and they were very impressed with the level of care they received.



# Snapshot

MHA Care Limited  
Registered in Victoria: December 1999

## Indemnification of Officers

MHA Care maintains Directors and Officers Liability Insurance for professional indemnity for its members of staff.

## Principal Activities

The principal activities of MHA Care during the financial year were the provision of home and community services and aged care services across the Moira Shire. These services include home help; delivered meals; home and garden maintenance; personal care; respite care and planned activity groups.

## Results of Operations

The operating surplus for the 2013/2014 financial year was \$190,990.

## Taxation

MHA Care is a Company Limited by Guarantee endorsed as an income tax exempt charitable entity.

## Review of Operations

MHA Care's operational funds for the financial year were in the form of funding from the Victorian Department of Health, the Commonwealth Department of Social Services and Moira Shire Council. The expenditures of MHA Care were on the provision of services for the frail, aged and disabled across the Moira Shire, including on the staffing and operations of its office based in Yarrawonga.

## Significant Change in the State of Affairs of MHA Care

There was no significant change in the state of affairs of MHA Care during the year ended 30 June 2014.



# Appreciation

This report was presented to you  
with the compliments  
of the  
Chairperson and Board  
of  
**MHA Care Limited**  
in appreciation of your interest  
and support.



MHA Care Limited  
Annual Report 2013-2014